Smart Working Spaces

DXC Modern Workplace – Intelligent Collaboration Sub Offering

DXC Modern Workplace
Powering the future of work

Modern Workplace Powers the Future of Work

70% automation to resolve support issues, driving…

…up to **30-35%** lower workplace operating cost

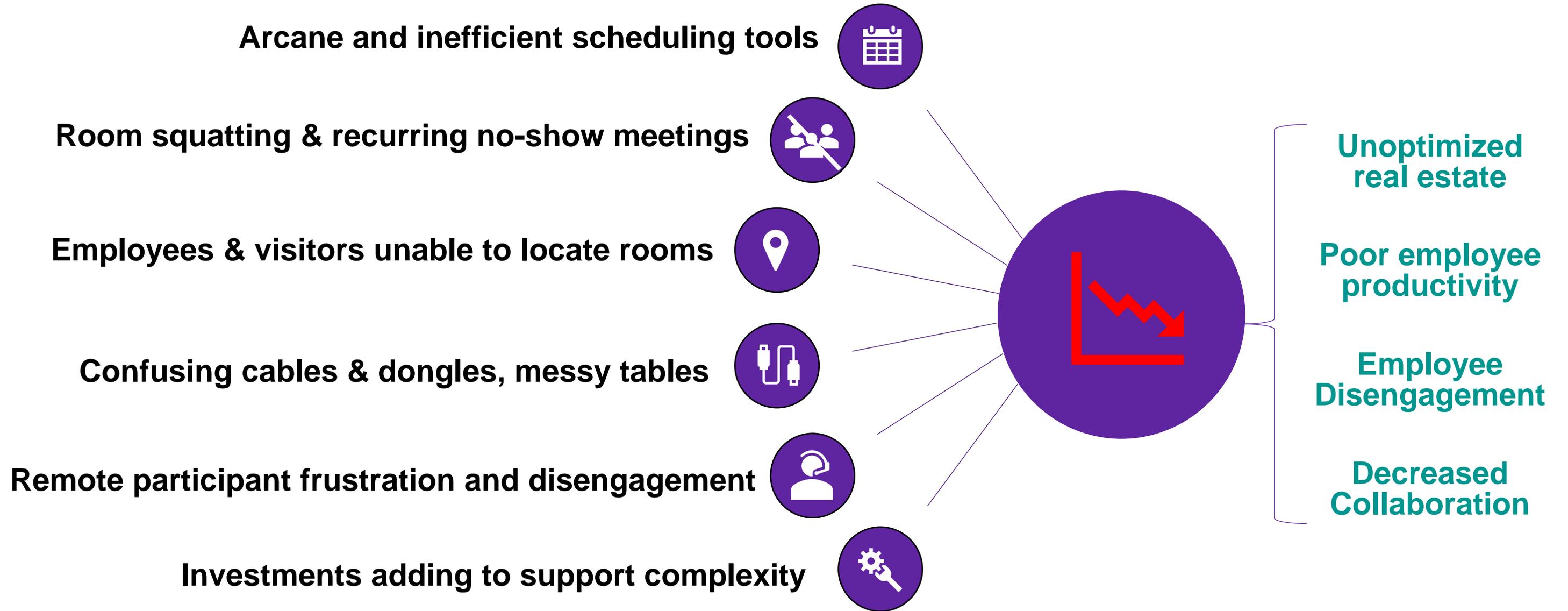**90%** reduction in service request fulfillment time…

Helping you to adapt to change

- Brings disparate services onto a single, modern platform

- Improves automation to relieve IT burden

- Provides proactive and contextualized support

- Delivers employee experience driven operations (XLAs)

- Offers security protection to work safely and securely, while enhancing productivity

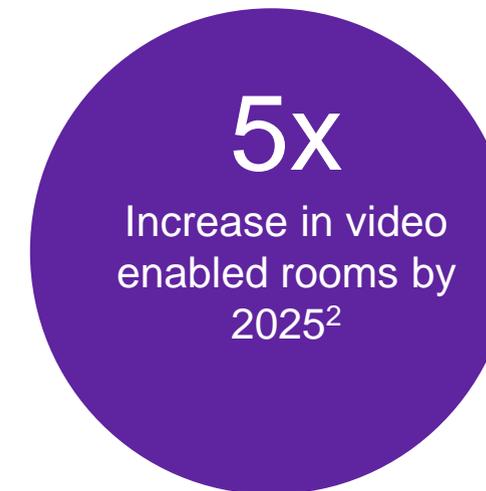- Flexible outcome based, commercial constructs

