

Regional Strategic Business Update

Asia Pacific,
Middle East and Africa



20 September 2023

Agenda

Welcome	
DXC Strategic Update	Seelan Nayagam, President, Asia Pacific, Middle East & Africa
Brand Update	Bernice Muncaster, Senior Director, Global Marketing & Communications
Sales Update	Russell Hatton, Vice President, Sales
DXC India Overview & Customer Spotlight: VFS Global	Bhushan Sharma, Managing Director, India
DXC Australia and New Zealand Overview & Customer Spotlight: Tele-Parkinson's Project	Richard James, Director, Enterprise Application Services
Break	
Evolving technology futures to unlock greater performance, scale and competitiveness:	Michael Billimoria, Managing Partner, Enterprise Technology
Managing Tech Debt	Michael Billimoria, Managing Partner, Enterprise Technology
DXC Middle East and Africa Overview & Customer Spotlight: Saudi Payments	Hesham Fayed, Managing Director, Middle East and Africa
Transforming with Intelligent Automation	Kevin Jury, Managing Partner, Consulting & Analytics
DXC ASEAN Overview & Customer Spotlight: Jollibee	Yves Cramazou, Managing Director ASEAN
Building Cyber Security Resilience	Tim Miller, Senior Security Principal
Q&A	Moderated by Joel Dane, Director, Alliances and Partnerships & Richard James, Director, Enterprise Application Services
Close	



Regional Strategic Business Update

Seelan Nayagam, President
Asia Pacific, Middle East and Africa



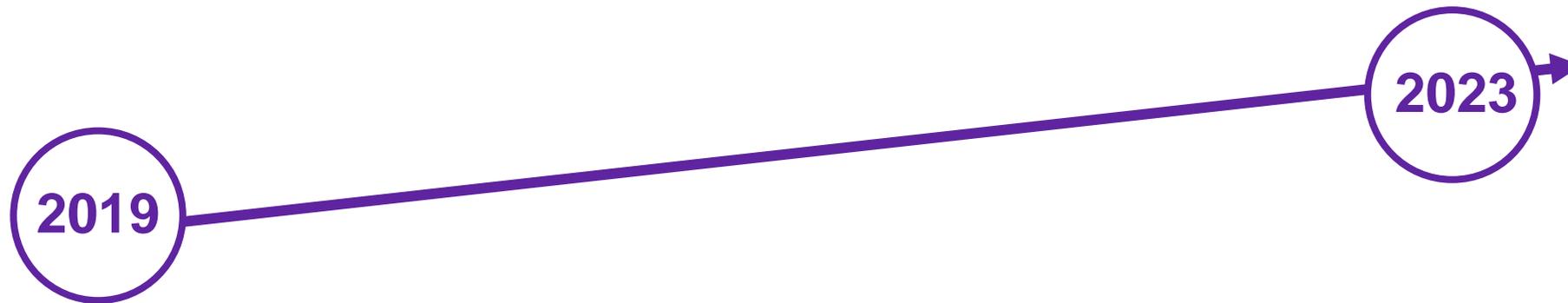
“Our team is excited for what we have accomplished this year because we have worked hard to get DXC to this point.

With the execution momentum we have created, along with our new operating model, we look forward to delivering in fiscal year 2024.”

- Mike Salvino, CEO



We are at an inflection point



Inspire and Take Care of Our Colleagues	Focus on Customers	Optimize Costs	Seize the Market	Financial Foundation
<p>Talent Management Change the culture, learn and develop our managers, rotate talent, manage supply & demand</p>	<p>Proactivity with Growth Mindset Achieve neutral to positive organic growth through Offerings and Platinum Channel</p>	<p>Margin & Cash Conversion Improvement Productivity, cost take-out, delivery model, simplification</p>	<p>Sales Excellence Sales conversion, pipeline discipline, Offerings sales talent</p>	<p>Financial Discipline Continue forward progress, FP&A capability, WBS and utilization</p>

FY24 Essential Evolution

Deliver on the company we envisioned:



FY24 Strategy

1 Execute on our inflection point and grow DXC

2 Deliver the DXC we envisioned

3 Embrace what makes us unique

4 Implementing the new operating model

Essential services we deliver to our customers

DXC delivers the essential IT services our customers need to modernise operations and drive innovation across their entire IT estate.

GIS

Generating value



Cloud Infrastructure & ITO

Modern Workplace

Security

GBS

Driving growth and leading the market



Insurance Software & BPS

Analytics & Engineering

Applications

Asia Pacific, Middle East & Africa

Asia Pacific, Middle East and Africa at a glance

\$3B+

FY23 revenue

200+

partner ecosystem with best-of-breed partners

3,500+

customers

40+

years of innovation delivering mission-critical systems for customers

26,000+

employees*

6

sub-regions: ANZ, ASEAN, Greater China, India, Japan and Middle East & Africa

17

regional innovation and delivery centres

20+

countries

12+

business languages

**Excludes global innovation and delivery centres within the region*

Our Regional Operating Model



Strategy

We share a vision of what we are trying to achieve together, and how we will get there

People First

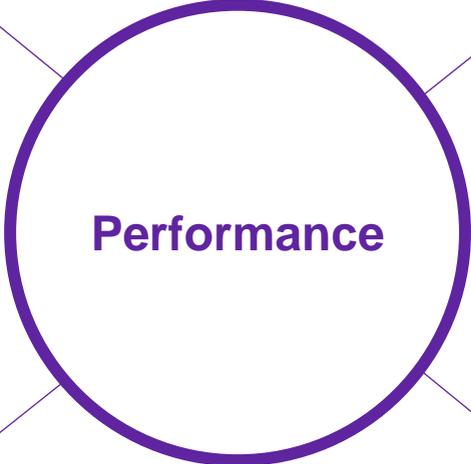
We genuinely care about our people & empower our leaders to look after them

Governance

Our organisation & management system drives accountability & transparency

Culture

We understand that how we show up and how we work together makes a huge difference



