



DXC Practice for Microsoft

Leading successful implementations of
Microsoft Business Applications

DXC Technology and Microsoft - working together

“At Microsoft, our mission is to empower every person and every organisation on the planet to achieve more. Pursuing this mission means forging strong partnerships with leading organisations like DXC Technology.

We look forward to helping accelerate our mutual customers’ digital transformations and empowering them to seize all the opportunities ahead.”

Satya Nadella,
CEO, Microsoft



At DXC, our Practice for Microsoft enables organisations to digitally transform their business and move to the cloud cost-effectively and without risk, creating sustained value with Microsoft business solutions.

DXC Practice for Microsoft creates competitive advantage through the power of IT

With today's ever-changing environment, organisations need to reimagine their entire business model to be more resilient and agile - embracing new digital capabilities in order to reassess how the business operates.

When organisations want to transform, they turn to DXC Technology to help them rethink applications and modernise business operations.

The DXC Practice for Microsoft is a part of the DXC Enterprise Applications Services and SaaS offerings, which sit within DXC's Enterprise Technology Stack. Our practice experts enable organisations to digitally transform their business and move to the cloud with cost-effective, rapid projects using Microsoft applications.

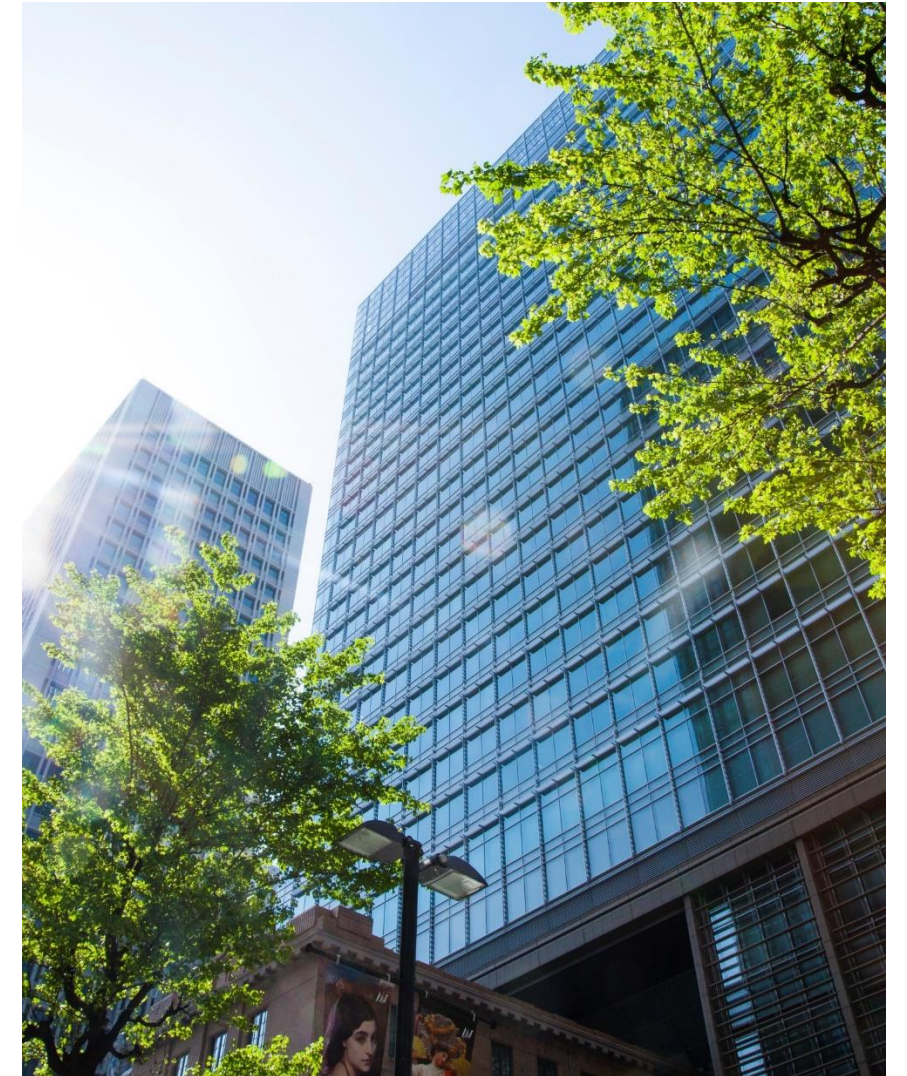
We specialise in new implementations and upgrades to cloud-based industry-specific solutions, powered by Microsoft Dynamics 365 and Microsoft Power Platform built on the security of Microsoft Azure. As a Microsoft Gold Partner, we strive to deliver the best Microsoft solutions for your business and create highly scalable, flexible and future-proofed

environments.

