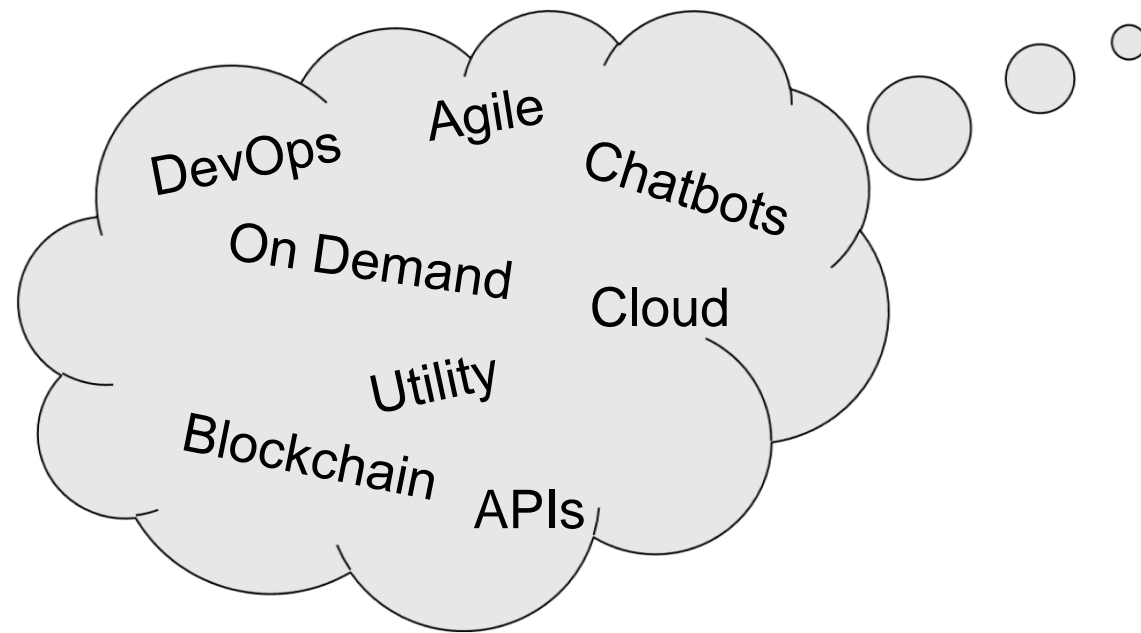


June 8, 2018

Moving Past the Hype: What Business Leaders Need to Know About Digital Transformation

