



**Learnings from Leaders:  
Modernise to outsmart  
uncertainty in 2023**

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# Introduction

'Digital Transformation' has been *the* corporate buzzword for much of the last decade. But in the past two years, many organisations have had to rapidly accelerate their transformation strategies to ensure business continuity and retain relevancy during this period of social, business, and economic disruption.

A recent study undertaken by Gartner\* highlights the evolution of the distributed enterprise, as organisations reimagine entire business models to be more resilient and agile, and embrace new digital capabilities to improve business activities.

During this time where only the fittest will survive, DXC Technology's Enterprise Applications Practices have helped organisations quickly adapt to changing market needs.

We spoke to the DXC Enterprise Applications Practices leaders for insights into how organisations are leveraging advanced technology and data to navigate disruption, strengthen resiliency, and outsmart uncertainty in 2023.



**Stuart Dickinson**  
DXC Practice for  
SAP



**Charles Hamilton**  
DXC Practice for  
Microsoft



**Richard James**  
DXC Practice for  
Oracle



**Kevin Sharp**  
DXC Practice for  
Salesforce



**Sophia Ali**  
DXC Practice for  
ServiceNow

\* [Gartner Top Strategic Technology Trends for 2022](#)

# Industries pivot and transform through disruption

The disruptions of the past two years have been felt by many organisations industry-wide.

However, it is the changing nature of human behaviour where the impact on business has been observed most keenly. From customers changing buying behaviours to employees adapting to a virtual working environment, organisations have had to adjust their processes quickly to respond to new attitudes and a more discerning market.

Retail and distribution are obvious examples. As restrictions caused brick and mortar stores to close temporarily, retailers had to adapt quickly to reap the opportunities of increased ecommerce activity. Unprecedented volumes of digital transactions and call centre activity impacted many sectors.

“When disruption hit, many organisations didn’t know what was coming next. Likewise, many consumers changed their habits, abandoning retail stores and ATMs, relying on digital transactions,” said Charles Hamilton, DXC Practice for Microsoft.

“Since then, we’ve seen a steep uptick in online activity for all types of online service offerings. Retail, supply chains, and even retail banks have had to rethink their customer offerings.”

The way in which customers engage has had a knock-on effect. Many organisations have re-prioritised and accelerated projects that were on a longer trajectory, optimising their technology investments as quickly as possible by building out flexible platforms and focusing on resilience through application modernisation.

To future-proof their business, DXC customers are transforming enterprise applications to meet demand and exploring digital automation to maintain consistent and reliable customer service. Moving to cloud-based solutions is a prime directive for many of our customers. It is helping them become more responsive to the turbulent market, allowing them to focus on facilitating better customer interactions, and operate more efficiently.

“DXC strengthened Westpac New Zealand’s approach and helped consolidate disparate systems into one unified system by seamlessly integrating Power Platform, Azure, Dynamics 365, and a separate on-premises system.

While the bank is using different elements of each system, DXC delivered a suitable integration unique to Westpac New Zealand’s needs to help the bank improve efficiencies across the board.”

Shaun Anderson  
Tech Area Lead  
**Westpac New Zealand**

**[Read the case study](#)**



## Digitising services in a timely, consistent and secure way

“Our contact centre plays a vital role in serving our customers. So, to help manage heightened call volumes and enable our agents to service our customers from anywhere, we knew we had to find a way to do more with telephony.

After engaging DXC, we were delighted with the short time to value, rich features and positive business impact they were able to produce utilising Service Cloud Voice.

They brought a level of expertise and dedication to the project that was second to none, in order to make it a huge success!”

Senior manager & platform owner  
**Large Australian financial institution**

Another industry experiencing significant disruption is the public sector. Many DXC customers observed a substantial rise in inbound queries—from parents calling schools for updates on closures, to patients calling healthcare organisations for health and safety information. The resulting strain on contact centres has been substantial.

Government agencies and other public sector organisations are digitising business processes to manage call centre workloads more effectively and offering citizens more automated, self-service features to maintain customer satisfaction.