We have a long history of taking on projects that others can't deliver. Our expertise and experience ensure customers are in safe hands, and our proven methodologies reduce expense and risk.

As a practical and trusted advisory partner, we adopt a holistic view of your business. The strategies we propose are actionable, achievable and directly aligned to your business priorities to ensure your project delivers a reliable and predictable outcome.

Our goal is to make you a Microsoft customer for life and DXC customer by choice.



Five reasons why the DXC Practice for Microsoft leads the way in business transformation



We know Microsoft

We are a leading Microsoft Gold Partner: we ideate, build, develop, deploy, and manage across the Microsoft portfolio including Dynamics 365, Microsoft 365, Power Platform, Azure DevOps and Integration Services.



Gain real-world results

Our team is pragmatic, accountable and professional - with ownership of the project outcomes. We don't just 'add people' to your project, we're here to deliver successful project outcomes and ongoing support services for your business.



We guide your journey

We deliver customer value with consulting-led thought leadership and methodology, as well as deep specialist expertise. We act as an extension of your business, working alongside your team to understand what you need within a solution roadmap to execute your digital transformation.



Get more added-value

With our extensive solution experience and years of service, we enhance Dynamics 365 through a range of unique IP and accelerators to minimise application customisations and risk, provide rapid time to market.



Evolve with us

Our unique, implementation methodology, Evolve, includes established best practices, prescriptive processes and a standardised toolset that drives successful implementations of Microsoft Dynamics 365. It has been endorsed by the Microsoft Fast Track team as meeting the requirements and best practices of Success by Design.

“The delivery experience with DXC I am rating a ten out of ten.”

Amie Scruton

Chief financial officer, Art Processors

DXC Technology's Applications Practices help customers develop, integrate, implement, and manage enterprise applications

The DXC Practice for Microsoft helps customers develop, integrate, implement, and manage enterprise applications including Microsoft Business Applications: Microsoft Dynamics 365, Microsoft Power Platform, and Microsoft Azure.

Our customer engagement is based on four important focus areas that we know drive sustainable business improvements and maximise application value.

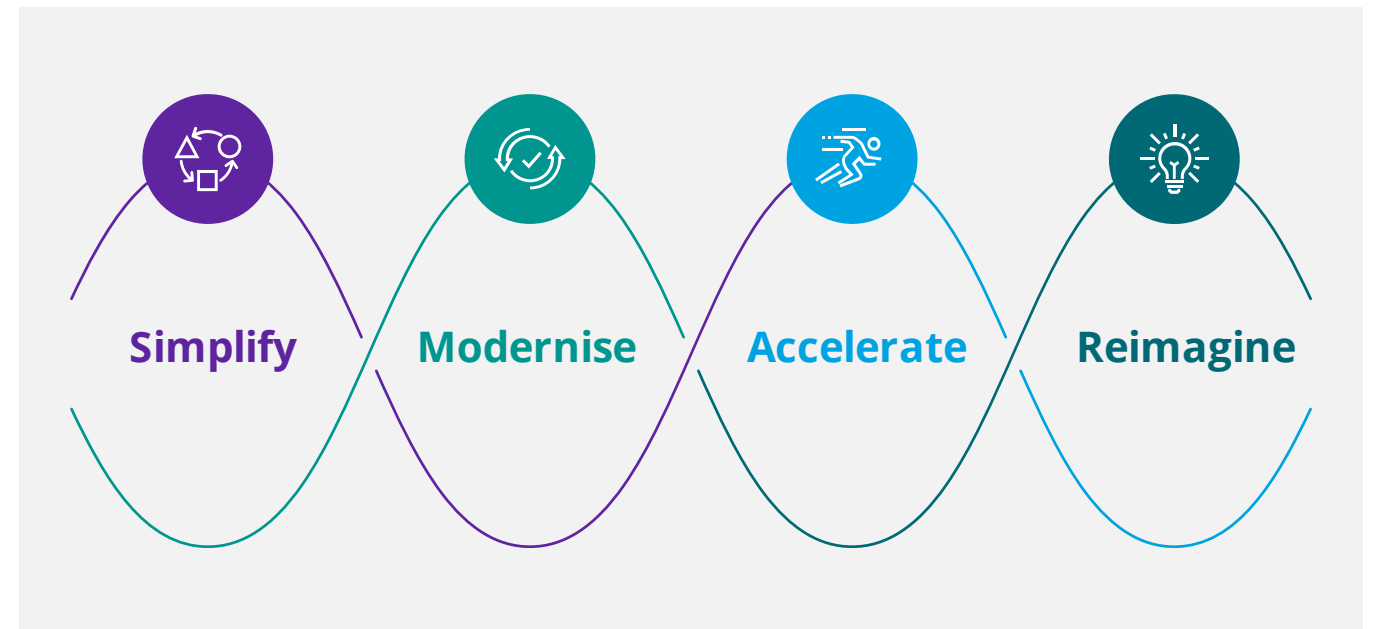
These guiding principles transcend individual technologies. They are business outcomes that link directly to our customers' strategic intent and plans.

