A customer-centric approach
DXC Implementation and Transformation for Salesforce

DXC's Salesforce services power your digital transformation strategy, with a focus on optimization, integration and expansion.

Benefits

- Build an effective overall architecture for cloud computing

- Ensure that your business capabilities are aligned with your strategic digital transformation plan

- Gain insight into real customer needs

- Integrate Salesforce clouds with your internal systems and data stores

The role of IT has changed with the onset of the customer-driven age. In today's business climate, companies must put the customer at the center of everything IT does and have a single view of that customer across all touchpoints.

Challenged by a lack of information about their customers, many companies cannot meet their customer needs successfully. The absence of a holistic source of information about customers often results in fragmented, inconsistent information. Without that important customer and industry knowledge base, many businesses lack the ability to capitalize on business opportunities.

Gain greater speed and efficiency

DXC Technology's Implementation and Transformation for Salesforce offering enables companies to provide market-differentiating customer experiences by capitalizing on the innovation of the Salesforce platform.

Our global, highly certified Salesforce experts deliver services relevant to every stage of your digital transformation. From implementing new solutions to optimizing and extending Salesforce environments, DXC employs a project methodology that aligns to business outcomes and incorporates engagement goals into your larger transformation strategy.

DXC's Salesforce offering also includes a full suite of onshore and offshore managed services. Our capabilities will enable you to understand your customers' information, identify their needs and respond with greater speed and efficiency.

Enhance your customer integration capabilities

It can be difficult to meet heightened customer expectations while keeping costs down. Technology solutions are available, but to be effective, these solutions must be aligned with business processes that have enhanced customer integration features built into them.

DXC's Salesforce practice takes a business-driven approach that uses proprietary assessment tools, leading to proven business efficiencies. For example, DXC has helped marketing organizations through digital transformations that have led to a 30 percent reduction in operating costs. We have also worked with leading telecommunications companies to optimize their technology operations, resulting in more than $50 million in savings. Plus, DXC managed an Agile adoption initiative for a Fortune 100 insurance company that led to cost reductions of 30 percent.

Work with an industry leader

DXC's expertise offers the following benefits:

- **Digital transformation leadership.** DXC is a global leader in guiding customers through their digital transformation journeys. Salesforce is at the center of many companies' digital transformations, leveraging artificial intelligence (AI) to improve sales and service processes, providing new channels to interact with customers and offering a platform for delivering high-quality customer experiences.

- **Global capabilities.** DXC has regional Salesforce practices in eight countries, with competitive multishore capabilities.

- **Full life-cycle support.** We offer a full suite of Salesforce consulting and delivery services with relevant offerings in CRM strategy, implementation of new environments, optimization and extension of existing environments, and managed services.

- **Strategic relationship with Salesforce.** DXC and Salesforce have been mutual customers for more than 10 years, and DXC has been a formal Salesforce consulting partner since 2011.

- **Technology independence.** DXC augments its ability to deliver transformative Salesforce solutions by offering expertise in other enterprise applications, such as ServiceNow, Oracle, SAP and Microsoft technologies. This places us in a prime position to support your entire portfolio of enterprise applications, both on-premises and in the cloud.

The extra mile

DXC's offering goes far beyond a simple implementation of Salesforce — we aim, instead, to improve customer experience through process transformation. We have proven experience in building solutions collaboratively with our clients to ensure that our solution fits the overall business strategy. DXC also has deep knowledge of how to leverage the capabilities of Salesforce to deliver value.

The DXC team builds business processes that help connect customers, external suppliers, resellers and partners to leverage emerging social networking platforms. DXC also brings technical expertise to the table that will deliver an effective, overall architecture for cloud computing. We have a demonstrated track record in integrating cloud with other systems, legacy applications and data sources.

DXC: Your digital transformation partner

Partner with DXC to guide your digital transformation journey. Your company will gain improved automation and efficiencies in sales processes, customer service experiences that are aligned with modern communication channels, and lower handle time for contact centers through streamlined processes and integrations.

Let us help you leverage Salesforce's AI tools to deliver cutting-edge CRM applications. Existing Salesforce customers will see dramatically improved returns on their investment in Salesforce.

Learn more at www.dxc.technology/ enterprise_and_cloud_apps

About DXC Technology

DXC Technology (NYSE: DXC) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner network combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.