Asia Pacific, Middle East and Africa Leadership Team



Seelan Nayagam
President, APJ-MEA



Tania Labour
Executive Assistant

REGION & BUSINESS LEADERSHIP



Seelan Nayagam
Australia & New Zealand



Yves Cramazou
ASEAN & Korea



Nishikawa Nozomu
Japan



Roger Pang
Greater China



Bhushan Sharma
India



Hesham Fayed
Middle East & Africa

CUSTOMER SUCCESS



Russell Hatton
APJ-MEA Sales



Michael Neary
APJ-MEA Insurance



Sashi Rajagopal
APJ-MEA Insurance
Software



Alex Ratkovsky
APJ-MEA Banking &
Capital Markets



Richard James
APJ-MEA Enterprise
Application Services



Phuong Ngo
GIDC Vietnam



Prem Ramachandran
APJ-MEA Deliver



Jim Naumovski
APJ-MEA Solutioning &
Applications



John Crampton
APJ-MEA ITO, Cloud &
Modern Workplace



Neville Burdan
APJ-MEA Security



Kevin Jury
APJ-MEA Analytics &
Engineering



**Malou Ocampo-
Quiambao**
GIDC Philippines

EMPLOYEE/CUSTOMER EXPERIENCE



Clodagh Farrell
APJ-MEA Finance
& Business Operations



Bernice Muncaster
APJ-MEA Marketing
& Communications



Emma Johnston
APJ-MEA Legal



Meghan Nignan
APJ-MEA Sales
Operations



Natasha Copley
APJ-MEA Chief of Staff



Chris di Santo
APJ-MEA Strategy
& Transformation

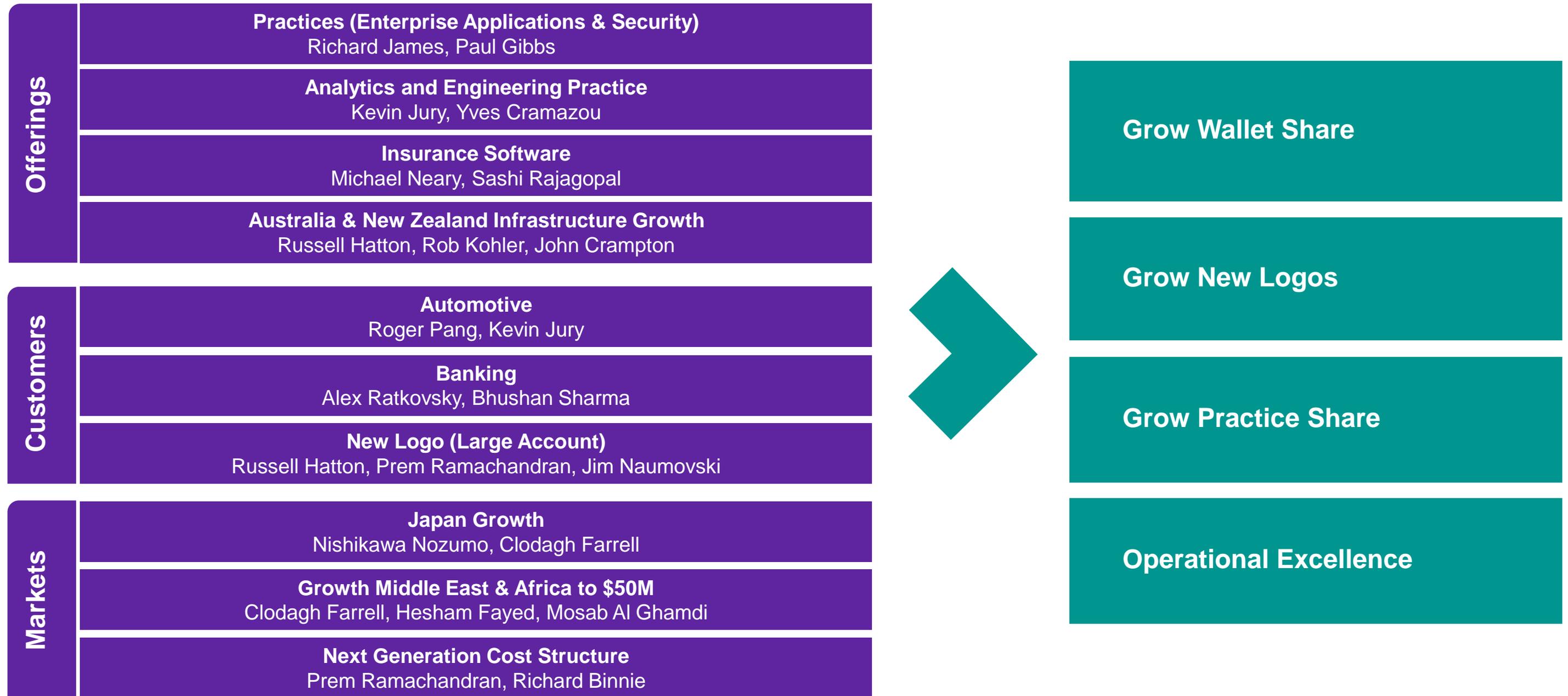


Esther Eng
APJ-MEA Human
Resources



Mary Siourounis
APJ-MEA DXC IT

FY24 Regional Priorities





FERRARI
TEAM
PARTNER

Brand Update

Bernice Muncaster
Senior Director
Global Country and Regional
Marketing & Communications



Our Brand Evolution

April 2017 – March 2021



From April 2021



Brand Pillars and Core Messaging



An Employer of Choice

We inspire and take care of our people. We work to create a culture of learning, diversity and inclusion for all our people to grow and reach their full potential.

A Trusted Technology Partner

We understand technology and are committed to delivering excellence for our customers. With the capabilities of the Enterprise Technology Stack, we bring new benefits and opportunities.

A Company that Cares

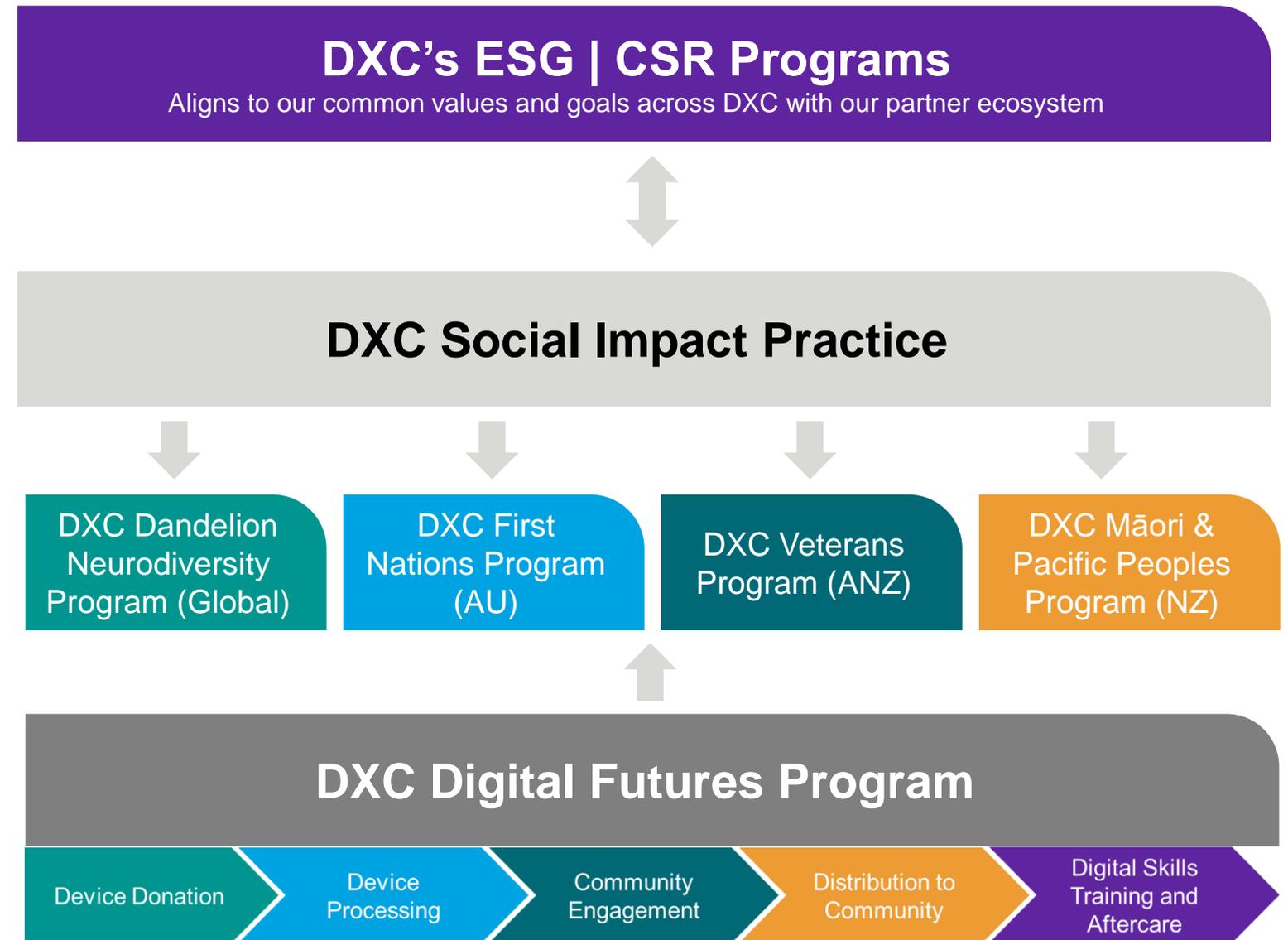
We are committed to improving the communities in which we live and work. We are good stewards of our company, our customers and the world.

Brand Pillars

DXC's Social Impact Practice

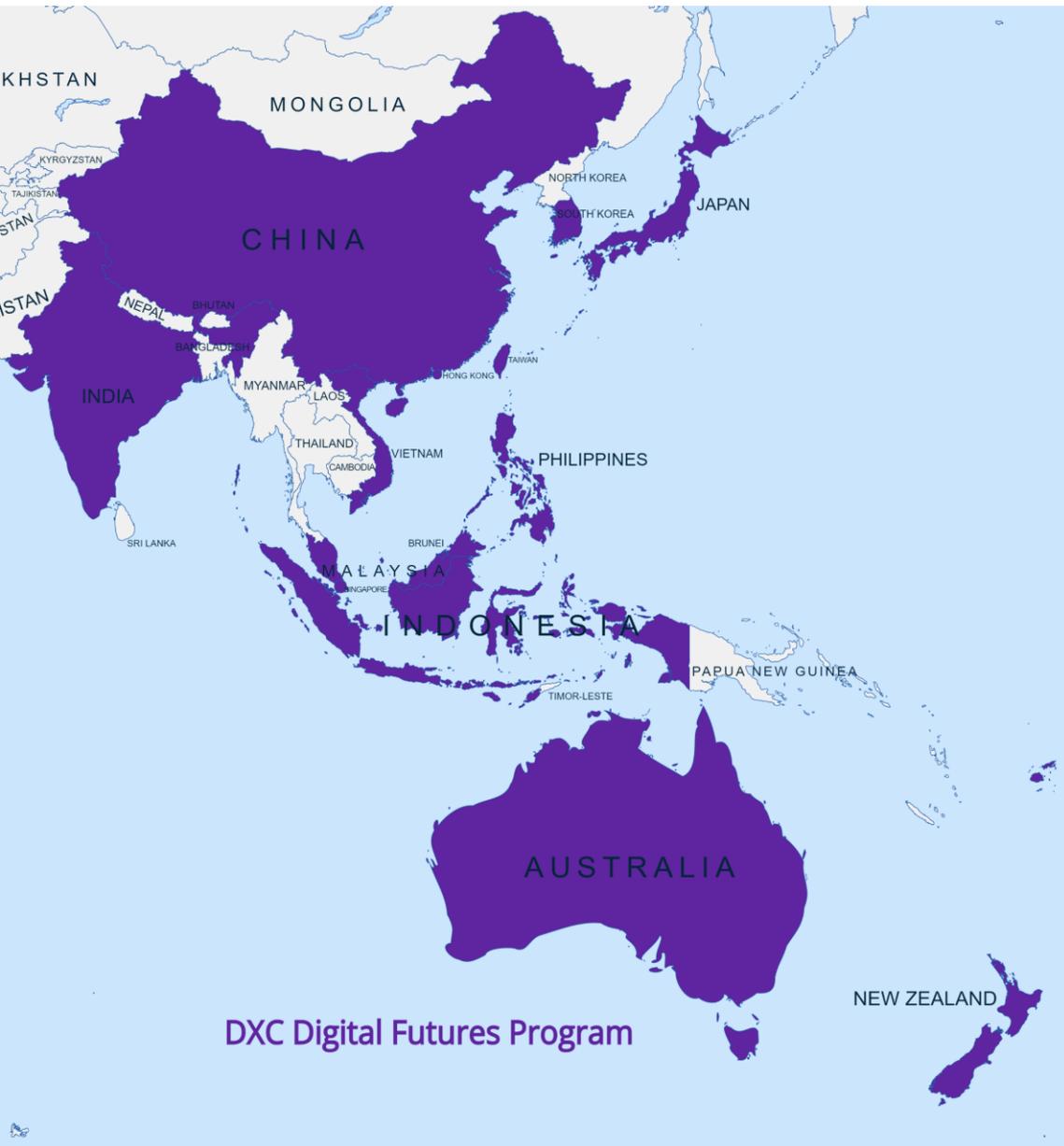
The vision of DXC's Social Impact Program is to improve societal outcomes and increase diversity and inclusion through technology and innovation.

