



DXC Digital Transformation Centers

**Accelerate your digital
transformation journey**

“My visit to the DXC Digital Transformation Center helped me and my team clarify what we are trying to achieve with our digital program. Meeting the actual teams was really valuable, as it allowed us to cut through much of the theory and hype associated with digital and better understand the real challenges of implementing and scaling digital on a day-to-day basis. What I found refreshing was that the visit did not really focus on the technology, but much more on the impact on the people and how to implement continuous change.”

— **Global utility CIO**

Digital technologies have made possible business models that weren't imaginable or practical even a few years ago. They are having a profound impact on every aspect of our businesses and our lives. Consumers around the globe enjoy unprecedented access to real-time information — from boundaryless shopping and social interactions to online health and medical services. What's more, consumers expect the same level of convenience and access from every company, whether you serve them directly or not. Customers are impatient, and if you can't serve them, they'll easily find someone who can.

This is the new competitive battleground. Every business needs to find ways to unlock value through new business models, develop better customer experiences, accelerate time to market and increase productivity.

The business implications for this new digital imperative are immense, and large enterprises face special challenges. Decades of IT investment have led to sprawling IT estates with complex systems, operating structures and processes. The embedded culture in many large organizations is focused inward — rather than outward toward partners and customers. And the operating environment in large companies was never designed with speed in mind.

DXC Technology understands these challenges and has the ability to lead digital transformations for clients by modernizing their mainstream IT, integrating digital innovations and deploying new solutions at scale. We help enterprise clients in every major industry around the globe rapidly build, prioritize and deliver a digital roadmap for change. Speed and time are of the essence.

Helping you transform your business

Your engagement with a DXC Digital Transformation Center will help your team visualize how to innovate and accelerate your digital transformation journey. Our team of digital specialists will work with you to articulate your most significant business challenges and then employ collaborative approaches to help you build all the essential components of your plan.

To do this, we use these guiding principles:

Build a strategy by doing



Digitally transforming an enterprise requires a new way of thinking, working, developing and delivering. The Digital Transformation Centers have been designed to help you build strategies and roadmaps through incremental deployment of solutions. They have a set of prebuilt strategic frameworks to jump-start this work.

Many organizations already have digital strategies and programs. For those organizations, we engage and ask: How well are things going? Is your transformation moving at the speed you want? Are you getting the value expected? Is there anything that you're missing or that you are not able to do? This is where we think big and talk about vision, direction and an overall transformation roadmap by understanding your current strategy, the challenges you've already faced and how to resolve them moving forward. Then we stop talking and start doing — in small, productive steps.

Create a new work culture



Sustainable change in the enterprise means a change in the work culture. Not surprisingly, culture change is the biggest challenge in digital transformation. It requires moving from a traditional command-and-control culture to one of collaboration and trust.

The new work culture is very flat — multiskilled teams and no silos — and it requires a completely different way of managing and training people. The Digital Transformation Centers operate in this new culture; we spend time supporting, mentoring and coaching you on how to change the culture within your teams.

Accelerate innovation



The Digital Transformation Centers have been built to help accelerate delivery of innovation. Employees in the centers are organized and incentivized to innovate. When we have a problem to solve, we bring together partners and experts to make a solution happen. Our processes are designed to quickly test innovation, and where potential is identified, rapidly move the innovation to operations. This is how we accelerate the value.

Deliver early business outcomes and benefits



Developing minimum viable products (MVPs) makes it possible to deliver early business outcomes and benefits. This is the core capability of the Digital Transformation Centers. We work with you to develop a capability and then deploy it across your enterprise.

Establish a continuous transformation operating model



Delivering more business value, a better customer experience and continuous transformation requires a new operating model. The Digital Transformation Centers support and enable enterprises to not only observe but also experiment with new operating models before implementing them in their own environment. The real difference is how we help take solutions we've built and integrate them with your existing IT environments — both traditional and digital. It doesn't do any good to have an application that is really fast at the front end but then slows down as it hits traditional operations in the back end. We take a DevSecOps approach on that transformation to ensure we know how to scale. It is how we deliver digital.

What is a Digital Transformation Center?

DXC Technology's Digital Transformation Centers are places for digital innovation, discovery, development and delivery. They are designed to rapidly solve business problems and accelerate business value.

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What to expect during an initial visit

Your initial visit to a Digital Transformation Center is hosted by DXC digital specialists. A typical visit spans 2 days.

You'll observe many aspects of digital delivery by meeting and talking to the delivery teams. This real-world experience cuts through the hype usually associated with digital transformation. Your tour can encompass a variety of themes that can include:

- The difference between digital and more traditional approaches to change
- How to take the first small steps to deliver early business benefits and knowledge
- How to rapidly implement and scale new products and services using digital frameworks
- How to run operations that can cope with daily change and simultaneously improve quality and reliability
- How to quickly adopt and scale new technologies through small, multiskilled teams
- How to apply digital principles to manage traditional IT environments

Business and IT go hand in hand when forming a digital strategy, so we explore these themes from both business and IT points of view.

The findings can be applied to all parts of the organization interested in rapid organizational change and the impact of digital technologies.

Day 2 of your visit focuses on a facilitated workshop. In our specially designed program, a DXC digital specialist will help you develop a plan to apply the approach and methods you've observed during the tour of the center to address present-day issues in your company. The contrast between a traditional workflow and a digital approach often highlights opportunities for your company and can also help you spot potential roadblocks.

For many organizations, this is the first step in the process of building a digital roadmap. For those already on a transformation journey, a visit to the Digital Transformation Center can help resolve issues affecting a current digital program and can help speed the overall digital transformation journey.

**DXC Technology
helps enterprise clients
in every major industry around
the globe rapidly assemble a digital
transformation roadmap to get moving.
Then we prototype, develop and deliver at
scale to help accelerate results.**

Digital Transformation Center locations

- Newcastle, United Kingdom
- New Orleans, Louisiana, United States
- Adelaide, Australia
- Bangalore, India
- Manila, Philippines
- Sofia, Belgium

What to expect during the follow-on engagement

After your initial visit, we work with you on a longer engagement, taking an agile approach marked by collaboration and continuous learning, experimentation and delivery. The four stages of the approach are:

- **Design thinking and ideation** – Identify key business problems and priorities through client workshops using design thinking methods and ideation. Think differently about these business problems and how to achieve the greatest business value most quickly.
- **Prototype** – Develop prototypes quickly, collaborating with the client to create an MVP. The MVP is about taking an incremental approach toward the outcome that drives the business value.
- **Develop** – Implement and integrate the MVP into the client environment using DevSecOps techniques.
- **Go live and scale** – Scale to full production and rollout, with ongoing support and continuous integration and delivery.

Get started

Accelerate your digital journey today. Contact your local DXC account representative or send a message to globaldtc@dxc.com to arrange a visit to a DXC Digital Transformation Center near you. Your customers won't wait. Neither should you.

Learn more at
www.dxc.technology

 **Get the insights that matter.**
www.dxc.technology/optin

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.