



DXC Technology Cognitive CX Services

**Vendor Assessment
Report Abstract**

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**By Ivan Kotzev
Industry Sector Analyst
NelsonHall**

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Cognitive Customer Experience Services report on DXC Technology is a comprehensive assessment of DXC Technology's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Over the last two years, DXC evolved its BPS model to embrace automation into the conscious cannibalization of traditional CX services. Part of this transition is adjusting to a pipeline of lower digital revenues with smaller scale and more bespoke CX contracts. The company focuses on proof of value projects to create business cases to justify the cognitive CX investment.

Scope of the Report

The report provides a comprehensive and objective analysis of DXC Technology cognitive customer experience services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery sites.



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Report Length

8 pages