**Daniel Angelucci – CTO, Asia
DXC Technology**

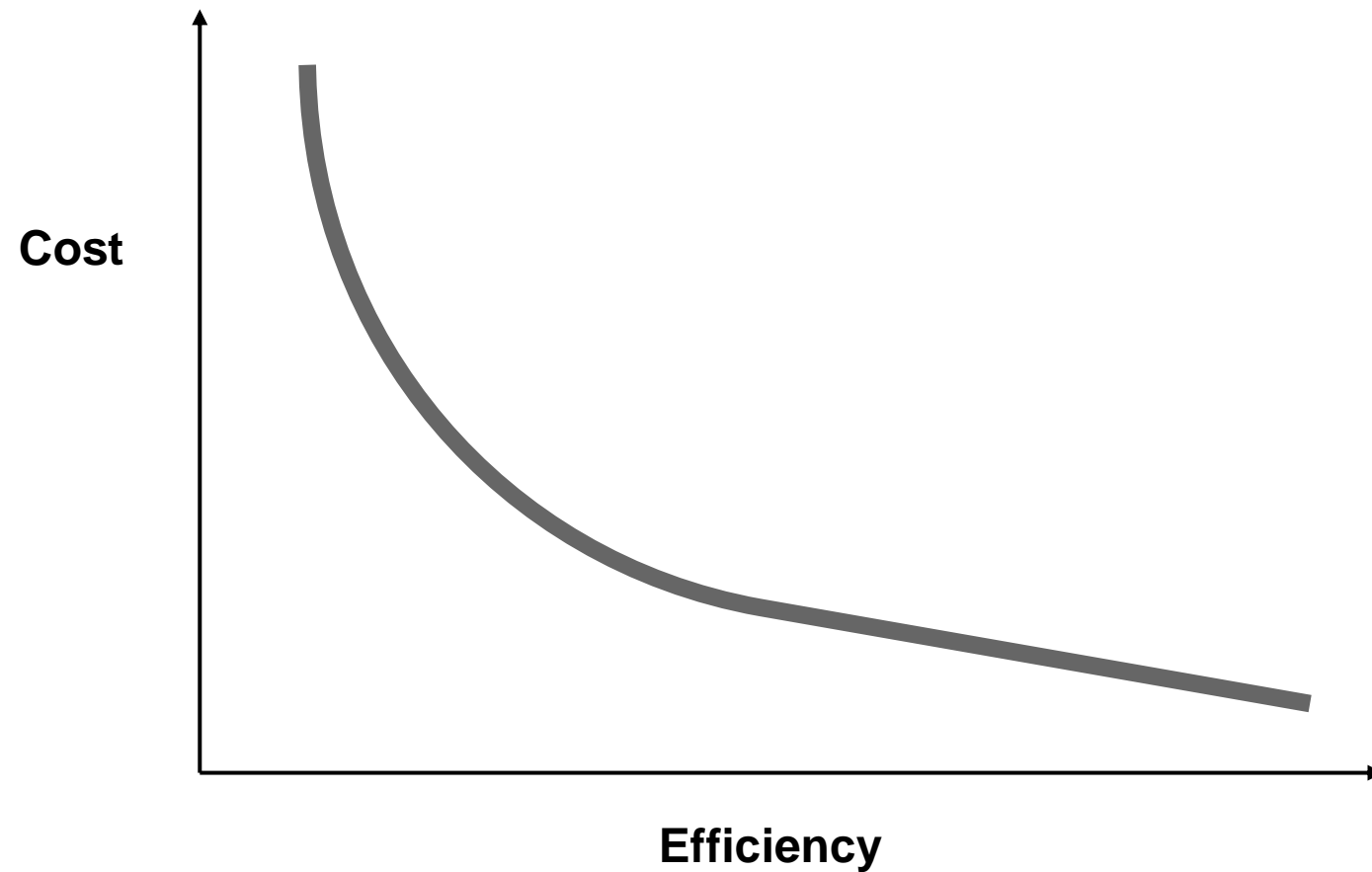
Digital Technology is Fast Becoming Pervasive



What does this have to do with my business?

What Drives Digital Transformation?

Digital Transformation is about subjecting **business processes** to **Moore's Law**



Over the last 20 years, Moore's Law has applied to **infrastructure** (processor speed, storage, etc.). Digital is about applying Moore's Law to **business processes**.

Insurance Industry Key Challenges



Customer digital expectations are poorly met



Governance, Risk and Compliance costs continue to rise



Current core systems are holding insurers back.



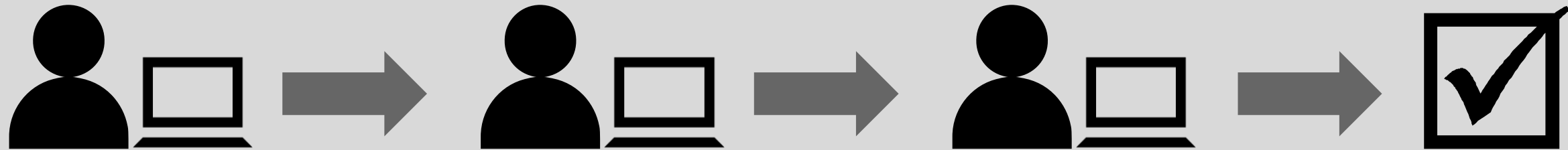
Reduced ability to enable new types of personalised experiences and products.



Insurers' current time to market is too slow.