Simplify IT platforms and remove complexity to help operations run more efficiently, drive out costs and remove technical debt.

Modernise to reduce risk and optimise all levels of engagement, in order to be more agile and resilient in uncertain times.

Accelerate time to market, drive business process improvements enabling rapid business growth and improve employee and customer experiences.

Reimagine and examine new possibilities in response to changed business rules with innovation from the ground up and the top down.



We use these principles to rethink enterprise applications and deliver services and solutions that transform business.

Business transformation - simplify



We implement agile transformations to improve the customer experience. Organisations who experience the most success achieving this goal address the needs of their workforce along the way.

DXC maximises the benefits of any existing Microsoft investments by standardising, supporting, and simplifying business applications on the Microsoft Cloud. We help you gain the most from your Microsoft-led transformation and ensure that moving your applications to the Microsoft Cloud is safe, efficient and cost-effective.

We account for the strategic, operational, financial, and technical considerations and dependencies to deliver transformational projects, drawing on our experience across Microsoft Cloud, Azure DevOps, Microsoft 365, Dynamics 365, and the Power Platform.

DXC aims to simplify and consolidate existing IT architecture and business applications, even across diverse infrastructures. Reducing complexity delivers a more user-friendly and efficient IT environment with ongoing cost savings for our customers.

“We’re starting to think about a multi-cloud strategy, primarily driven because Microsoft are actually making that conversation much, much easier. The deliberate decision by the organisation to leverage Microsoft public cloud and other technologies opens the door to a broad array of trusted and secure services. We’re constantly reviewing workloads for their suitability to be shifted to Microsoft’s public cloud.”

Eric McMahon,
Principal, Financial Services, Queensland Treasury Corporation



Case Study: Queensland Treasury Corporation

Striving for operational excellence and mitigating risk by eliminating inefficiencies were the driving factors for Queensland Treasury Corporation's modernisation of its financial management system. The organisation's legacy system could not deliver the agility or efficiencies needed with improved access to data and automation of multiple processes required.

How DXC helped

- Solutions offered:
 - Dynamics 365 Finance
 - Dynamics 365 Sales
 - Power Platform
 - Power BI
- Full replacement and modernisation of finance function with Dynamics 365 Finance
- Unification of finance function with treasury management and data hub delivered in less than six months

- Integration of ERP solution with Microsoft platforms, including Dynamics 365 Sales, Power Platform and Power BI

Business outcomes

- Delivery of more timely information with accelerated month end close and shorter reporting timeframes
- Increased automation around functions such as accounts payable, self-service analytics and dashboards to free up internal resources, drive employee engagement and support innovation
- Clients benefit from improved delivery and greater visibility of financial data, enabling timely and accurate decision making

[Read case study](#)



“Having a cloud solution has turned out to be invaluable. We’ve moved from having multiple, distinct systems into having Microsoft Dynamics 365 to do all of our work for us.”

Naheen Mahbub, Group Financial Controller, IR



Business transformation - modernise



Our goal is to help customers navigate the uncertainty of today and plan for a better tomorrow. Achieving competitive advantage now requires businesses to consider modernising their operating models.

DXC adopts a whole-of-business approach to help you modernise, adapt and innovate with Microsoft Dynamics business applications, delivering unified ERP and CRM in the Cloud with deep analytics.

Our consultative approach delivers the very best Microsoft solution for your business: creating a highly scalable, flexible and future-proofed environment. For example, we can start with a single workload, such as finance, and scale to an enterprise-wide ERP or automate a stand-alone business process with Power Apps.

We leverage our combined history, skills, and unique IP to transform your organisation, from descriptive reporting to predictive analytics, with next-generation BI and analytics accelerators delivering business insights from diverse data sources.

Our customers also benefit from our proven implementation methodologies and best practice approach, enhanced by our 21 years' experience implementing and upgrading Dynamics 365. Our unique Evolve methodology consolidates learnings from Lean, DevOps and Success by Design to deliver innovative projects based on practical experience.



