



# DXC Technology Salesforce Services

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Salesforce Services Vendor Assessment for DXC Technology is a comprehensive assessment of DXC's Salesforce service offerings and capabilities designed for:

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

## Key Findings & Highlights

DXC has its Salesforce (SFDC) capabilities within its Enterprise and Cloud Apps service line. The company has positioned its capabilities between, on one side, the large-scale vendors with a consulting background (e.g., Accenture, Deloitte, and PwC), and on the other side the India-headquartered firms. DXC intends to, therefore, combine consulting capabilities, onshore presence, and also a global delivery network.

DXC is focusing on post-implementation services, targeting in its client base, organizations that have completed their first Cloud implementation (mostly CRM/Sales Cloud) and need to fine-tune the implementation, focusing on business process standardization, and using new functionality brought by SFDC.

The company is balancing the development of its workforce and is somewhat shifting its hiring effort onshore. For instance, in the U.S., DXC wants to rebalance its onshore/onsite presence from 30% of all personnel to 40%.

Also, a key element in the SFDC strategy of DXC is to bring "blended services", offerings involving DXC's nine service lines.

An example of this blended service approach is around digital transformation, and in particular around UX; looking at re-engineering business processes of the clients, and taking where possible a consulting-led approach. This service involves several units within DXC, including DXC Consulting, and its SFDC capabilities.

Another example of this blended service approach is DXC working with the BPS service line, to provide joint customer management services (i.e., call center services) along with the underlying technology (i.e., Service Cloud).

DXC stresses its partnership with SFDC is multi-tiered with DXC being an IT services partner, a business process partner (see paragraph above), and also an ISV partner (for its Omnichannel for Insurance software product). DXC is also a significant user of SFDC applications and has 3k personnel using Sales Cloud internally.

Finally, DXC highlights that acquisitions are part of its SFDC development strategy. The company acquired in October 2017 the shared service center, LLX Global Business Services, of a luxury holding, Jab Luxury based in Switzerland. The shared service center LLX had 90 employees, mostly in Switzerland, and also in the U.K. and APAC. It provided F&A BPS, Salesforce Commerce Cloud, and creative design services.

DXC Technology has 50 SFDC clients.

## Scope of the Report

The report provides a comprehensive and objective analysis of DXC's Salesforce service offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components, accelerators, and "platforms"
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy
- Analysis of the company's strengths, weaknesses and outlook.



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## Report Length

13 pages

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