We focus on developing and implementing initiatives that make a sustainable impact to our people, customers, partners and the wider community.





DXC Digital Futures Program Highlights



Established in 2022, DXC and our partners have completed donations in Australia, New Zealand, Philippines, India, Vietnam

500+

refurbished technology
devices
donated

10,000+

students
benefit from donations

30+

communities
impacted



99%

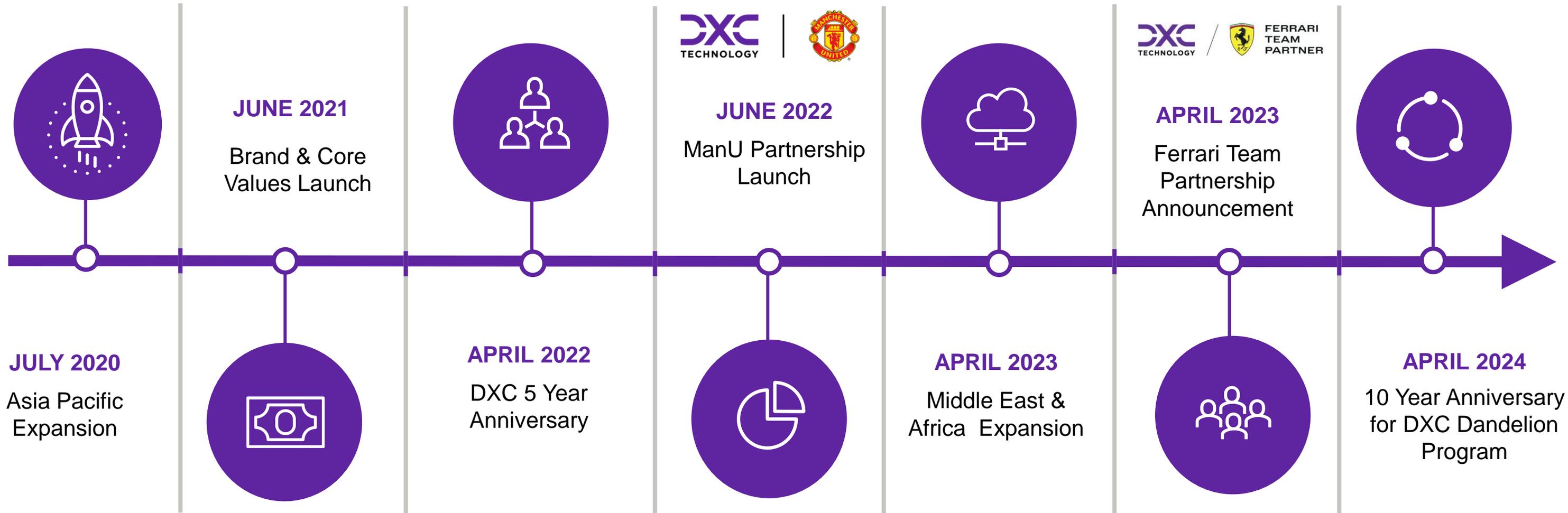
e-waste recycled
at DXC, supported through the
program

11

program partners

FY24 Expansion into China, Japan, Fiji and Middle East

Key Milestones



Investing in our Brand

- Partnering with key sporting organisations to reach new audiences and increase brand awareness
- Showcasing a true partnership – beyond just logo sponsorships
- Using sport as a universal language to share our focus on unlocking greater performance with the help of technology
- Creating memorable customer experiences



Regional awards and recognition

Industry recognition

- 2023 neo4j Graphie Award: Excellence in Data Driven Career Development
- 2023 Look East Policy Program Malaysia: High Employment of LEP Members
- 2022 ARN Innovation Awards: Tech Innovation Cloud – DXC Cloud Right
- 2022 Insurance Business Australia: 5 Star Insurance Innovators
- 2022 ANZIIF Awards: Service Provider to the Insurance Industry Finalist
- 2022 ISG Digital Case Study Awards – DXC Japan for Nissan
- 2022 Insurance Business Australia Awards: Best Service Provider Finalist
- 2022 Financial Times Asia Pacific Innovative Lawyers Awards: Innovation in Legal Operations
- 2022 Disability Equality Index: Top score of 100
- 2020 ARN 30 Under 30 Tech Awards: Technical
- 2020 ARN Women in ICT Awards: Innovation
- 2020 The Peak: Tech Laureates: Digital Innovation (Established Enterprise), Singapore
- 2020 Channel Asia's Women in ICT Awards: Technical
- 2019 Channel Asia Innovation Awards: Smart Technology
- 2019 Channel Asia Award: Security
- 2019 Malaysian Cyber Security Awards: Cyber Security Company of the Year
- 2019 Australian Information Security Association: Cyber Security Outreach Program of the Year
- 2019 ARN Innovation Awards: Emerging Technologies: Cloud Partner

Recognition as an employer

- 2023/2024 Great Place to Work Certification – DXC Philippines
- 2023 Chief of Staff Asia HR Stars Awards 2023: Employer of Choice – DXC Singapore
- 2023 HR Asia Best Companies to Work for in Asia – DXC Vietnam
- 2023/2024 Great Place to Work Certification – DXC Singapore
- 2023 Prosple New Zealand's Top 100 Graduate Employer: Overall Graduate Employers – #1
- 2023 Prosple New Zealand's Top Technology Graduate Employers: Top Technology Graduate Employers – #1
- 2023 Prosple Australia's Top 100 Graduate Employers: Overall Graduate Employers – #35
- 2023 Prosple Australia's Top Technology Graduate Employers: Top Technology Graduate Employers – #9
- 2023 Prosple Australia's Top 10 Graduate Employers by Training: Best Training Provider in the Technology Industry – #4.6
- 2023 Australian Financial Review/GradConnection Top100 Graduate Employers: Most Popular Business and Commerce Employer – #9
- 2023 Australian Financial Review/GradConnection Top100 Graduate Employers: Most Popular Graduate Employer – #9
- 2023 Australian Financial Review/GradConnection Top100 Graduate Employers: Most Popular Tech Consulting Employer – #2
- 2023 BOSS Zhipin China: Best Employer Award
- 2022 Asian Business Review Awards: Employee Experience of the Year IT Services – DXC Brunei
- 2022 Asian Business Review Awards: Employee Experience of the Year IT Services – DXC Indonesia
- 2022/2023 Great Place to Work Certification – DXC Japan
- 2022 Global Best Employer Brand by the World HRD Congress – DXC Philippines

Regional awards and recognition

Recognition for our corporate citizenship

- 2023 Brandon Hall Group Human Capital Management Awards - Silver Award Best Learning Program that Supports Diversity, Equity and Inclusion: DXC Dandelion Program
- 2023 Ragan's Employee Communications Awards: COVID-19 Communications Honourable Mention – Philippines
- 2022 President's Certificate of Commendation (COVID-19) – Singapore
- 2021 Australian Business Awards: Community Contribution (DXC Dandelion Program)
- 2020 iTnews Benchmark Awards: Diversity Project of the Year (DXC Dandelion Program)
- 2019 NAB Supplier Awards: Diversity, Inclusion and Sustainability (DXC Dandelion Program)
- 2019 ACS Digital Disruptors Awards: Skills Transformation of Work Teams – Medium (DXC Dandelion Program)
- 2019 ACS Digital Disruptors Awards: Young Professional of the Year Gold Disruptor award (DXC Dandelion Program)
- 2019 ACS South Australian Young Professional of the Year Award (DXC Dandelion Program)
- 2018 ISG ANZ Paragon Awards – Impact Award (DXC Dandelion Program)
- 2017 ACT Chief Minister's Awards: Excellence and Inclusion in Business Award (DXC Dandelion Program)
- 2017 AAGE Graduate Recruitment Industry Awards: Will Spensley Memorial Award (DXC Dandelion Program)
- 2017 AIIA iAwards South Australia: Community Services (DXC Dandelion Program)





Sales Update

**Russell Hatton, Vice President Sales
Asia Pacific, Middle East and Africa**



DXC NZ to deliver \$169M
'Te Au Reka' courts
transformation

DXC Technology helps My
Health Record transition to
the cloud

DXC Technology Selected
by icare as Claims Service
Provider

DXC Technology and Siam
Cement Group partner to
promote digital
transformation

Western Sydney
International Airport landing
tomorrow's jobs today

DXC Inks Deal to
Accelerate F&B Giant
Jollibee Foods
Corporation's Digital
Transformation Journey

Australian Digital Health Agency

Connecting Australia to a healthier future



Australian Government
Australian Digital Health Agency

Customer: Australian Digital Health Agency (ADHA)

Industry: Public Sector

Offering: Cloud Infrastructure

Solution: Cloud/Platform X

Connecting Australia to a healthier future

Transformation to the cloud enables business innovation, speed to market and flexibility to support a contemporary, secure and connected digital healthcare system for the Australian Digital Health Agency.



[Customer story webpage](#)

Challenge:

- ADHA was legislatively required to move from its existing data centre to another option within a constrained time frame.
- Cloud-first strategy required to improve business agility and respond rapidly to change.
- Availability, security and integrity of personal health information maintained in the cloud had to be ensured.
- Need to develop culture of DevSecOps.

Solution:

- Agile delivery, infrastructure as code (IaC), Platform X and Cloud Security Services.
- Microsoft Azure cloud; cloud-native environment.
- DXC's DevSecOps framework.