What Digitizing Processes Means

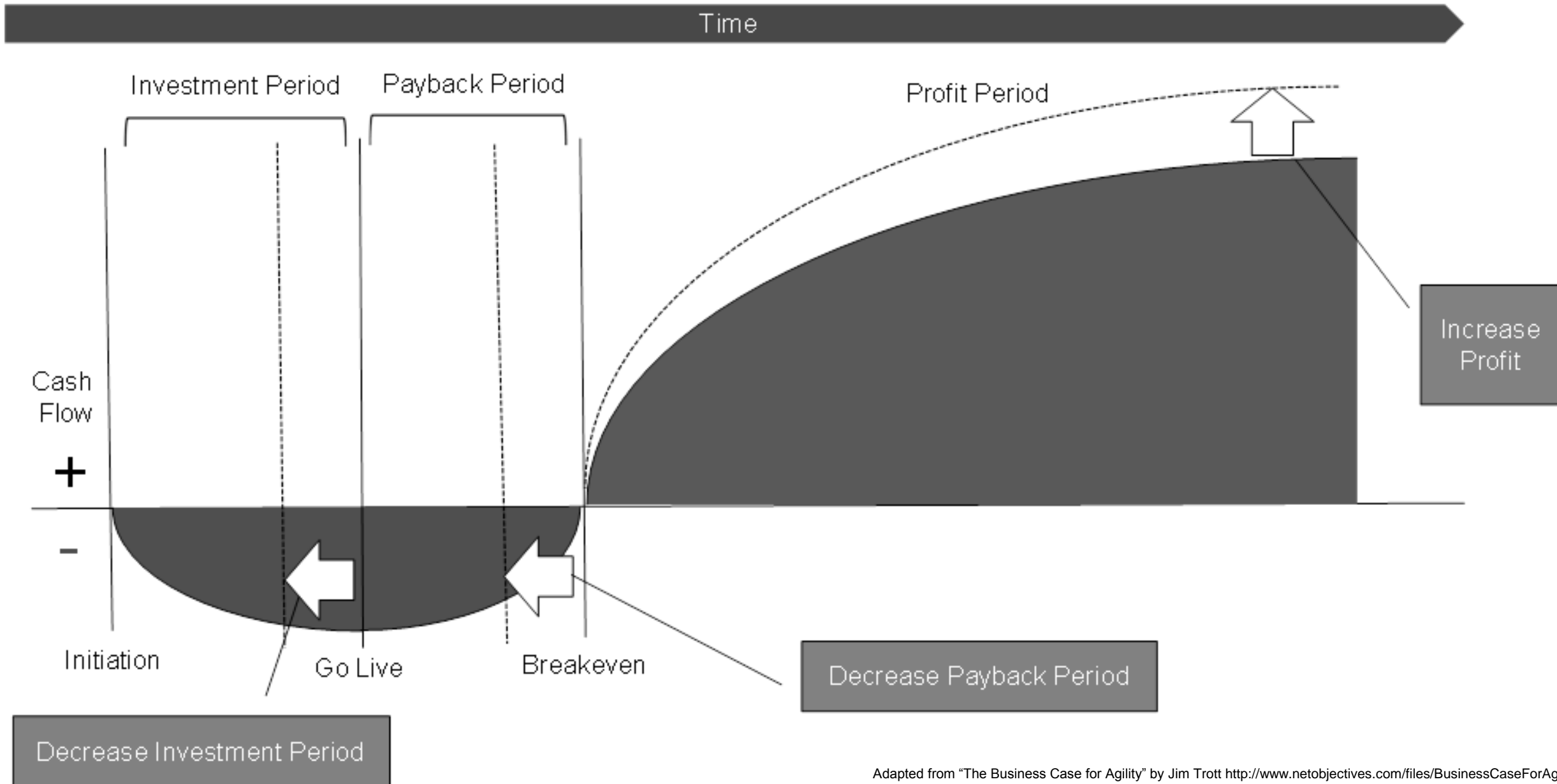
Digital Washing



Straight-through Processing

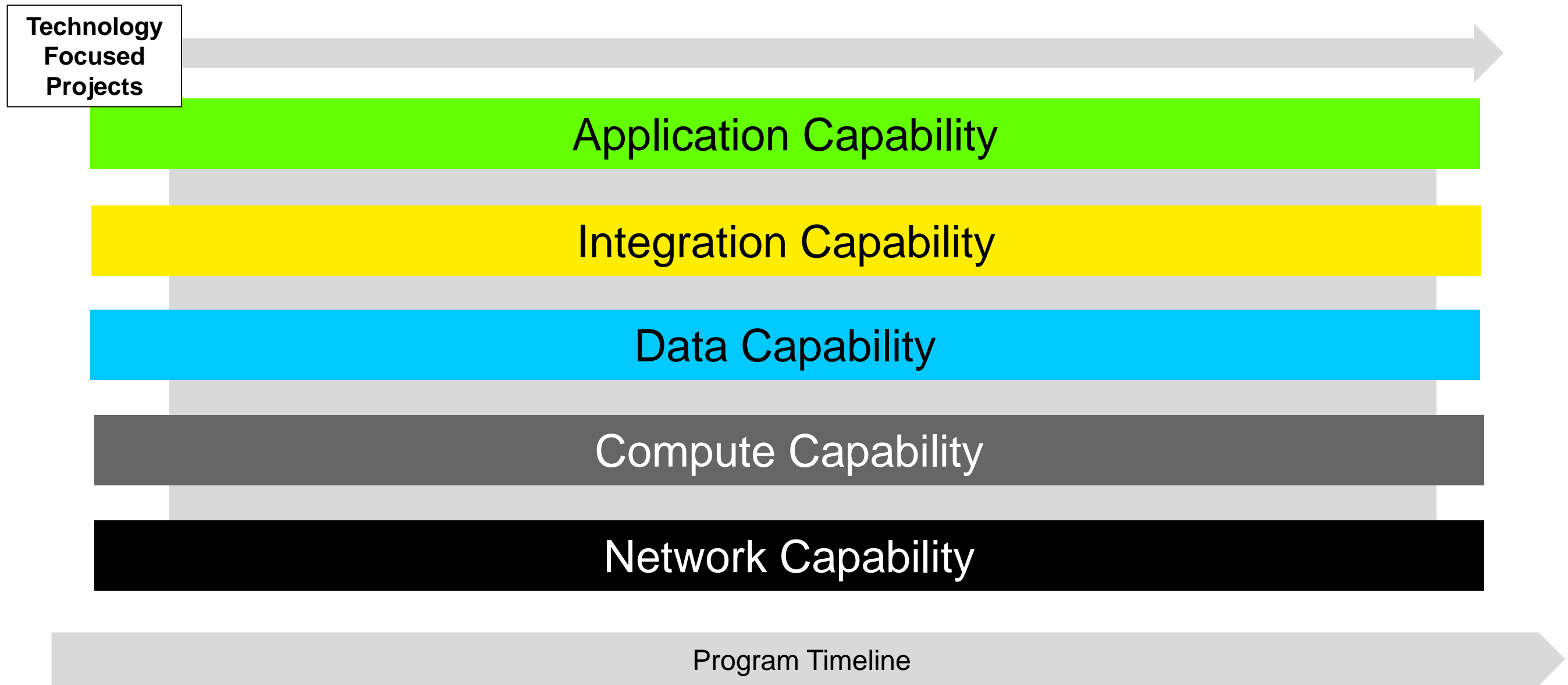


Measuring Success: The Business Value of Agility