Intelligent Collaboration

Digital Support Services

DXC Modern Workplace Experience

Workplace Asset Management

Modern Device |Management

Meeting Space Trends

The workspace meeting experience today

Arcane and inefficient scheduling tools

Room squatting & recurring no-show meetings

Employees & visitors unable to locate rooms

Confusing cables & dongles, messy tables

Remote participant frustration and disengagement

Investments adding to support complexity

Unoptimized real estate

Poor employee productivity

Employee Disengagement

Decreased Collaboration

Hybrid work flexibility remains top priority for today's workforce

80%
Execs are changing office spaces to focus more on collaboration[1]

79%
of companies are upgrading conference rooms[1]

5x
Increase in video enabled rooms by 2025[2]

Hybrid is about more than working remotely.
One of the biggest changes has been the role of the office,
shifting to being a collaboration space.

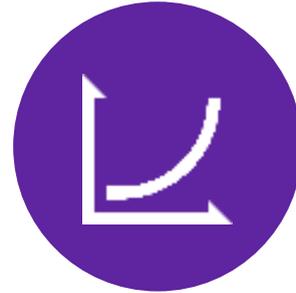1. HP Proprietary research 2021
2. Frost & Sullivan State of the Global video conferencing market, Mar 2021

Digital workspace market trends

Activity Based Working
Employees freely locate where most suitable to complete their work. Enterprises must provide the right technology and space to enable this

Optimize Real Estate
Rising real estate cost coupled with increased mobility and collaboration through tech is driving Enterprises to optimize workspace to lower costs

Flexible Working
Demand for flexible working increases, Enterprises must enable employees to work from any place at any time, on any device

Focus on Employee eXperience
Enterprises that focus on employee experience gain more engaged, productive, happy employees, increasing revenue and lowering employee attrition

Co-Working / Shared Spaces
Co-working is growing globally, offering shared physical workspace, prompting enterprises to monetize real estate and shift employees to co-working model

What is DXC Smart Working Spaces?

Simplifies workspace complexity for increased user experience & productivity, while driving cost-savings for the business

Smart Working Spaces **simplifies** the deployment and management of previously complex Audio Visual services into a simple, repeatable and supportable consumption model based on best-in-class technology.

Smart Working Spaces **streamlines** the problematic and inefficient reservation & collaboration experience. Enabling employees to intelligently **find the best spaces to work & collaborate**, while the business **optimizes their real estate.**

Built using user-centric **best-in-class services and technologies**, enabled through **integration** and optimised with **automation**, overlaying **DXC's service know-how** to provide an **end-to-end service** with a **single point of accountability.**

"As IT leaders prepare for a mix of meeting modalities, it will be critical that they ensure equitable collaboration, tool and resource access for all meeting participants, regardless of location. Cloud-based meeting solutions and content service platforms can support this through offerings or integrations with technologies including virtual whiteboards, rich chat features, and recording and transcription capabilities."

Gartner, Gartner Survey Reveals a 44% Rise in Workers' Use of Collaboration Tools Since 2019, August 2021

DXC TECHNOLOGY

Transform your workspace experience

Meeting Room Solutions
Improve in-room and remote meeting productivity and collaboration through a one touch interface that joins meetings in seconds accompanied by high-definition rich audio-visual equipment

Space Management
Employees can easily schedule and instantly book Rooms, Desks, Huddle Spaces and more. Intuitive user interfaces across Mobile, Outlook, Kiosk, Finder and Room Panel

Workspace analytics and actionable insights
Real-time actionable insights and analytics dashboard based on actual workspace usage patterns empower facility managers to make more informed decisions. Average meeting duration, no-shows, individual room utilization, etc…

End-to-end Service Management
Assessment, design, deployment, support and management services provided across all DXC Smart Working Spaces service components

1 L. G. Kious and M. Chapman. "Service Integration Comes of Age." Johnson Controls. 2014.

Offering Details

Two Supported Capabilities

Space Management

Employees can easily schedule and instantly book Rooms, Desks, Huddle Spaces and more. Intuitive user interfaces across Mobile, Outlook, Kiosk, Finder and Room Panel

Meeting Room Solutions

Improve in-room and remote meeting productivity and collaboration through a one touch interface that joins meetings in seconds accompanied by high-definition rich audio-visual equipment

Smart Working Spaces Capabilities Include:

Analytics and Insights

Real-time actionable insights and analytics based on actual workspace usage patterns empower facility managers to make more informed decisions. Average meeting duration, no-shows, individual room utilization.