Results:

- Delivery of complex environments within constrained time frames.
- A blueprint/pattern to rapidly deploy environments using DevSecOps practices.
- Patient record system with high availability and redundancy supporting health and care for Australians.
- A cloud environment secured to a protected level to support current and future demands.

1 Year Snapshot



\$3.4B
TCV

1.29

Book to Bill



57.2%

Win Rate



6 deals

Over US\$100m



\$6.69B

Current Pipeline



52% | 48%

GBS vs GIS
TCV Signings



40% | 60%

Renewal vs Net New
TCV Signings



Snapshot: Major Renewals



Snapshot: Existing Customers - Major New Work



Snapshot: New Logos

icare[™]

OLYMPUS[®]

 **MITSUBISHI
CHEMICAL**

 **Australian Gas
Infrastructure Group**

 **BOSCH**


TATA

Opal.


**Government
of South Australia**
Department for
Energy and Mining

Snapshot: Recent Signings



Australian Government
Australian Taxation Office



Australian Government
Department of Defence



Partnering with market-leading technology providers

Our curated **ecosystem**, built on collaboration, differentiation and innovation, leverages the power of partnerships. By combining strengths and expertise globally, we create solutions and deliver greater outcomes for customers across their IT estates.



List is not exhaustive.

Regional partner awards



- 2020 Oracle JD Edwards Partner Live Awards – Supporting Customer’s Resilience in COVID-19
- 2020 Oracle JD Edwards Partner Live Awards – Application Optimisation
- 2020 Oracle JD Edwards Partner Live Awards – Platform Modernisation
- 2020 Oracle JD Edwards Partner Live Awards – Modern Marketing
- 2019 Oracle Excellence Award APAC: Partner of the Year Oracle Cloud Infrastructure (OCI)



- 2023 LS Retail Partner Awards: LS Retail Platinum Partner for 2023
- 2022/2023 Inner Circle for Microsoft Business Applications
- 2021/2022 Microsoft Dynamics Inner Circle
- 2021 Microsoft New Zealand Partner Awards: Business Applications
- 2020/2021 Microsoft Dynamics Inner Circle
- 2019 Microsoft Dynamics – Business Applications Award Finalist
- 2019 Microsoft Dynamics – Modern Workplace Award Highly Commended
- 2019 Microsoft Dynamics – Cloud for Good Award Finalist



- 2023 SAP New Zealand Partner Awards: Customer Lifetime Value Realisation
- 2023 SAP ANZ Partner Excellence Awards: Partner Excellence Mid-Market Sales
- 2022 SAP ANZ Partner Excellence - Cloud Customer Engagement
- 2022 SAP ANZ Partner Excellence - Mid-Market
- 2021 SAP ANZ Partner Excellence – Strategic Industry Mid Market Award
- 2021 SAP APJ Partner Excellence – SAP Customer Experience
- 2021 SAP Best Run Awards – CRM and Customer Experience – Lion
- 2021 SAP Best Run Awards: Digital Supply Chain – Rheem
- 2021 Partner Excellence for SAP Customer Experience – APJ
- 2020 SAP S/4HAHA ERP Partner of the Year – Singapore
- 2020 SAP Cloud Partner of the Year – Singapore
- 2019, 2020 SAP Partner of the Year – Singapore



- 2020 ServiceNow APJ Industry Solution Partner of the Year
- 2020 APJ Industry Solutions Partner of the Year
- 2019 ServiceNow Global Industry Solutions Partner



- 2023 Dell Technologies A/NZ Partner Awards: Global Alliances Top Performer for A/NZ
- 2023 Dell Technologies: Global Alliances Partner of the Year – Excellence in Industry Focus Wins for APJ
- 2022 Dell Technologies Global Alliances Technology Innovation Award ANZ
- 2022 Dell Technologies Partner of the Year in APJ for Excellence in New Business Development
- 2019-2020 Dell Technologies ANZ Services Partner of the Year
- 2020 APJ Growth Partner of the Year



- 2019 Salesforce General Business+Implementation Partner of the Year



- 2021 Amazon Web Services Partner Summit ANZ Awards: Partner of the Year – Customer Experience



- 2021 VMware Partner Achievement Global Awards: Partner Value



- 2023 Dynatrace Amplify Partner Awards: Service Provider of the Year, APAC
- 2022 Dynatrace Partner Awards: Service Provider of the Year, APAC

- 2023 HPE Partner Awards: System Integrator of the Year 2023 India
- 2023 Alcatel-Lucent Enterprise Connex Partner Awards: Rainbow Growth Award 2022
- 2023 MuleSoft JAPAC: Breakthrough Partner of the Year
- 2023 F5 Partner Awards: Innovation Partner of the Year
- 2022 Micro Focus: APJ Top Regional Alliance Partner
- 2021 Quadient Awards: APAC Breakthrough Partner of the Year
- 2021 Fortinet Partner Awards: Australian Cloud Partner of the Year



DXC India Overview & Customer Spotlight

Bhushan Sharma
Managing Director, India

India: Key facts



43,000+
Employees
(incl. GIDC)



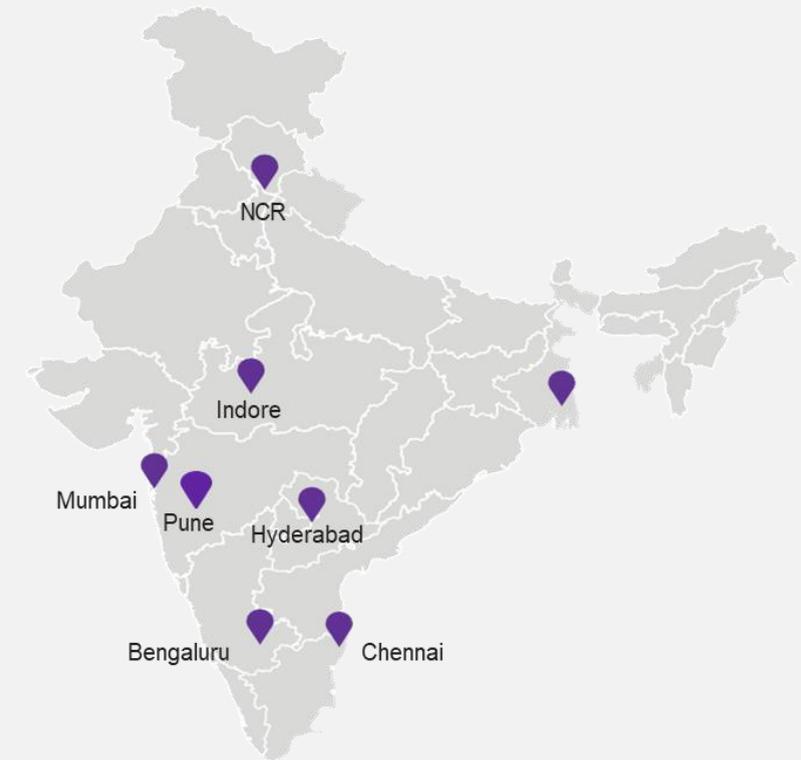
650+
Customers



40+
Years in the Market

Overview

- One of the largest global delivery centers of DXC Technology worldwide.
- Leading center of innovation; uniquely positioned to help our customers.
- 7 sites located in strategically important cities across the country, servicing more than 650 customers.
- State of the art cybersecurity SOC with **24X7** monitoring.
- **ISO20000**, **ISO27001**, and **CMMI Level 5 certified** delivery sites.



11
Socially responsible projects



2,500
Employee
Volunteers



720,000
Lives touched



DXC ANZ Overview & Customer Spotlight

Richard James
Director, Enterprise Application Services
Asia Pacific, Middle East and Africa

DXC Australia and New Zealand: Key facts



5,100+
Employees



1,500+
Customers



50+
Years in the Market

Overview

- Provide best-in-class cloud, mobility, security services, application development and modernisation, IT services, workplace, analytics and business process services across a range of industries.
- A trusted partner of the Australian Defence Force for over 45 years and New Zealand Defence Force.
- More than 3,000 staff with current Australian security clearances.
- DXC's Adelaide-based 700-seat Delivery Hub runs 24x7x365 staffed by highly skilled and specialised IT employees.
- Process millions of financial transactions per annum and manage the payroll, employee and financial data for New Zealand organisations, plus supports Immigration New Zealand to help protect the border.
- Industries: Public Sector, Education, Retail, Travel & Transportation, Banking, Insurance, Energy and Resources.



Applications fund transformation and fuel business, and center on four crucial themes



Simplify

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



Modernise

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



Accelerate

Accelerate to shorten time-to-deliver, drive process improvements, allow rapid business growth, and improve employee and customer experiences.



Reimagine

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





**DXC is evolving technology futures
to unlock greater performance,
scale and competitiveness**



Managing Technical Debt

Michael Billimoria
Managing Partner, Enterprise Technology
Asia Pacific, Middle East and Africa

Understanding Tech Debt

Tech Debt

is the implied/imputed cost of rework caused by choosing "inferior but quick" solution over the "right" solution. In other words, when past investment makes the next investment more difficult.

Modernisation

of applications, processes and/or data—which can include migrating, re-platforming (changing the underlying infrastructure platform), re-architecting, re-building, or a combination of these.

