

Enterprise Applications Management for SAP



DXC Technology helps customers achieve IT and business outcomes through our run program, which uses standard delivery processes and models powered by the latest automation, analytics, artificial intelligence (AI) and machine learning (ML) technologies.

A changing landscape

The application management landscape is changing:

- Connected digital ecosystems are altering the way applications are built and managed.
- Enterprises are under pressure to fund their digital journeys through internal cost optimization initiatives.
- Infrastructure, applications and business process operations silos are disappearing as the focus increases on business outcomes.
- AI/analytics-enabled automation and robotics are disrupting the services landscape.
- Enterprises are leaning heavily toward Agile and CI/CD, disrupting traditional application management models.

IT must respond to the challenges of the digital economy by innovating, simplifying and automating toward a future-proof digital transformation.

Supporting the growth, optimization and evolution of your business

DXC's IT operations management platform is truly digital. Our standard processes and delivery model — based on ITIL and IT4IT and enabled

by automation, analytics and AI/ML — help you:

- Reduce costs
- Enable better business outcomes
- Maximize your SAP investments
- Pivot to innovation and transformation

DXC has helped customers reduce the costs of running their SAP applications by up to 30% and improve the speed to value by up to 60%, in addition to enhancing delivery and service quality.

Simplify your SAP environment with better business outcomes and lower maintenance costs

Using intelligent automation to transform IT application operations digitally at scale, Enterprise Applications Management for SAP has delivered results for our customers:

- DXC helped a consumer industries and retail leader standardize proactive monitoring and automation by preventing 470 potential finance-impacting issues, 97% of interface errors and 75% of batch process cancellations within 6 months.
- A major retailer wanted to reduce its total cost of ownership by gaining insight into expanding

Key benefits

- Better business outcomes through insight-based decision making, improved service quality and speed to value
- Lower maintenance costs through simplification of SAP applications and adoption of standards and best practices
- Maximized and secured SAP S/4HANA investment that serves as the core of the enterprise's digital transformation journey
- Unlocked resources that enable the enterprise to pivot toward innovation and transformation

retail operations with the SAP HANA® platform, especially for operations and customers. DXC helped reduce total cost of ownership by 30% by linking business outcomes with technology drivers and optimizing end-to-end processes.

- DXC consistently exceeded the expectations of a manufacturing customer, closing 50% more tickets faster than before and reducing reported complaints and problems by 95%, thus shifting resource allocation toward transformation and innovation.



Strengthening the foundation

DXC Enterprise Applications Management for SAP embeds digital capabilities such as automation, analytics and AI/ML into foundational application management practices such as ITIL and IT4IT to optimize cost, increase visibility, maximize investment in SAP S/4HANA and pivot from firefighting to innovating and transforming.

DXC achieves all this by creating a virtuous cycle between Foundation and Service Automation that is driven by a mindset of continuous improvement.

Intelligent automation transforms IT operations at scale

According to our customers:

“More than ever before, we need speed and agility to keep up with market changes in healthcare. Partnering with DXC helps us adapt quickly, keep our IT costs as low as possible and, at the same time, enjoy stability and peace of mind.”

— Senior vice president and CIO of a leading health and insurance company

“If I look at the current time period ..., I have 50% fewer severity 1, 2, 3 and 4 incidents than I did a year ago.”

— Chief information officer of a leading European energy company

“By delivering an always-on operational foundation, DXC frees the company from solving IT problems, which means we have more time to focus on innovation and creating value.”

— Vice president of IT delivery and operations at a leading consumer packaged goods company

Why DXC?

We understand the challenges that IT leaders face with the conflicting priorities of cost reduction and transformation. While cost reduction is typically achieved through simplification and standardization, transformation requires considering the complex and unique needs of the business.

DXC collaborates with customers to understand their unique needs, and we offer solutions that allow these conflicting priorities to converge. Our managed services are powered by 13,000+ SAP professionals in 39 delivery centers and backed by more than 35 years of partnership with SAP.

Secure your success with a trusted partner for your needs, every step of the way.

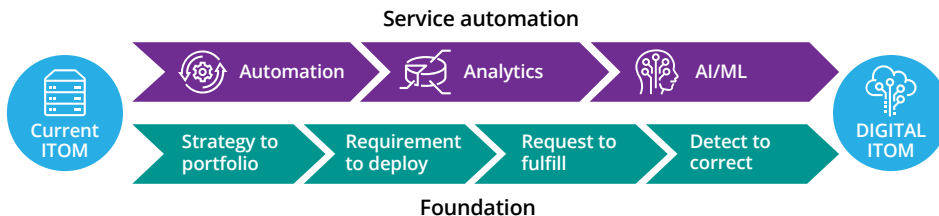
Contact DXC today: sapsolutions@dxc.com

Capabilities

DXC supports you after go-live with management, operations, maintenance and enhancement of your SAP applications.

- Build a framework and platform for business process monitoring capabilities and automation of application service management processes and operations, minimizing downtime and ensuring faster resolution of known issues.
- Leverage state-of-the-art AI techniques and robotics to manage complex and hybrid environments.
- Automate manual operations and process flows, eliminating human intervention for detecting, resolving, improving and managing applications.
- Optimize human labor to resolve common and routine issues; enable faster response to customers and end users.
- Enable savings from automation to be redeployed for strategic digital transformation initiatives.

Learn more at dxc.com



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About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com).