Oversight and predictive analysis that identifies problems and remediates. Detailed insights into inventory, room health, online meetings and room usage.

End to End Service Management

Assessment, design, deployment, support and management services provided across all DXC Smart Working Spaces service components.

Space Management

DXC TECHNOLOGY

Workspace reservations and management just got easier

Space Booking / Conference Room Scheduling

Easily find and book rooms and desks from anywhere

Room and Desk Space Booking Webinar

Navigation

Modernize your workplace with digital maps

Visitor Management

Welcome and track visitors securely in seconds

Workplace Analytics

Measure, analyze and maximize spaces, based on your unique use patterns
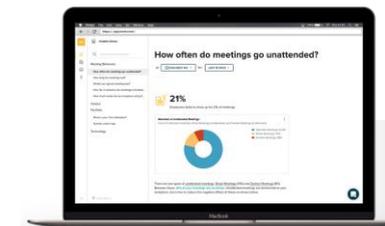
Space Management Key Features

Calendar Plugin + Integration – As a user, access everything in your space ecosystem.

- **Book rooms and desks** – Add rooms or desks intuitively to meeting invites you are creating in your work calendar.

- **Visitor Pre-registration** – Invite external visitors, contractors, or vendors to your meetings and provide instructions for check-in.

- **Meeting Services** – Add meeting services to an event, such as catering, room configuration, and more.

Meeting Services – Empower employees to configure their reservations with whatever they need.

- Admins can completely customizable available services by space, type, location, etc.

- Automatic workflows send information to designated user or vendor via email when Meeting Services are requested.

Ghost Meetings – Automatically cancel recurring space reservations that are unattended multiple times in a row.

- Useful for recurring Outlook meetings with a space reservation that are consistently unattended.

- Helps reduce wasted space for meetings that fell off team's radar or were organized by a former employee

- A step-up in terms of intelligent space management above standard "abandoned meeting protection"

Mobile App – Connect employees to their workplace and each other from anywhere.

- Space and People search – Find peers and book space near them when coordinating office visits (+ individual privacy setting)

- Agenda Screen - syncs bi-directionally with employee work calendar, so all meetings and space reservations are in one place.

Differentiation

Integrated Ecosystem

- Available on existing tools (email, phone, iPad, web browsers, Crestron)

- API and Webhooks

- Enhances, rather than replaces, existing workflows for booking space, submitting meeting services, etc

Easy to Use

- Admins, employees, and visitors can all become users quickly, increasing adoption

- UX designed for accessibility

- App, Web, email, or kiosk – Teem is available in their preferred tool
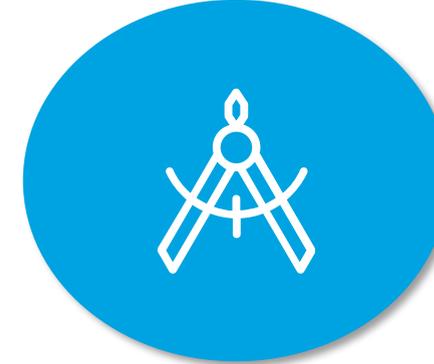
Implementation

- Intuitive UX reduces onboarding time – and even allows self-service

- Fast deployment in days reduces time to value and accommodates tight timelines

- Reconfigure enterprise deployments as conditions change with just a few clicks

Analytics

- Aggregated reservation data in pre-made reports

- Exporting and Open API enable data feed for other BI tools

- Actionable insights and methodologies guide admins to make better decisions

Result: Users feel delighted working in person because it is so easy to utilize their workplace as an amenity. Admins are relieved that processes are fast and automated so they can focus on other things. **IT JUST WORKS**

Meeting Room Solutions

Master of the Virtual Meeting

During the pandemic, with Microsoft Teams as the meetings platform, organizations have conquered the barriers of connecting and collaborating across distances.

From team happy hours to executive reviews, the world has reacted, presented, bonded, and engaged with each other through the Teams platform and kept organization moving forward.