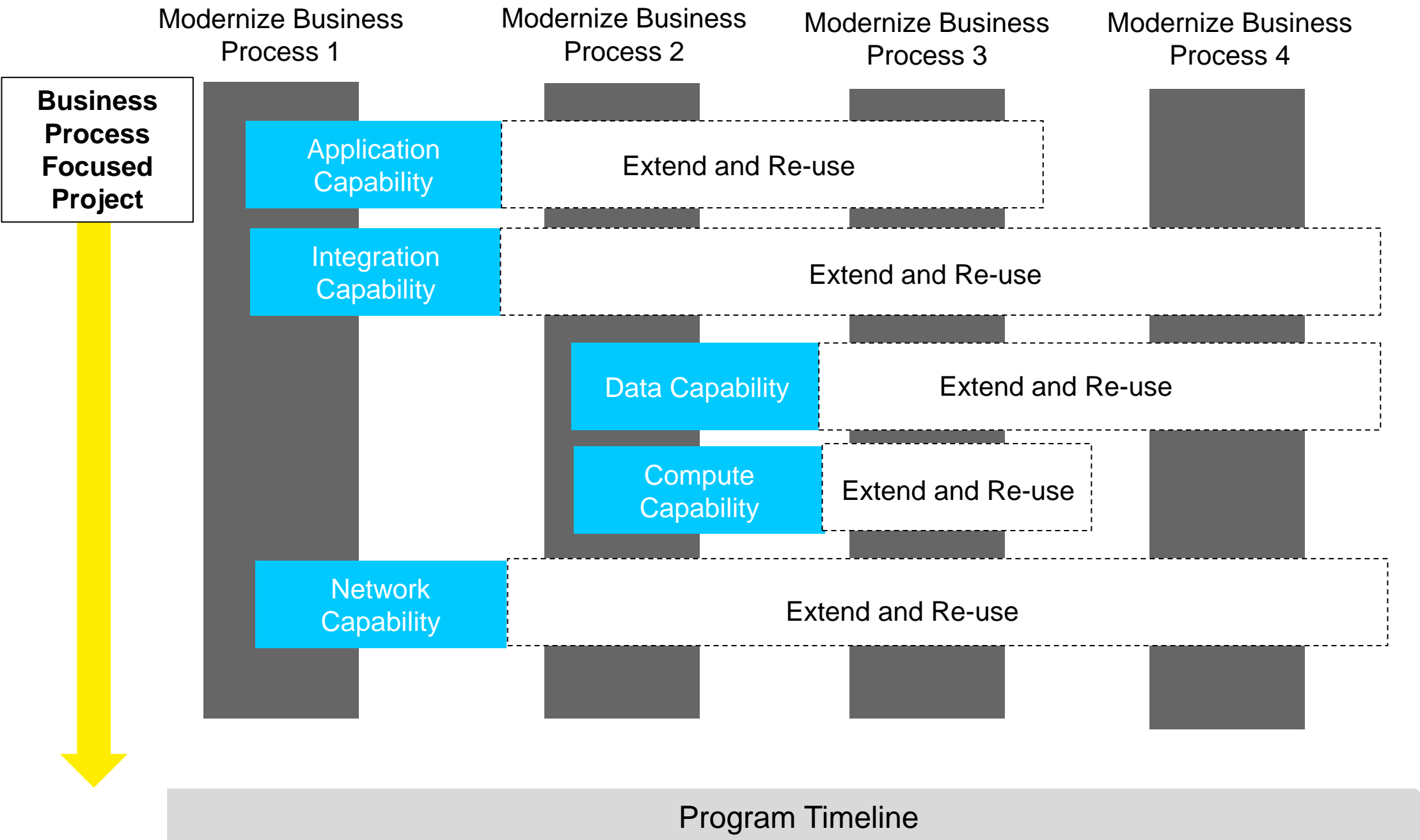
Adapted from "The Business Case for Agility" by Jim Trott <http://www.netobjectives.com/files/BusinessCaseForAgility.pdf>

The Anti-Pattern: Traditional Technology Projects



Technology capabilities are built to scale from day one to handle demand or “pain points”, with each capability upgrade representing a project with long time to value and significant enterprise risks