In 2023, DXC Leading Edge conducted a survey of 750 executives highlighting substantial value tied up in technical debt

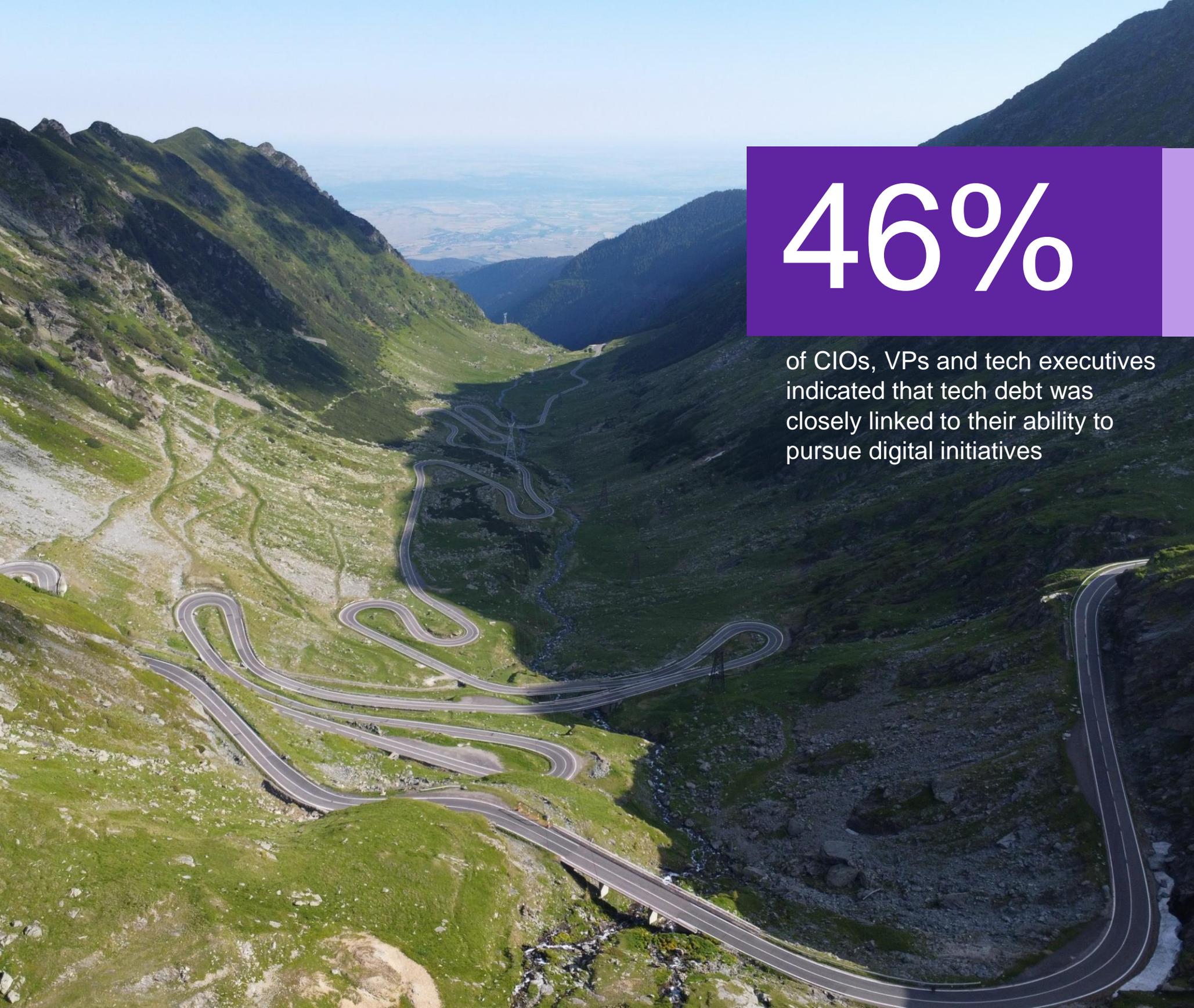
20-40%

of the value of entire tech estate before depreciation¹

“Hundreds of millions of dollars in unpaid (tech) debt”¹

The most selected measures of success were improved operating margin and increasing revenue²

Each industry presents its own pattern, when assessing perils versus priorities

An aerial photograph of a winding asphalt road through a mountain valley. The road curves through green hillsides and a valley floor. In the background, there are more mountains and a clear sky. A purple rectangular box is overlaid on the right side of the image, containing the text '46%' and a paragraph below it.

46%

of CIOs, VPs and tech executives indicated that tech debt was closely linked to their ability to pursue digital initiatives

TECH DEBT
inhibits transformation
or innovation

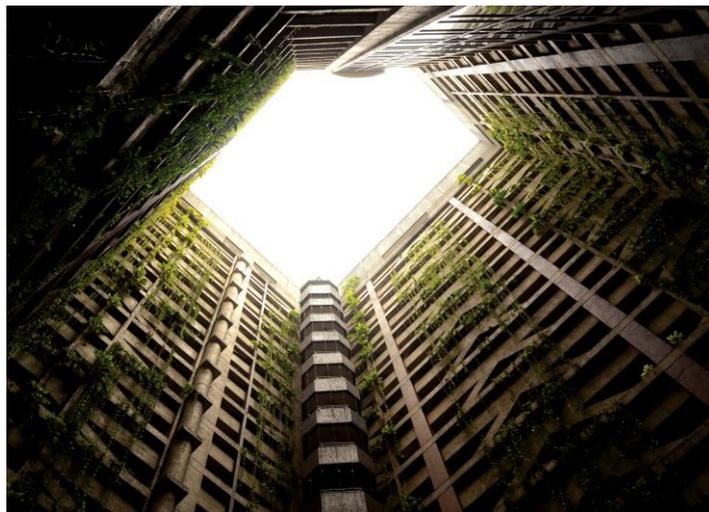
Tech debt is expressed in :

- ✘ Increased complexity
- ✘ Inability to scale
- ✘ Incompatibility
- ✘ Lowered responsiveness
- ✘ Performance challenges

There are two types of tech debt

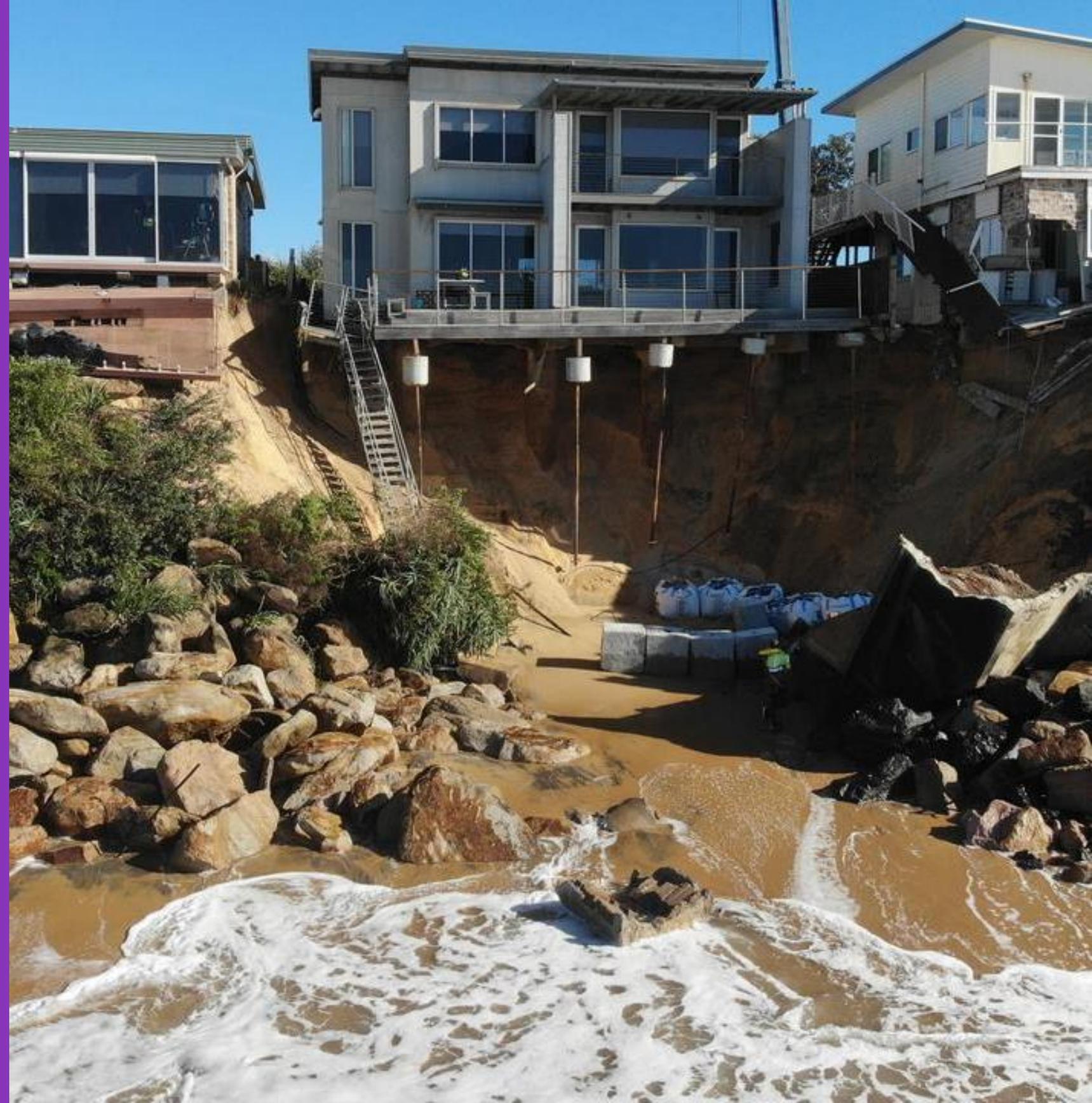


Tolerable tech debt is the debt you incur as you migrate your business from old to new systems. This tech debt is accounted for, understood and can be lived with, because it is the price of innovation. It allows resources to be freed up in the short-term.