Now it's the movement back into the office and the same experience the world had remotely can also be achieved in the meeting room.

Why do people meet?

Problem-solve together

Includes brainstorms, co-creation, analysis, troubleshooting

Share information

Report something to a group / flip side: Learn something

Get approval

Or a decision or feedback on an idea or plan

Connect emotionally

To generate energy or build and maintain relationships

Microsoft Teams Rooms Use Cases

One Touch Join

No more scrambling to bring your team into a meeting. Microsoft Teams Rooms allows for one touch join.
You can use Teams mobile app to join the call and add the room to your meeting with one touch.

New Video Layouts

Teams Rooms makes the most of your screen space by dispersing the video gallery across multiple displays when you are not sharing content.

High-definition video with zoom-in ability

Cameras powered by AI are smart and will automatically zoom in to the people speaking to ensure clarity.

High-definition Sound

Everyone can be heard, and in-room participants can clearly understand everyone in the meeting.

New Engagement Features

PowerPoint Live integration allows attendees to choose to view the presentation in their chosen language.

Collaboration

Microsoft Whiteboard is all about "collaboration that just works" with new templates.

September 26, 2022

Quickly schedule, join and participate in Teams meetings

Easily book a room by adding it to your meeting invitation or using the Teams panel.

Quickly join meetings with one-touch or voice assistance and bring all the audio and video devices into the meeting

Use intuitive touch controls to raise hand, add participants, change views, and more

DXC TECHNOLOGY

Flexibility to join meetings from other services

Join occasional external Webex or Zoom meetings from a Microsoft Teams Room with **direct guest join**
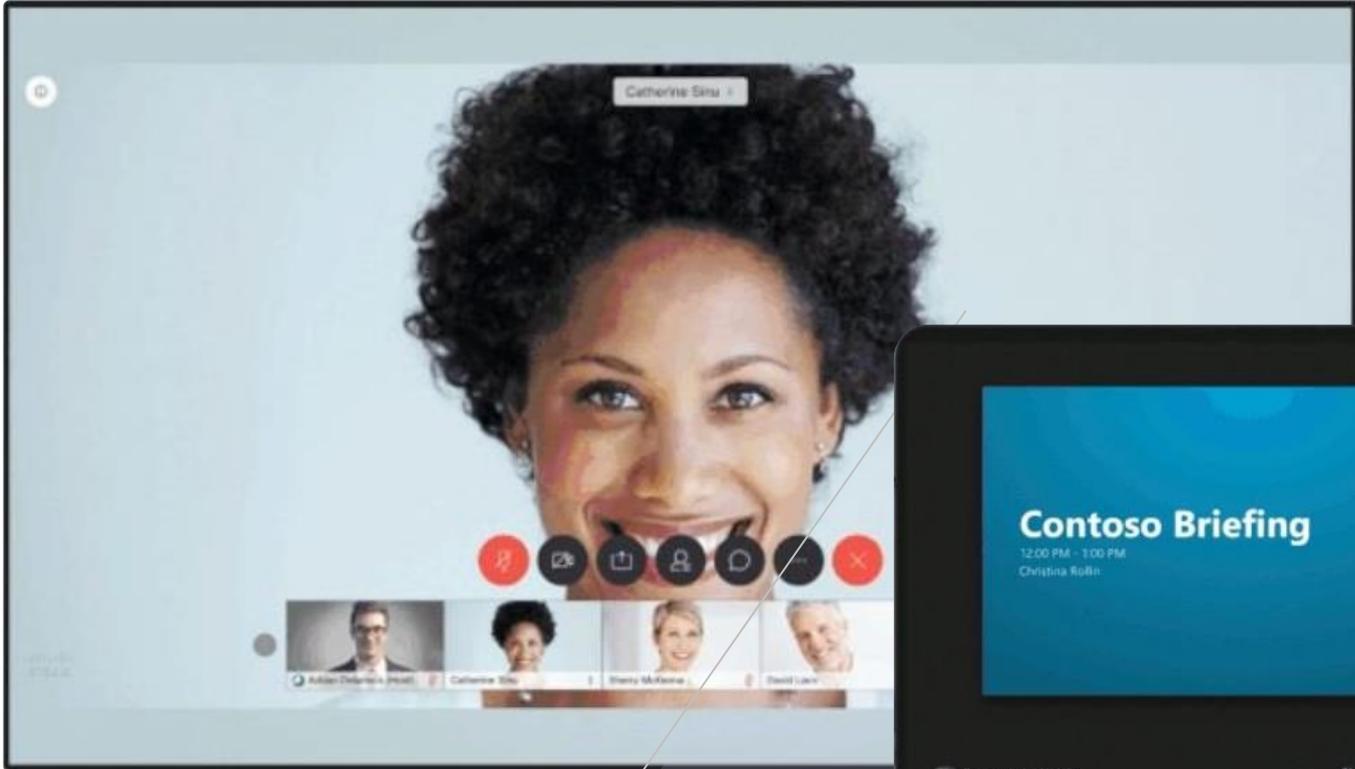
Inclusive