“Customers are turning to cloud-based contact centre solutions, such as the Salesforce Service Cloud Voice, to unify voice calls, digital channels and CRM data in one place and in real-time, remotely,” said Kevin Sharp, DXC Practice for Salesforce.

“Whilst these automated business processes lower costs in the long run, they also boost agent productivity by reducing time spent on manual work and freeing them to focus on higher-value tasks. This in turn will result in better support to customers and a better user experience all around.”



# Modernising apps for process improvements and employee engagement

The way we work is evolving. According to a [DXC Technology study\\*](#), since 2020 almost half (44 percent) of organisations surveyed allowed most staff to work from home, compared to only seven percent in previous years—and many plan for a hybrid state to continue.

To support the new digitally enabled workforce, IT teams had to quickly re-engineer processes by accelerating the adoption of employee-focused applications.

“Whilst leaders took some time to understand the long-lasting impact of the disruption at the beginning of the pandemic, it has now become apparent that this will be a long-term step change in the way we work,” said Sophia Ali, DXC Practice for ServiceNow.

“Businesses have had to adapt to this change, or risk being left behind in terms of reputation, competitiveness, talent acquisition and retention.”

Validating this further, the study revealed that the majority (67 percent) of business leaders said the focus of their transformation efforts will be on employees.

“Through my work with customers, I’ve seen a particular focus on the implementation of Software-as-a-Service (SaaS) solutions,” said Richard James, DXC Practice for Oracle.


“The move to SaaS can be clearly seen when I look at the modern, employee-centric solutions that are being implemented, like Oracle Cloud HCM. They simplify and improve the workplace experience, whilst providing managers with built-in machine learning and analytics to help drive deeper insights that enable more effective people management, all while reducing costs.”

“I enjoyed working with DXC as one team with Tourism New Zealand throughout the entire project. The consultants were all competent and took the time to understand our requirements and committed to ensuring our needs were met.”

Diana Nott,  
Project Financial Controller  
**Tourism NZ**

[Read full case study](#)





“DXC challenged our belief that we needed customisations within ServiceNow, helping us achieve our necessary fast deployment with very little input from my team.”

Robert Parlane  
Technology Support Supervisor  
**MediaWorks**

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As organisations grapple with managing a distributed workforce, maintaining a positive and productive culture has posed longer-term challenges. As a result, the demand for digital workflows has risen exponentially as organisations look to re-think and act ‘smarter’ when engaging their employees.

One way this is playing out is the rise of organisations adopting AI technology, such as virtual agents, as part of ServiceNow.

Whilst helping manage inbound service enquiries to IT teams, the solution leverages machine learning technology to solve problems virtually and reliably. This enables employees to stay engaged and productive whilst freeing up IT teams to leverage the data collected to streamline processes, improve efficiencies, and inform support and training programs.

## Turning data into actionable, valuable insights

A critical part of being successful in the digital economy is using the right analytical tools to back up and validate decision-making and predict future scenarios.

Organisations can now make the overall customer experience more personalised and streamlined by analysing and predicting customer preferences, behaviours, and future needs.

By integrating ERP systems into the business, organisations can use advanced analytics and machine learning to harvest and analyse data and ensure decisions are backed by actionable data.



Whether updating existing apps or implementing new ones, organisations can model key business processes and run 'what-if' analyses to provide foresight into revenue disruptions, future workforce requirements and impacts on the supply chain.

But to achieve this takes more than just a flick of a switch. Instead, business leaders need to spend time embedding real-time data and analytics into the organisation.

"Often this sophisticated use and access to real-time data can get stuck in the realms of the IT or finance teams," said Kevin Sharp, DXC Practice for Salesforce. "However, the beauty of platforms like Salesforce, is that it can provide real-time data to anyone—regardless of their IT skills and capability—and in turn, it offers a democratisation of data in the workplace."

Access to reliable data is critical for organisations that have shifted to a hybrid office/home model. However, this doesn't come without a need for integrated applications and a connected workforce; having one without the other makes quick data-driven decisions extremely difficult.