Toxic tech debt is dangerous and comes at a cost. It is often caused by multiple small changes made outside of the organisational strategy or roadmap. It diverts funds, uses up resources, creates complexity, compromises security and impacts the ability for the organisation to innovate and improve. In worst case scenarios, it can hamper an organisation's ability to function on a day-to-day level.

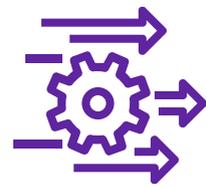
**Starts with the
foundation**



The business impact of tech debt



Cost



Productivity



Innovation



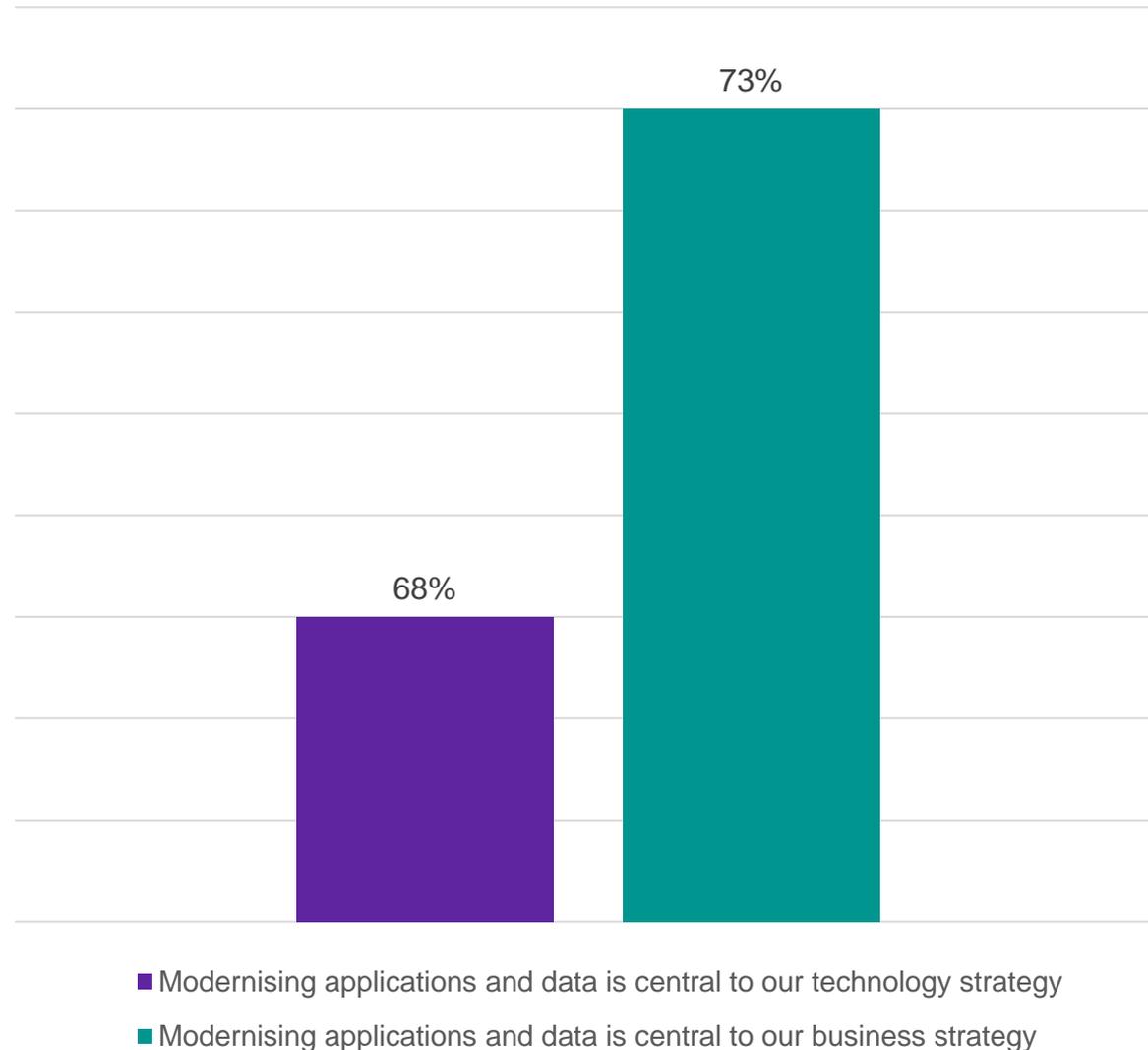
Talent



Security

An entire organisation is impacted by tech debt, not just the IT department

Is modernisation a business strategy or a tech strategy? The answer is both.



Often, modernization tasks – and the tech debt they're ameliorating are perceived as belonging to IT, executed as part of a technology strategy.

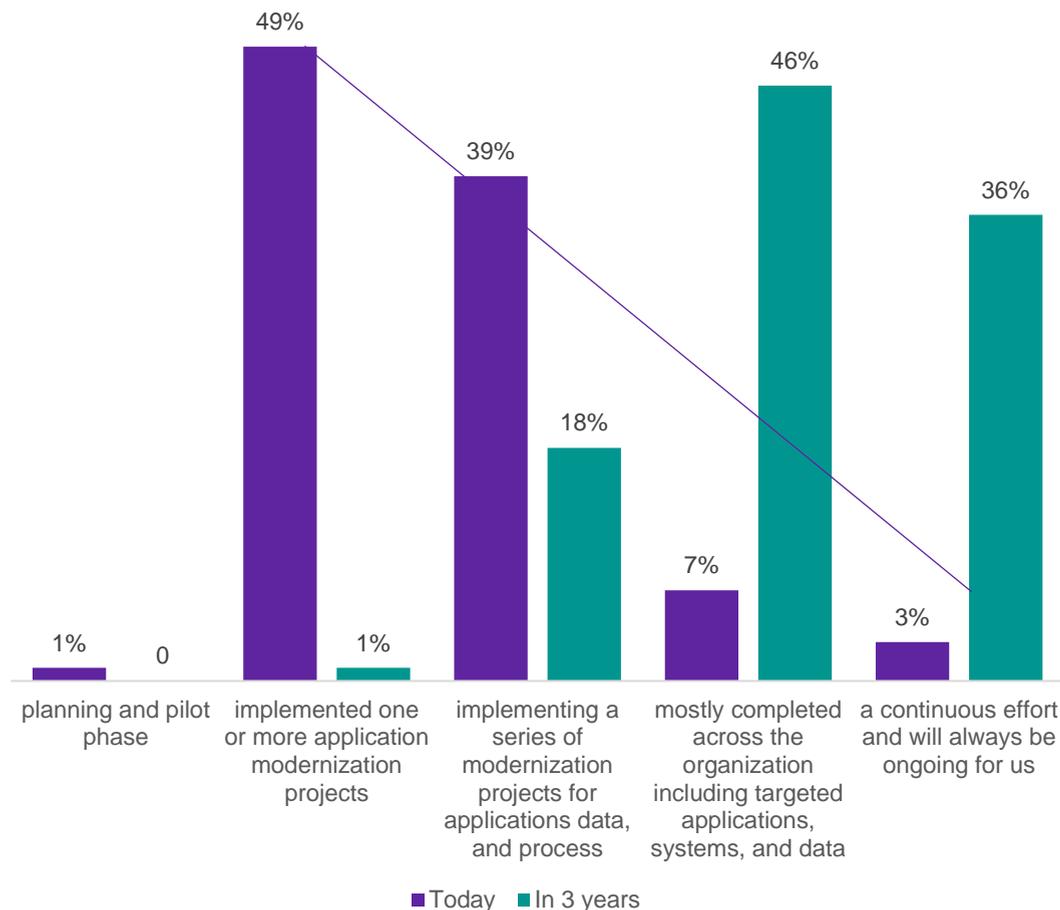
However, the responses of IT leaders tell us they perceive modernization as a business strategy equally, if not more so.

So that begs the question:

Why is the benefit to creating tech debt held by the business but the need to pay down or pay off that debt held by IT?

P5: To what extent do you agree with the following statements about the role of modernization in your organization? 3 = Agree, and 4 = Strongly agree

When asked about how much progress they were making on tech debt in the next three years, most executives expected to be mostly done...



...but it never goes away

Paradigm shift

Reframe tech debt to org debt as part of modernization efforts

Collaboration

Emphasize the need for collaboration between IT leaders and counterparts across the business