Digital Approach: Reducing the Time to Business Value

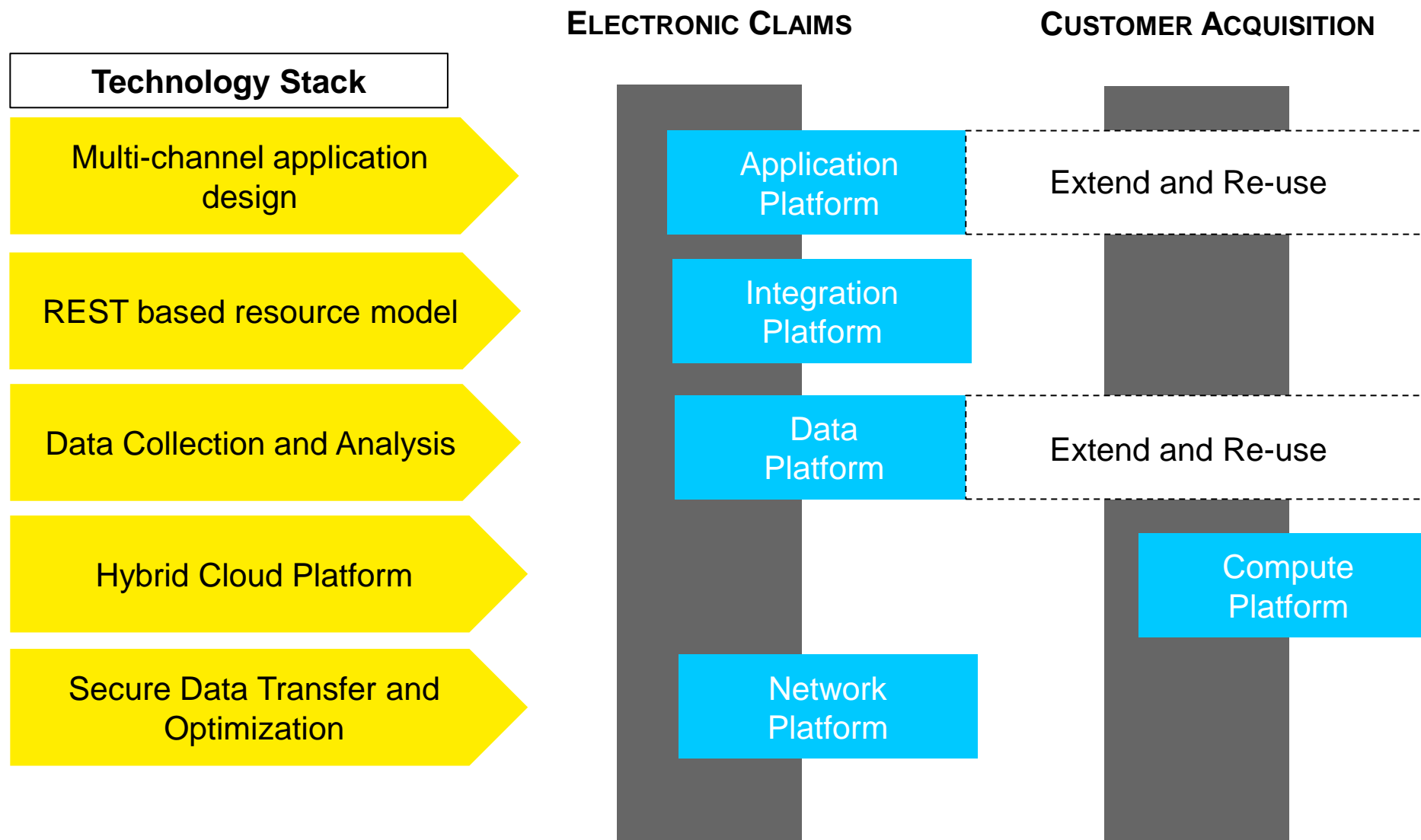


Consider the digital process and platforms required to achieve quick business value

Additional business processes scale existing platforms and implement newly required ones

Because models are consumption based, platform costs are limited to only those which are consumed by specified business processes