Help everyone be seen and heard with high-quality audio and video.

Increase engagement with features from Teams, including automatic live captions, raise hand and more.

Cultivate real-time collaboration with Microsoft Whiteboard and intelligent content capture.

Know who's talking when with attributed transcription via intelligent speakers.

Increase engagement with features designed for interaction

Wirelessly share any type of content

Increase understanding and engagement with live captions

Enable attendees to "raise hand" without interrupting the speaker

Focus on what matters by pinning video and content

Use your phone or tablet as a companion device to enhance meeting experiences

Devices, software and cloud secured by design

Certified Microsoft hardware ensures security, quality and performance out of the box

Credential Guard guards against credential theft

Secure Teams Rooms app with lockdown policies limit sign-in vulnerabilities

Automatic updates keep room systems in a default secure state

Kernel Direct Memory Access Protection prevents malicious and unintended DMA attacks

Teams Rooms app runs using the **Assigned Access** feature. The Microsoft Teams Rooms app replaces the default shell (explorer.exe) which greatly reduces the Microsoft Teams Rooms vulnerability surface within Windows

Support for **Conditional Access** and **Intune compliance** which supports zero-trust authentication models

See aka.ms/mtrsecurity for details on these and other security features

Smart Working Spaces provides a standard, repeatable meeting service built around Microsoft Teams Rooms and HP Presence

Small Working Spaces

Audio & intelligent video solutions to enable seamless collaboration and promote productivity.

What's in the Space?
- ✓ HP Presence Microsoft Teams Control Console
- ✓ HP Presence Mini Conferencing PC
- ✓ HP Presence 5m USB-C Cable
- ✓ HP Presence Multi-Port Adapter
- ✓ HP DisplayPort to HDMI True 4K Adapter
- ✓ HP Presence See 4K AI Camera

Medium Working Spaces

Advanced intelligent audio & video meeting space solutions, raising the bar on experiences to promote collaboration.

What's in the Space?
- ✓ HP Presence Microsoft Teams Control Console
- ✓ HP Presence Mini Conferencing PC
- ✓ HP Presence 5m USB-C Cable
- ✓ HP Presence Multi-Port Adapter
- ✓ HP DisplayPort to HDMI True 4K Adapter
- ✓ Logitech Meetup Kit

Coming Soon

Large Working Spaces

Advanced intelligent audio & video meeting space solutions, with customizable options to promote productive collaboration in larger spaces.

What's in the space?
- ✓ HP Presence Microsoft Teams Control Console
- ✓ HP Presence Mini Conferencing PC
- ✓ HP Presence 5m USB-C Cable
- ✓ HP Presence Multi-Port Adapter
- ✓ HP DisplayPort to HDMI True 4K Adapter
- ✓ Logitech Rally Plus Kit

Coming Soon

Advanced Visual Collaboration Solutions

Boardrooms, innovation & experience centers, command & control rooms, and training.

- Advanced room control and enhanced collaboration with Teams.
- Dynamic video routing and source management.
- View multiple content sources simultaneously.
- Envision the outcome with all the information in front of you.
- Video conference ready for remote engagements.
- Configurable. Standardized. Upgradeable.
- Easy to Deploy. Easy to Use. Easy to Support

Forrester Total Economic Impact™ study
Cost Savings and Business Benefits - Teams Devices

Both Teams-certified personal and meeting room devices improve the experience of meetings and other remote collaboration activities for participants, making them more productive and unlocking the full power of the Teams platform.