Case Study: IR

IR is the leading global provider of user experience and performance management solutions for payments transactions and collaboration systems. It enables many of the world's largest organisations to simplify complexity and provide visibility over systems that allow them to transact and collaborate.

IR had been using Microsoft Dynamics AX 2009 for nearly 10 years. Recently, the organisation was going through a transformation of its security and privacy framework and found its ERP system was near end-of-life.

With a finance team spread out across the globe, its on-premise system was slowing down processes, causing lag and drain on collaboration and teamwork. Recognising the need to modernise its business applications, IR worked with DXC Technology to move to a cloud-based solution.

How DXC helped

- Solutions offered:
 - Dynamics 365 Finance and Operations
- Modern cloud-based ERP system
- Simplification of business processes

Business outcomes

- Cloud solution enabled teams to overcome challenges of working remotely
- An integrated, data-driven Dynamics 365 solution has enabled IR to improve response times and increased agility within the business
- A single system provides traceability and promotes simplicity for financial reconciliation
- DXC's deep experience provided IR with insights to keep on track, and simplify and modernise its business processes and financial reporting

[Read case study](#)



Business transformation - accelerate



As customer expectations and technology continue to evolve at an unprecedented pace, the need to build scale, speed and agility within a business has never been more of a priority.

At DXC, we have robust templates, unique IP and deep industry knowledge to enable an accelerated start to your Microsoft implementation.

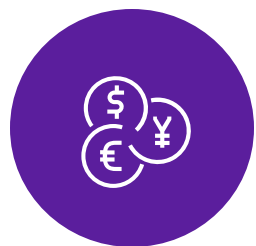
We use our templates and IP accelerators to complete your project quickly, at low risk and with reduced cost, using our trusted team to deliver quality results. Furthermore, DXC delivers the functionality you need from an out-of-the-box solution with Microsoft, reducing unnecessary customisations that can delay your time to market.

We can also empower your team with the proper training, guidance, and governance frameworks, using the Microsoft Power Platform to accelerate your business processes, deliver powerful data visualisation, automate workflows and enable virtual agents.

Our proven project approach includes established best practices, prescriptive processes, and a standardised toolset that drives successful, rapid implementations. It incorporates traditional implementation phasing with agile practices to ensure consistent and reliable project delivery.

“DXC was an ideal partner for this implementation because of the team’s awareness of both Westpac New Zealand’s needs and the Microsoft platform. While we worked with a number of providers for the wider transformation effort, DXC was instrumental in the transition. DXC provided Westpac New Zealand with the wider thinking it needed to see more of the problem and played a key role in opening up our thinking to see if we could do more with what we have.”

Shaun Anderson, Tech Area Lead,
Westpac New Zealand Limited



Case Study: Westpac New Zealand

Westpac New Zealand initially upgraded its on-premise customer relationship management (CRM) system to Microsoft Dynamics 365 in 2018 to streamline and automate its sales and business processes. However, it was still operating with a number of legacy applications.

As part of a wider business transformation project, Westpac New Zealand recognised the need to upgrade its existing technology stack to ensure easier access to data for both customers and employees.

DXC worked with Westpac New Zealand to upgrade the existing Microsoft Dynamics 365 Customer Engagement as well as introduce Power Platform across the wider business.

How DXC helped

- Solutions offered:
 - Dynamics 365 Customer Service
 - Dynamics 365 Sales
 - Power Platform
 - Power Virtual Agents
 - Azure and Azure DevOps

Business outcomes

- Improved efficiency and visibility across business units
- Lowered costs of maintenance, upgrades, and integrations for complex legacy systems
- Reduced risk for the bank and its customers in terms of regulatory compliance
- Move to Cloud facilitated streamlined remote working processes

[Read case study](#)



Business transformation - reimagine



The key to transformation success is not only embracing digital and automation technologies but capturing value from them to reimagine your business model.

Whether your site is an upgrade, a fresh install, or a pilot project as a proof-of-concept, we optimise your path to Dynamics 365 and the Power Platform by adopting a holistic view of your business. As a trusted advisor, we help customers identify new and improved ways to operate: by providing guidance and industry-led insights and drawing on our in-depth expertise, flexibility and objectivity.

Our proactive engagement and overarching project ownership (at every stage) enable and enrich your transformation journey. The strategies we propose are actionable, achievable, and directly aligned to your business priorities to ensure your project delivers a reliable and predictable outcome.

The depth and breadth of the DXC partnership with Microsoft provides a foundation of collaboration, differentiation and innovation. With direct access to Microsoft's R&D team, and a Preferred Partner for Microsoft 365 Content Services, much of our DXC IP is now part of the core Dynamics 365 applications.