"Power BI makes such a difference for our customers. Having all the data from across the business accessible from any location means timely decisions can be made – anywhere, anytime," said Charles Hamilton, DXC Practice for Microsoft.

"One of the first things we did was to use Microsoft Power BI to empower our business units by giving them new insights into their data in various ways, such as dashboards. And we've opened opportunities to run AI and machine learning on top of our cloud environment to add predictive analytics and features such as personalised product recommendations."

Matt Keays  
Chief Operating Officer  
**Michael Hill Jewellers**

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# Investing in the future

Looking to the future, there is no doubt that organisations will continue to invest in applications and solutions that deliver tangible business value, improve efficiency and build on resilience.

“Being able to rapidly scale (up and down) across IaaS and SaaS provides organisations with the flexibility to adopt systems that quickly respond to changing market conditions. This will become a critical factor for success,” said Richard James, DXC Practice for Oracle.

“There will be a mix of business models where some organisations build their application strategy on a ‘best of breed’ model where integration is key, while others will believe a single, end-to-end solution from a vendor such as Oracle is the best business model for their organisation.”

“We needed to modify our model so that we could forecast how to run under different operating conditions, and we chose DXC Practice for Oracle to help us on that journey to rebuild our models in Oracle Cloud.”

Lee Albert  
IT Project Manager  
**Tronox**

Today's business leaders are looking for faster, more reliable ways to plan and budget, increase efficiency in scenario planning, improve resource management, and reduce costs to ensure competitiveness.

“We anticipate a continuous focus on areas that make business more resilient, such as digital demand planning, customer journey mapping and modern, flexible applications,” said Stuart Dickinson, DXC Practice for SAP.

“For example, we have seen an increase demand for products such as SAP's Integrated Business Planning (IBP) software—a cloud-based, next-generation planning solution that helps overcome supply and demand challenges and enables organisations to run accurate, efficient supply chain and planning processes.”

“We had some clear air to get rid of our old systems which were rapidly becoming outdated and unsupported. We were determined to go down the cloud path, because we wanted the flexibility of anytime, anywhere access to the system. We also saw it as an opportunity to take a technological leap forward by implementing a future-proofed ERP platform with DXC.”

Myles Rigby  
Group Accountant  
**Deague Group**

# Navigating the way forward

While brick and mortar-based businesses will continue, the vision of the 'future workplace' must be hybrid. Organisations that prioritise 'experiences', encompassing all touchpoints for employees and customers, will emerge as winners.

DXC has seen the impact disruption has had on our customers, yet it is inspiring to see decisiveness and resiliency from organisations all over the APAC region.

The DXC Enterprise Applications Practices offer specific areas of expertise and unique ways to address business needs with offerings from Microsoft, Oracle, SAP, Salesforce and ServiceNow.

As trusted advisors, our practice leaders are instrumental in ensuring that customers look to modernise applications, digitise outdated business models, automate processes and improve stakeholder experiences. We can apply the right tools, approaches and knowledge to unlock tangible value from enterprise application portfolio initiatives.

When our customers want to transform their business, they turn to us.





# DXC Enterprise Applications Practices

DXC Technology's Enterprise Applications Practices help customers develop, integrate, implement and manage enterprise applications, including SAP, Oracle, Microsoft, ServiceNow and Salesforce across the APAC region.



## **DXC Practice for Microsoft**

We help organisations to digitally transform with Microsoft applications using unique project methodologies and industry leading IP delivered by our team of experts.

## **DXC Practice for Oracle**

We provide dynamic technology leadership across a full continuum of services around Oracle's suite of applications, platform services and engineered systems.

## **DXC Practice for SAP**

We help enterprise organisations to reimagine their future and accelerate their business transformation with SAP applications.

## **DXC Practice for Salesforce**

We work collaboratively with our customers to deliver integrated Salesforce cloud solutions scaled to meet the unique needs of their business now and into the future.

## **DXC Practice for ServiceNow**

We simplify complex IT landscapes to increase productivity and drive engagement with great digital workflows for our customers.

**Find us at: [www.dxc.com/au/en/practices](http://www.dxc.com/au/en/practices)**

## **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](http://DXC.com).