Leading digital transformation with Dynamics 365
DXC Solutions for Microsoft Dynamics 365

Move from transactions to digital-first interactions. Create a more collaborative, interactive and user-centric enterprise.

Key insights

- Achieve a successful Dynamics 365 implementation with DXC's accelerators

- Seamlessly integrate with other Microsoft offerings such as Power BI

- Achieve improved customer engagement to drive new revenue streams

- Optimize operations by breaking down silos and automating workflows

- Choose flexible solution options to meet your business needs

Digital disruption is the largest challenge and opportunity facing enterprises today. To remain competitive, enterprises must deliver personalized, streamlined and multichannel experiences — all while finding ways to reduce costs and improve operational efficiency. This affects more than IT; it's about creating a positive and engaging experience for customers, employees and business partners alike.

By delivering mobile applications and services, customers, employees and partners can have digital-first interactions, connecting faster and on the go. By moving workloads to the cloud, using social media and providing other interactive options, you can offer more responsive services. Using business intelligence and analytics, you can derive patterns from behavior and respond closer to real time.

Enterprises that embrace digital disruption by taking advantage of new digital technologies will be able to:

- Drive innovation and market differentiation

- Gain a deeper understanding of customers at every touchpoint

- Drive additional revenue streams

- Quickly adapt to changes in the business

- Reduce cost and capital expense

Enabling digital transformation

Microsoft's suite of solutions for productivity, cloud, data, customer engagement and operations enable end-to-end digital transformation across the enterprise. Microsoft Dynamics 365 brings customer relationship management (CRM) and enterprise resource planning (ERP) cloud offerings together into one cloud service with specific, purpose-built applications for key business processes such as sales, field service, operations and customer service.

DXC Technology helps companies across multiple industries better manage their internal operations and engage with customers. DXC's deep industry knowledge coupled with our preconfigured vertical industry solutions and accelerators enable us to assist you with your digital transformation. DXC's Dynamics 365 offering includes the following solutions:

- Sales and marketing

- Customer service and field service

- Customer insights

- Operations

- Retail

- Project service automation

- Talent

- DXC vertical industry solutions

Delivering outcomes that matter

Dynamics 365 provides a complete view of your business from manufacturing to sales to service. It provides you with insight throughout the entire customer life cycle, allowing you to deliver personalized experiences across all channels. Intelligent and automated processes accelerate the speed of business. Robust analytic capabilities, supported by Microsoft Power BI, provide you with actionable insight that can be used to continuously optimize your business.

DXC has helped drive digital transformation across many industries:

- A leading pharmacy retailer engaged DXC to replace a legacy retail management system. We designed and implemented a unified solution that manages the full retail operation, from the back office to the point of sale.

- A bank engaged DXC to implement a new customer engagement solution. Built on Dynamics 365, the solution enables the bank to engage with customers across multiple channels, provides a single, consistent sales process across the enterprise, and enables targeted marketing to existing customers.

- A large Australian bank engaged DXC to modernize its loan-origination system. The new solution reduced the time required to reach the initial loan decision from seven days to one hour.

- A government agency brought in DXC to implement a new solution to modernize citizen engagement. The solution included a contact center, a citizen self-service portal and case management functionality.

- A manufacturer asked DXC to replace 26 siloed systems with a single global instance of Microsoft AX on Azure. The client was able to increase manufacturing capacity by optimizing materials handling and capacity management for its multicompany manufacturing sites.

Why DXC?

- DXC has more than 50 years of experience as a global systems integrator and serves more than 6,000 clients in 70 countries.

- DXC delivers the full life cycle of professional cloud services: advisory, transformation, integration and management.

- The DXC Microsoft Dynamics Practice has more than 4,000 clients and a 98 percent customer retention rate.

- DXC is the No. 1 partner globally for Dynamics 365, has a 30+ year partnership with Microsoft, has been an Inner Circle winner for 17 years in a row and has received numerous other awards from Microsoft over the years, including the 2016/2017 Global Microsoft Dynamics Services Partner of the Year.

- DXC can solve your critical business issues quickly and with minimal risk, using our industry products and accelerators built on Microsoft Dynamics 365.

Achieving quantifiable business value

DXC Solutions for Microsoft Dynamics 365 help you achieve the following business outcomes:

Improved Customer Engagement. Capture a complete view of your customers to build long-term relationships and provide personalized, deeply contextual experiences across all channels.

Optimized Operations. Automate workflows, flexibly adjust business processes and gain a complete view of the business from manufacturing to sales to service.

Increased Revenue. Innovate and respond to changes in the competitive landscape by rapidly deploying new products and services.

Lower Costs: Replace CAPEX with OPEX and pay only for the services you use.

Deeper Intelligence. Use analytics to predict trends, gain customer insights and monitor the performance of operational processes to enable continuous optimization.

Empowered Employees. Improve productivity by providing your employees with familiar tools, guided processes and access to the information they need when they need it.

Next Steps

Engage DXC business advisors to identify your top three challenges and opportunities. Our business and technical advisors can then design and build a proof-of-concept to validate your proposed strategy, determine the next steps, and ensure alignment with key stakeholders. Leveraging our global delivery centers, DXC can build the right solution to match your digital transformation strategy.

Learn more at www.dxc.technology/ dynamics

About DXC Technology

As the world's leading independent, end-to-end IT services company, DXC Technology (NYSE: DXC) leads digital transformations for clients by modernizing and integrating their mainstream IT, and by deploying digital solutions at scale to produce better business outcomes. The company's technology independence, global talent, and extensive partner network enable 6,000 private and public-sector clients in 70 countries to thrive on change. DXC is a recognized leader in corporate responsibility. For more information, visit **www.dxc.technology** and explore **thrive.dxc.technology**, DXC's digital destination for changemakers and innovators.

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