“With Dynamics 365, we can map great technology to outstanding business processes that will help us continue to expand our markets and adopt new business models.”

Matt Keays, Chief Operating Officer, Michael Hill



Case Study: Michael Hill

Founded in New Zealand in 1979, Michael Hill is one of the largest high-end jewelers in the world.

With close to 300 retail locations across Australia, New Zealand, and Canada, the company has faithfully maintained exclusive, long-term relationships with its customers, some for more than 40 years.

Michael Hill has always recognised that a great in-store retail experience helps to drive customer loyalty, and the company wanted to increase efficiency in its shipping and warehousing processes to architect the retail experiences it envisioned.

To manage global store operations and deliver better customer experiences at scale, Michael Hill decided to replace its legacy retail operations platform with a platform that could deliver end-to-end multichannel capabilities and connected processes.

[Read case study](#)

How DXC helped

- Solutions offered:
 - Dynamics 365 Finance
 - Dynamics 365 Supply Chain Management
 - Dynamics 365 Commerce
 - Power Apps
 - Azure

Business outcomes

- Consolidation of applications into a single Microsoft solution
- Visibility across the supply chain and inventory to manage individual retail stores as a warehouse location, allowing customers to order jewelry online and collect at the retail location of their choice
- By optimising in-store operations, customer service, and other retail processes, Michael Hill was able to successfully drive efficiencies, improve margins, and deliver stellar customer experiences both in store and online
- Ability to pivot to online sales during periods of retail disruption when no stores were open, increasing profits by 41%



DXC empowers business with Microsoft offerings



Simplify



Modernise



Accelerate



Reimagine

Microsoft Solutions

Cloud, Hybrid, ERP, CRM, BI & Analytics, Citizen Developer
Productivity, Machine Learning & AI, IoT, Mobility

Microsoft Cloud

Platform Services
Integration
DevOps
Azure Cloud
Azure Stack
Hybrid

Dynamics 365

New installations
Migration to Dynamics 365
Supply Chain
Sales & Marketing
Field Service
Operations
Commerce

Power Platform

Power BI
DXC Action Analytics
Power Apps
Power Automate
Dataverse

IP and Accelerators

Industry IP
DXC Accelerators
DXC Utilities
DXC Action Analytics

Data & AI

Machine Learning
Azure BOT
Azure IOT

PMO

Project management and governance

DXC Practice for Microsoft – Evolve Project Methodology

Professional Services

Ideation and solutioning,
architecture, delivery, support

Customer Delivery, Training, Customer Success Teams

Engage · Innovate · Collaborate · Validate · Deliver · Grow · Improve · Sustain

DXC Practice for Microsoft



More than 500 Microsoft Business Applications professionals in the Asia Pacific region

20,000 Microsoft accredited professionals globally

Senior and certified team have average 18 years Dynamics experience



More than 21 years' experience supporting more than 1,200 customers in the Asia Pacific region

Deep industry experience with unique IP and industry accelerators for retail, manufacturing, finance/banking, health and government

First to implement Microsoft Dynamics 365 in the cloud in Asia-Pacific

Our Evolve implementation methodology is endorsed by the Microsoft Fast Track team for meeting best practice requirements of Success by Design



One of the largest Microsoft Dynamics 365 Cloud partners in the Asia Pacific region

Microsoft Gold Partner – earning 18 of 18 designations in 2020

98% customer retention rate



2021 Microsoft New Zealand Partner of the Year: Business Applications

Member: Microsoft Dynamics Inner Circle for 21 consecutive years

Close ties to Microsoft DevOps for Dynamics 365: with direct input into industry accelerators and solution roadmaps, including many new features developed by DXC purchased by Microsoft for use in the core product's future release

Preferred Partner for Microsoft 365 Content Services and works directly with Microsoft Product Managers to develop solutions

DXC will help achieve your business goals with Microsoft

As a leading Microsoft Gold Partner, DXC has the deep industry knowledge and strong line-of-business offerings needed to streamline processes and unlock business success for its customers.

Our experienced project teams, unique IP and proven implementation methodologies empower customers to rethink applications, reimagine business operations, and modernise applications – achieving rapid time to market and outcome-driven capabilities.

Our goal is to make you a Microsoft customer for life and a DXC customer by choice.

For more information on how the DXC Practice for Microsoft can help your business harness the power of applications to build and maintain a competitive advantage in a changing market landscape, visit our website at:

dxc.com/au/en/practices/microsoft

dxc.com/nz/en/practices/microsoft

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. With decades of driving innovation, the world's largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.technology