Example: Business Process Focused Projects

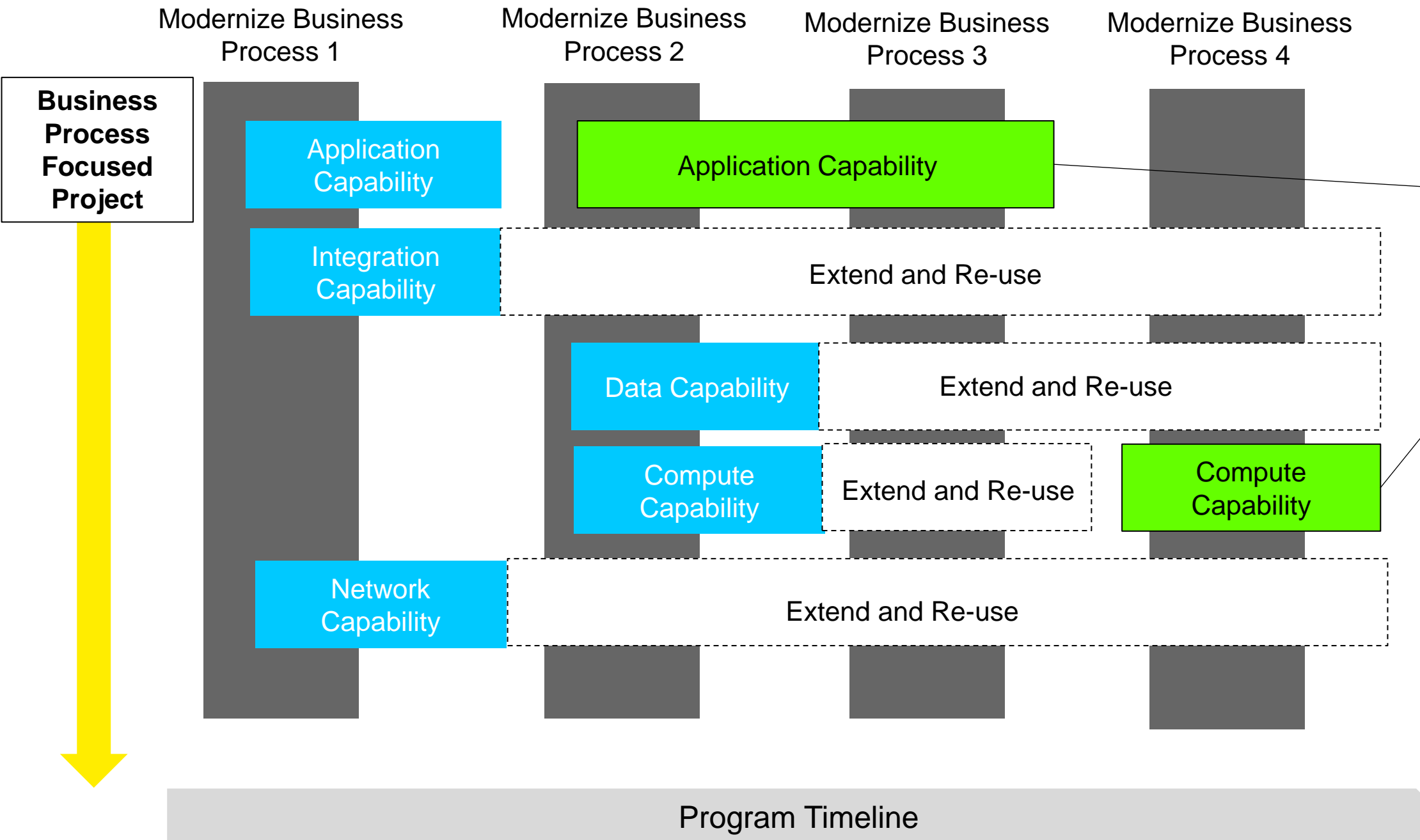


For electronic claims certain platforms are required and are implemented only to deliver that business process

As the next business process, customer acquisition, is addressed, platforms are re-used or implemented in order to deliver value.

Consumption pricing means never paying for unnecessary technology capability

Risk Framework: The Proper Role for Enterprise Architecture



Enterprise architecture must consider the risk of different platforms to deliver equivalent functionality

From a business perspective, a case can be made for using capabilities outside of the core platform

Enterprise architecture must balance the risks of additional capabilities against the core business benefit.