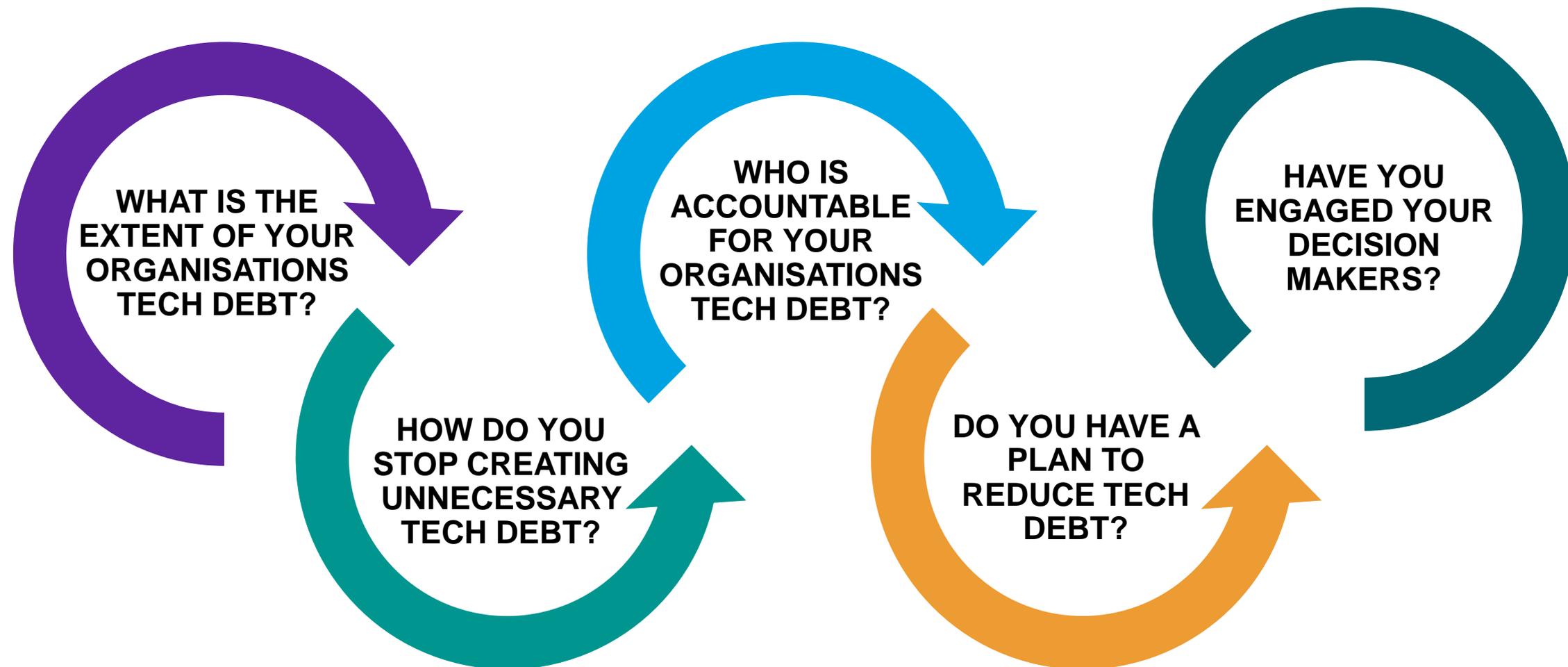
Result is to overcome barriers to

progress, enhance adaptability and promote innovation

Q.P8A& B. Which of the following statements apply to your organization's IT modernization plans today and in the next three years?

Why are we talking about this?

DXC has successfully helped customers across the globe to solve their tech debt and **recommend the following 5-step audit organisations can take immediately:**





DXC MEA Overview & Customer Spotlight

**Hesham Fayed, Managing Director
DXC Middle East and Africa**

DXC Middle East and Africa: Key facts



3,500+
Employees
(incl. GIDC)



9
Locations



80+
Customers



15+
Years in the Market

Overview

- DXC has an excellent track record in delivering complex projects and providing large scale managed services to prestigious customers in the Middle East, in the UAE and in the Kingdom of Saudi Arabia.
- 9 sites located in strategically important cities across the region.
- Global delivery centers in Egypt, Morocco and Tunisia with over 30+ years in the market and 110+ customers with multiple language capability.
- Customer bases across multiple sectors including Banking, Insurance, Government, Oil and Gas and Aviation.
- Growing Industry and Practices: Luxoft, Insurance, ServiceNow, Salesforce, Oracle and SAP.



Saudi Payments

Empowering the payments ecosystem



المدفوعات السعودية
SAUDI PAYMENTS

Customer: Saudi Payments
Industry: Public Sector
Offerings: Apps, ITO, BPS
Solution: Managed Services

Empowering the payments ecosystem

Saudi Payments is the only and major payment system in the Kingdom of Saudi Arabia. It's vision is to be the foundation for digital payments enabling a thriving national ecosystem.



Challenge:

- Empower the payments ecosystem with flexible and interoperable back-end services supported by secure, reliable and accessible infrastructure.

Solution:

- SADAD Application: Responsible for development, testing, and ongoing support.
- Infrastructure Expertise: Encompasses the development and operations of critical infrastructure components, including networks, databases, backups, data centers, platforms, collaboration tools, end-user support and SAP BASIS support.
- Business Process Services: DXC manages the entire customer onboarding process and provides Level 1 (L1) support through our Business Center.

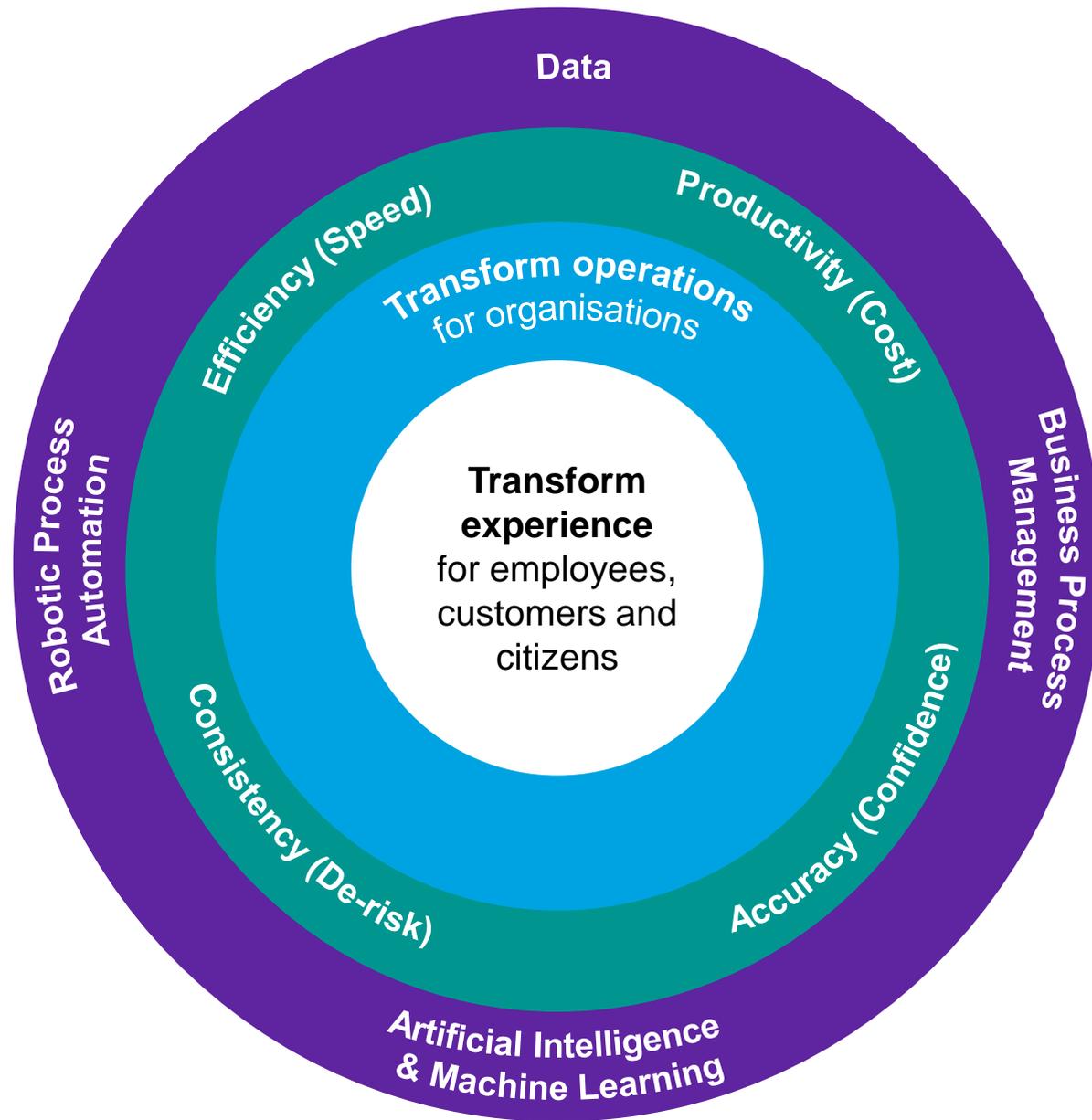
Results:

- A robust payment infrastructure that is capable of handling tens of millions of payment transaction daily with 99.9% availability.
- State-of-the-art Bill Presentment & Payment system (SADAD) that is developed specifically for Saudi market needs and built on cutting edge technology.
- 93% CSAT score, and 73% NPS.

Transforming with Intelligent Automation

Kevin Jury, Managing Partner,
Consulting & Analytics
Asia Pacific, Middle East and Africa

Transforming with Intelligent Automation



- New hybrid modern work solutions breaking down silos and driving a **scaled total eXperience**
- Explosion of **data sharing** driving a significant shift to deep personalisation
- **Process and rules automation** reshaping to operate across the cloud
- **Algorithmic intelligence fabric** applied to the data and process landscape

“Organisations must understand the entire human experience and people’s relationship with technology in order to optimise business agility and performance”

*Dr. Alex Kokkonen, Senior Researcher & Advisor, DXC Leading Edge
Committing to the human experience (dxc.com)*

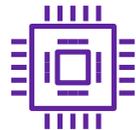
Analytics & Engineering: how we do it

Accelerate value realisation across strategy, design and delivery at scale

Envision, design and modernise data environments – creating data-driven insights to protect existing investments and discover future opportunities



Experience



Technology



Operations



Transformation



Data Science & AI



Data Engineering



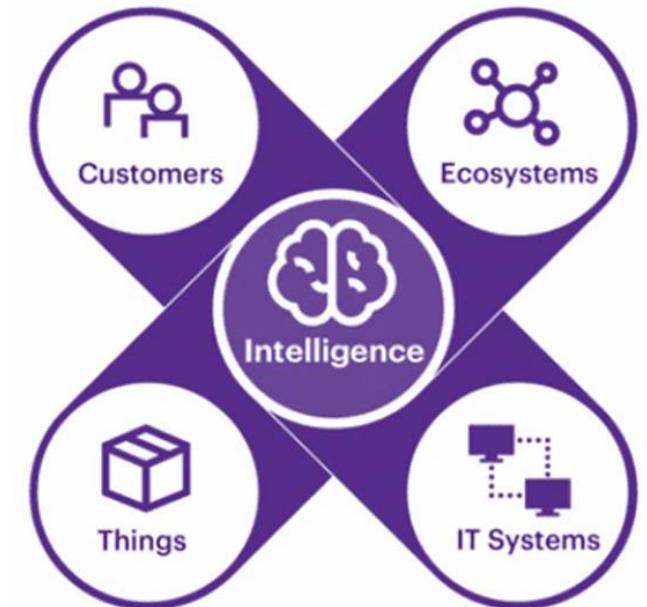
Analytics Platforms



Industry Solutions



IoT Services



System
Modernisation

Data Engineering

Robotic Process &
Applied Intelligence

Governance,
Risk & Compliance

Total
Experience

Sydney Water Corporation

Intelligent automation transforming customer experience



Customer: Sydney Water Corporation

Industry: Utilities

Offering: Consulting

Solution: Experience | Transformation

Intelligent automation transforming customer experience

Transforming to a cloud-based customer experience platform with enhanced automation capabilities to help deliver on Sydney Water's vision of providing world-class water services and outstanding customer experience.