Consolidated Three-Year Risk-Adjusted Metrics

Category	Metric	Value
Automation and process savings	Improved meeting connectivity	$10.3M
Physical and T&E cost displacement	Avoided travel expenses	$2.7M
IT administration and deployment savings	Reduced IT support costs	$428K
Vendor license cost consolidation	Lowered calling plan costs due to vendor consolidation	$264K
	Retired legacy meeting licenses	$185K

The Total Economic Impact™ of Microsoft Teams Devices, Cost Savings and Business Benefits Enabled by Teams Devices, January 2021

End to End Managed Services

End to End Managed Services Key Benefits

When you choose Smart Working spaces, you can count on:

➢ A single point of accountability where DXC will leverage the expertise of our trusted partners while mitigating risks to your business.

➢ A trusted, proven implementation methodology where DXC has successfully transitioned more than 2 million user workloads to Microsoft 365 and Teams and manages over 40,000 Microsoft Teams Rooms.

➢ Ability to gain full control of any Microsoft Teams Rooms on Windows device results in reduction of on-site costs.

➢ More than 30 years of experience managing productivity platforms, unified communications systems, modern collaboration services and driving employee adoption to accelerate time to value, with over 20,000 Microsoft trained professionals.

➢ Rapid support with an integrated, collocated Microsoft and DXC delivery team that provides access to operational and engineering teams and integrated delivery processes.

➢ Proactive and predictive monitoring provided across the entire Smart Working Spaces service to ensure high uptime and rapid troubleshooting. Includes monitoring across all interfaces and digital conference systems.

Meeting Room Solutions

- Teams Rooms Application
- Windows 10/Android OS / Patch Level
- Room Camera / Microphone / Speaker
- Room Display connection
- Office 365 / Exchange integration

Space Management

- Room Panel & Visitor Kiosk Application
- Room Panel & Visitor Kiosk Hardware
- Room Panel & Visitor Kiosk OS/Patch Level
- Mobile application usage & deployment
- Office 365 calendar sync

Deployment Methodology

DXC as the service integrator is responsible for the end-to-end design, deployment, management and support.

Assessment & Design

- ❑ Discovery workshop
- ❑ Physical workspace design
- ❑ Service integration design
- ❑ Network / PoE requirements
- ❑ Hardware selection
- ❑ Support process design

1-3 months

Implementation & Deployment

- ➤ Project Management
- ➤ Cloud setup & integration
- ➤ Interface & sensor setup
- ➤ Workflow integration into existing Service Desk & On-site Support teams
- ➤ User training / Management of Change

1-6 months

Management & Support

- ✓ Ongoing proactive monitoring and management across all Smart Working Spaces services
- ✓ Analytics dashboard, insights & customized reports
- ✓ L2-L3 remote user support
- ✓ Service Request Management
- ✓ Evergreen (Release) Service Management

3+ months on going

*Timeframe provided is approximate number of business days and will change depending on size and complexity of the overall project as well as equipment delays.