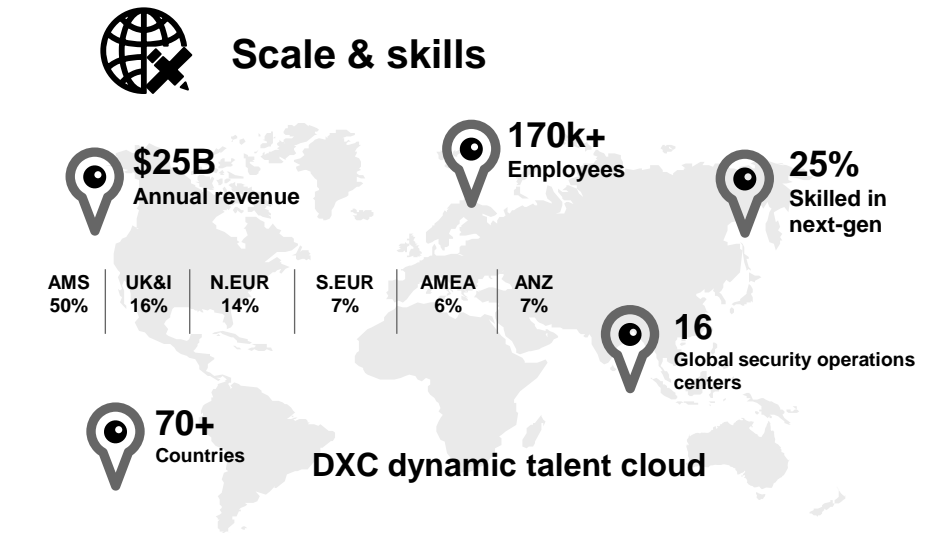
Answering the Digital Business Challenge



- 1. Ensure that all projects focus on business processes and provide vertical value rather than horizontal capability.**
- 2. Build an Enterprise Architecture capability focused on risk management and mitigation, rather than technology re-use and consistency.**
- 3. Measure based on the business outcomes associated with moving faster, reducing the time-to-value and increasing the payback.**

A framework solution for digital success

DXC Helps Drive Digital Transformation



Agility & cost efficiency

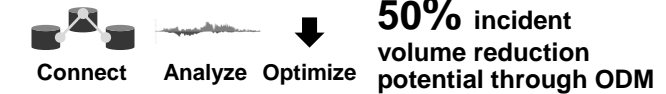
Integrated delivery model

55% low-cost center mix for delivery

21 in-country low-cost centers

8 global delivery centers

Operational data mining



Automation targets

80% priority service requests auto-resolved

50% tickets auto-processed



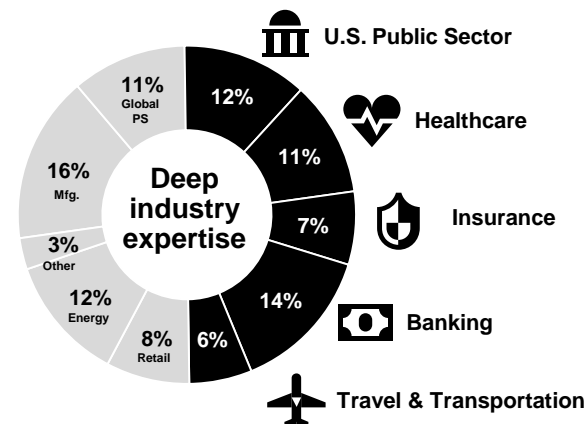
DXC.technology



Technology-driven innovation



Customer intimacy



Excellent client coverage across the globe ...

~6,000 Clients
200+ F500 clients
36 NPS

... enhanced through world-class partner network

\$4B Digital revenue

11 largest offerings rated as differentiated leader

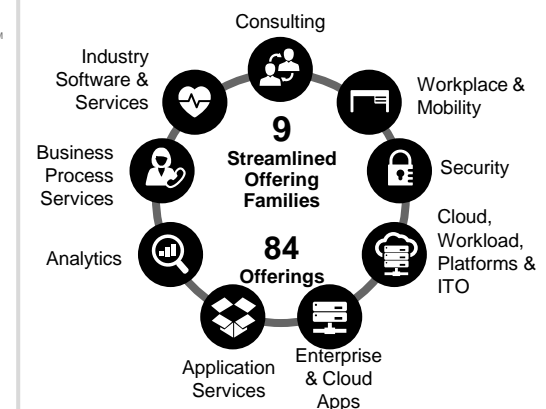
250+ global partners

14 strategic co-investing partners

Differentiated IP

- X-gRm Agility Platform™
- fixnetix xuber ∞
- connectiv celebrisIntech
- 360Globalnet smartlink
- LORENZO Time Traveler™
- ProductXpress Integral™

Streamlined offerings





Thank you.