[Customer story webpage](#)

Challenge:

- Sydney Water wished to transform their customer experience.
- Their digital experience was outdated and was hosted in a legacy data centre.
- They lacked capabilities to harvest visitor data and how they communicate with their customers.

Solution:

Implemented a new cloud-based customer experience platform based on the Adobe suite, released in three steps:

- New website and cloud infrastructure foundation using Azure, with design driven by user research.
- New campaign automation tooling that leverages customer data from the website and Sydney Water's CRM.
- A new self-service portal.

Results:

- New website designed in a customer-centric way.
- Targeted campaigns based on data insights.
- Business users empowered to make changes, speeding the pace of change
- A cloud-enabled IT platform.
- Self-serve for customers, leading to reduced calls to the contact centre.

Japan Auto Manufacturing

Digital dashboard transforming customer experience

Customer: Japanese global manufacturer

Industry: Automotive

Offering: Analytics

Solution: Data Science & AI | Data Engineering

Digital dashboard transforming customer experience

Transforming the driver experience through faster and more flexible cockpit development, while reducing design process costs.



Challenge:

- Transform driver experience with their vehicles.
- Cockpit prototype design was labour and time intensive and required the manufacturer to restart the process from scratch when test subject feedback was received.
- Design process lacked flexibility to adapt to last minute changes needed in the early stages of development.

Solution:

1. Constructed an environment in which Human Machine Interface (HMI) devices – e.g. displays and touch panels – mounted in the vehicle interior can be placed in the VR space.
2. Display size, angle and installation layout can be freely changed, allowing legibility.
3. Streaming another HMI to a display in the VR space can be used to verify design and functionality.

Results:

- The VR environment enables quicker and easier design, and the flexibility to redesign after test feedback is received.
- Reduces costs for the manufacturer.
- Improves driver experience by ensuring their feedback is incorporated
- The manufacturer's speed to market is improved, giving them a competitive edge.



DXC ASEAN Overview & Customer Spotlight

Yves Cramazou, Managing Director
DXC ASEAN

DXC ASEAN: Key facts



1,900+
Employees



8
Locations



300+
Customers



40+
Years in the Market

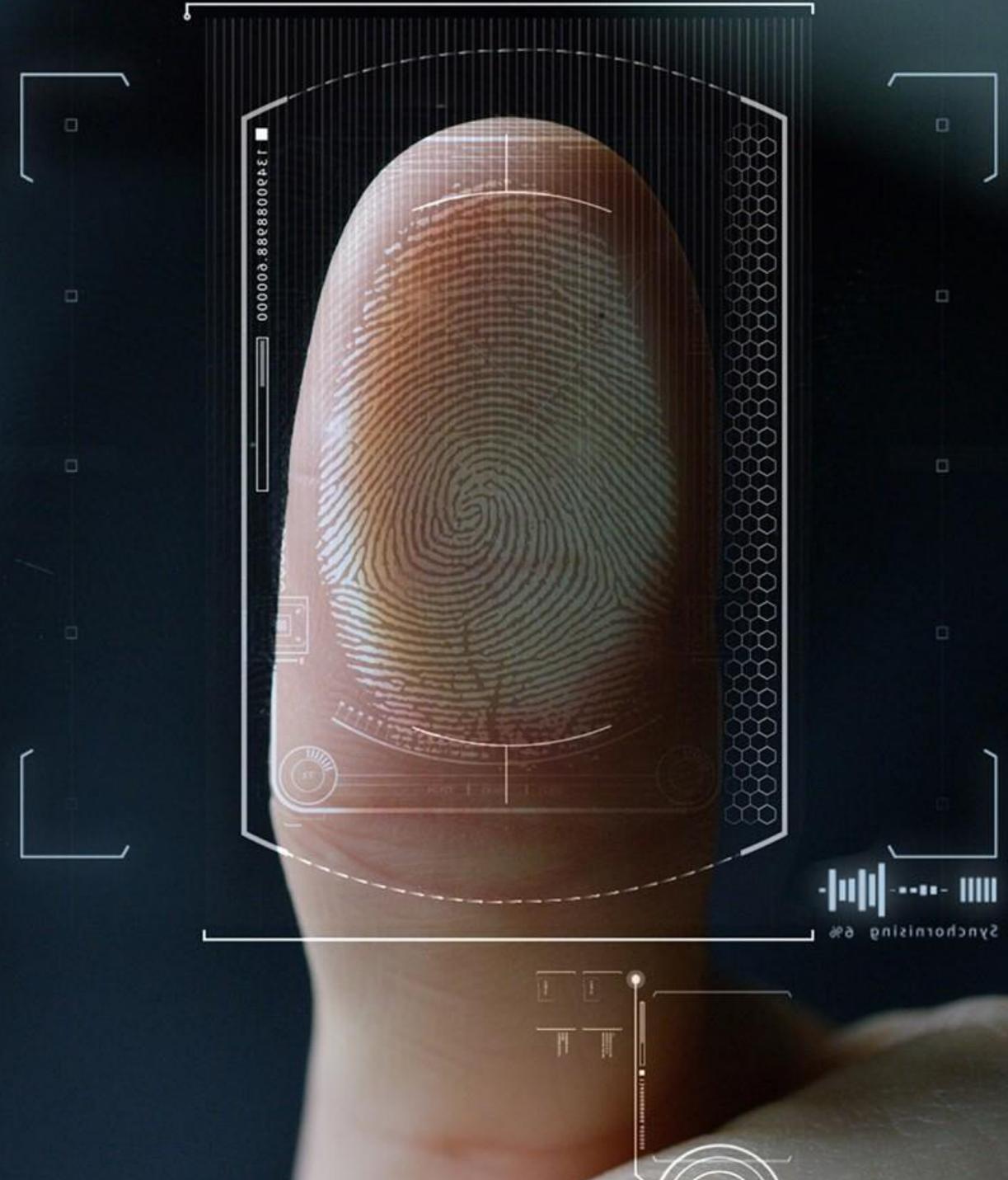
Overview

- 3 Global Innovation Delivery Centers.
- 2 Regional Delivery Centers.
- Industrialised services for large and global accounts.
- Multi-offering industry and capability support.
- Applications, BPS, ITO/Cloud Platforms, Security, Modern Workplace, Analytics.
- Industries: Public Sector, CME & Tech, Consumer Industries and Retail, Travel & Transportation, Hospitality, Banking, Energy, Aerospace, Media, & Telecom.



Building Cyber Security Resilience

Tim Miller, Senior Security Principal
Asia Pacific, Middle East and Africa



DXC Security at a glance

Global:

\$500M

FY23 revenue

3,500+

Cyber security professionals

3,244

Security certifications

450+

Global customers

250+

Global MSS customers

25+

Delivery centers

7

Security operations centers

40+

Countries with security customers

20+

Strategic alliances and partnerships

Asia Pacific, Middle East & Africa:

600+

Security professionals

2

CyberSecurity Malaysia Awards*

4

24x7x365 security operation centers

60,000+

EPS supported

375,000+

Managed endpoints secured

65,000+

Identities secured

135,000+

Assets supported, vulnerability assessment & compliance scanning services

215,000+

Users supported, DLP services

3,900+

Firewall & IPS managed, network security services

Using our practical experience and delivery excellence to achieve real security

DXC Cyber Security services:



**Cyber Risk &
Compliance**



**Digital
Identity**



**Cyber
Transformation
& Operations**



**Infrastructure,
App & Data
Protection**

Recent wins / case studies

Security Risk Management



Infra, App & Data Protection Digital Identity



Cyber Transformation & Operations



Partnering with market-leading technology providers

Our curated **ecosystem**, built on collaboration, differentiation and innovation, leverages the power of partnerships. By combining strengths and expertise globally, we create solutions and deliver greater outcomes for customers.



List is not exhaustive.

5 cybersecurity trends that will shape 2023 and beyond

1 The cybersecurity arms race will accelerate with the use of AI.

2 We'll need to be cautious about who we *think* we're talking to in the metaverse (while keeping a firm hold of our digital wallets).

3 Geo-political cybersecurity attacks will increase but will also lead to innovation in defence.

4 Cybersecurity attacks will target critical national infrastructure that supports our homes.

5 Career opportunities in cybersecurity will grow.

5 cybersecurity trends that will shape 2023 and beyond

DXC | Founding member of CI-ISAC



Thank you