DXC TECHNOLOGY

What does the implementation look like

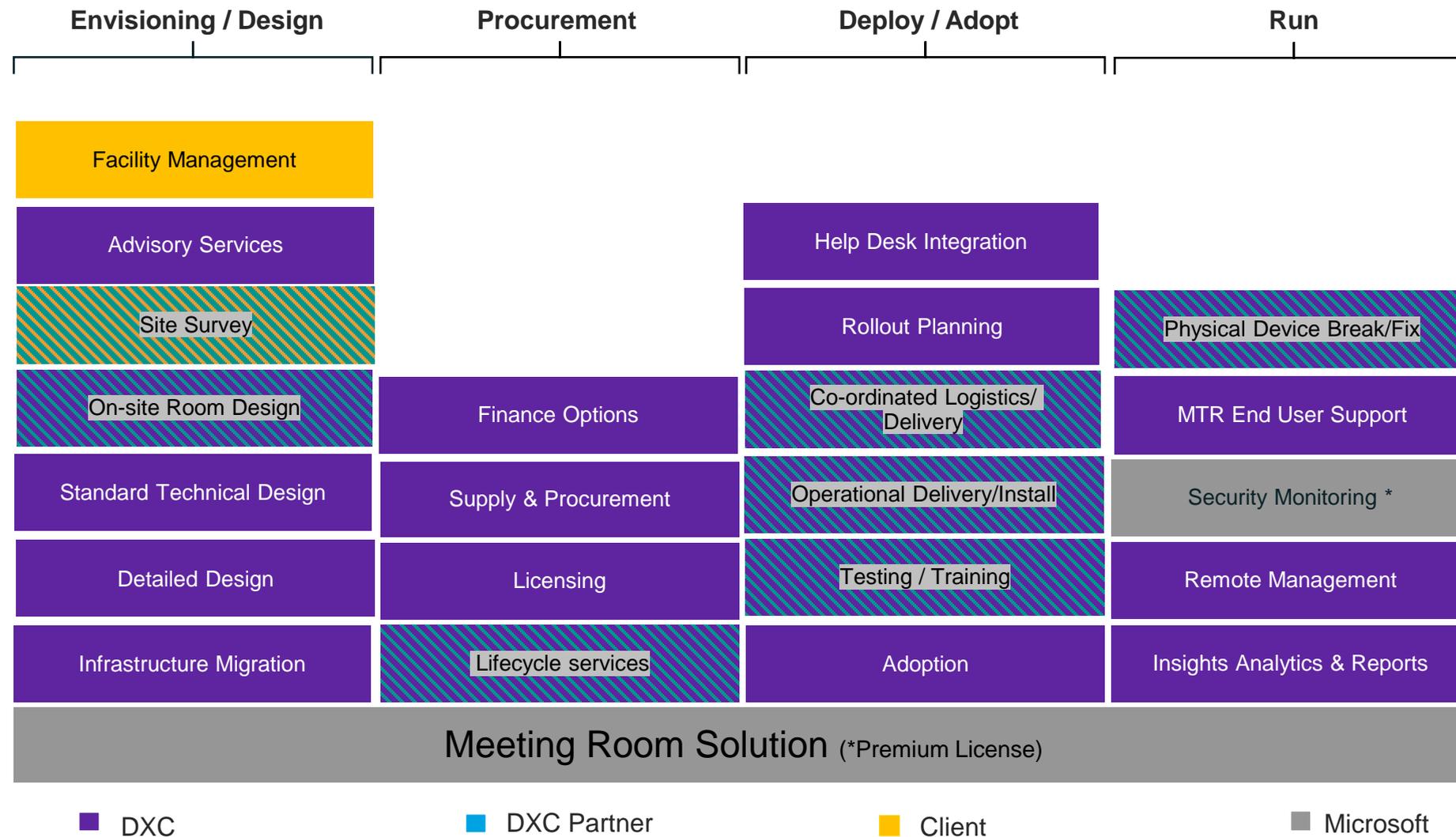| Phase	Description	Approx. Time*
Initiate	Initiate the project with corresponding governance and organizational structures.	15 days
Discover	Assess the client's current environment, determine gaps, and understand key objectives.	40 days
Design and Plan	Develop a step-by-step plan for your deployment journey. Design the infrastructure and address readiness factors.	60 days
Implement	Implement and configure.	1 to 6 months
Pilot	Create pilot scope and run production pilots. Assess pilot results and remediate.	
Deploy	Execute preplanned deployment waves.	

*Timeframe provided is approximate number of business days and will change depending on size and complexity of the overall project as well as equipment delays.

DXC's Microsoft Teams Rooms partner alignment

Envisioning / Design	Procurement	Deploy / Adopt	Run
Facility Management			
Advisory Services		Help Desk Integration	
Site Survey		Rollout Planning	Physical Device Break/Fix
On-site Room Design	Finance Options	Co-ordinated Logistics/ Delivery	MTR End User Support
Standard Technical Design	Supply & Procurement	Operational Delivery/Install	Security Monitoring *
Detailed Design	Licensing	Testing / Training	Remote Management
Infrastructure Migration	Lifecycle services	Adoption	Insights Analytics & Reports

Meeting Room Solution (*Premium License)

- ■ DXC
- ■ DXC Partner
- ■ Client
- ■ Microsoft

DXC's standard ongoing support model

End user contacts Customer Level 1 Service Desk and reports the issue.

Customer Level 1 Service Desk receives incident and begins initial trouble shooting.
If needed, escalate to DXC Level 2 Remote Global Support thru service ticket workflow system.

DXC Level 2 Remote Global Support performs advanced troubleshooting, evaluate current priority level and determine resolution.

If warranted, raise priority as needed to Partner Level 3 Support.

Close all related tickets.

Customer Level 1 Service Desk validate service restoration with end user.

DXC will monitor and work with vendor for resolution.

Partner Level 3 Support

DXC TECHNOLOGY