

DXC Retail Solutions for Microsoft Dynamics 365

Introduction and Overview

“new DXC”

DXC Retail Solutions for Microsoft Dynamics 365




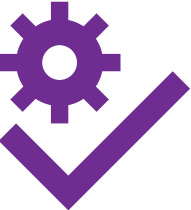





Today’s retail environment is more complex and challenging than ever, and successful retailers recognize that evolving consumer expectations are driving the need for digital transformation.

Customers interact with brands across a wide range of touchpoints, and they demand a tailored shopping experience connected and consistent across all channels. This makes optimizing the customer experience a key priority for retailers to stay ahead of the game.

DXC Retail Solutions for Microsoft Dynamics 365 are revolutionizing the way retailers work — by creating centralized operations connecting stores, e-commerce and customers to headquarters to create a scalable, optimized customer experience and build the foundation for continued success. These solutions allow you to make smart decisions quickly, transform your business, and grow at your own pace.



DXC’s Microsoft Business Applications at-a-glance

<p>#1 Largest independent Dynamics SI</p> 	<p>1 Team 1 single global team for project implementations</p> 	<p>4,000+ active Dynamics clients</p> 
<p>20 years of Dynamics implementation experience</p> 	<p>~1,800 Dynamics resources worldwide</p> 	<p>2020 Microsoft Partner award for Power Apps & Power Automate</p> 
<p>24x7x365 unlimited support calls follow the sun</p> 	<p>20 consecutive years Microsoft Inner Circle Member</p> 	<p>300+ Microsoft certifications</p> 

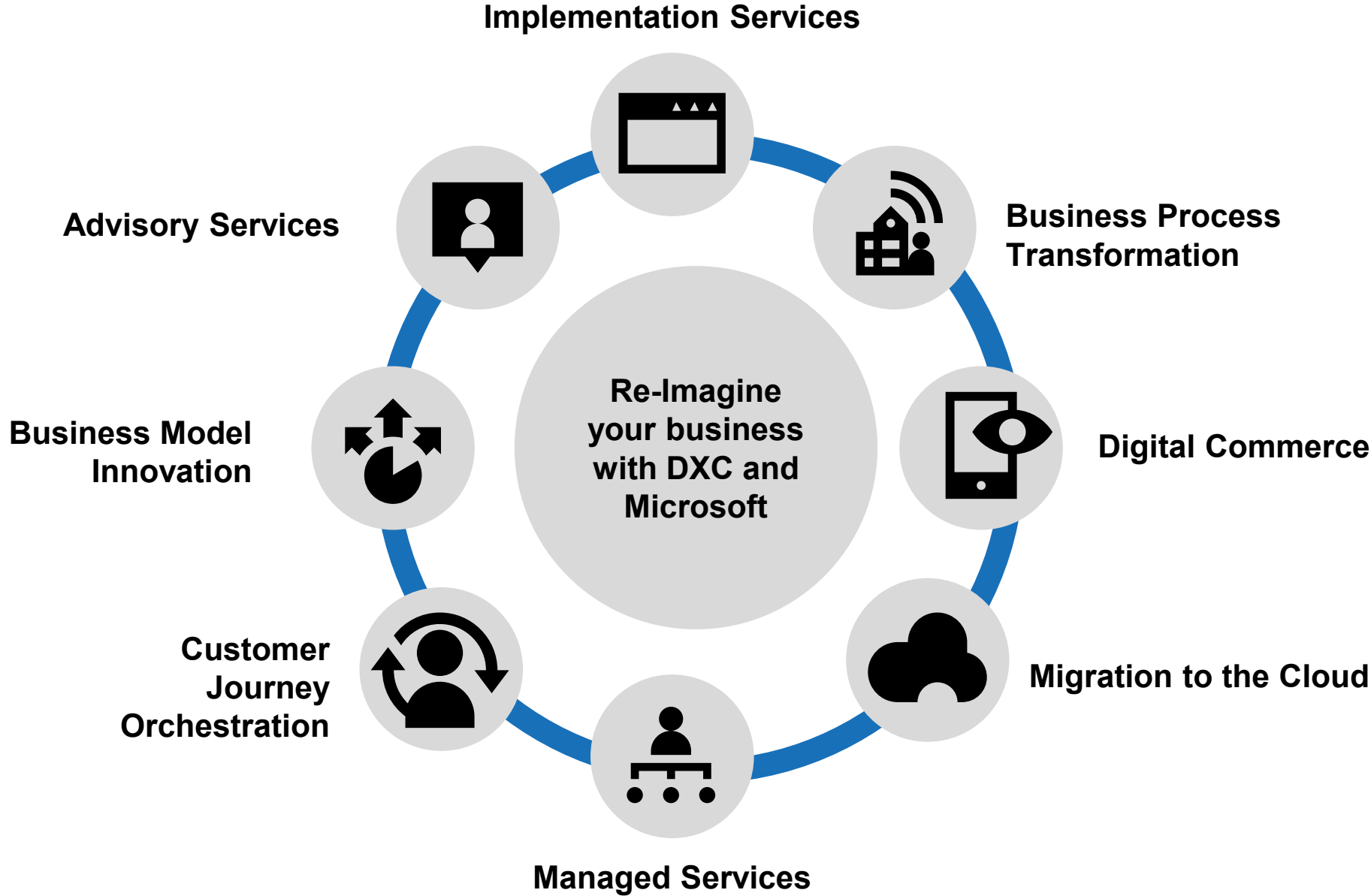
Recent Microsoft awards

- 2020/2021 Inner Circle for Microsoft Dynamics (20 consecutive years)
- 2020 Business Applications PowerApps and Power Automate US Partner of the Year
- 2020 Partner of the Year Proactive Customer Service (finalist)
- 2020 Partner of the Year - Retail (finalist)
- 2019 Dynamics 365 for Customer Service Partner of the Year (finalist)
- 2019 Dynamics 365 for Talent Partner of the Year (finalist)
- 2018 Consulting & SI Office 365 Usage Partner of the Year
- 2018 Dynamics Customer Service Partner of the Year
- 2018 Health Partner of the Year (finalist)
- 2018 Dynamics 365 for Field Service Partner of the Year (finalist)
- 2018 Dynamics 365 for Talent Partner of the Year (finalist)
- 2017 Dynamics Service Partner of the Year - Global
- 2017 Dynamics Industry Partner of the Year - Global
- 2017 Dynamics Service Partner of the Year, Canada
- 2017 Data Platform & Analytics Partner of the Year Award, New Zealand
- 2017 Dynamics Service Partner of the Year, United Kingdom



DXC Services and Solution Overview










Consulting Services



DXC Retail Solutions for Microsoft Dynamics 365

Artificial Intelligence / Machine Learning

Microsoft Dynamics 365

-  Sales
-  Customer service
-  Operations
-  Field service
-  Retail commerce
-  Project service automation
-  Customer insight
-  Talent
-  Marketing + Adobe

DXC Industry Accelerators

DXC Retail Solution Offerings

DXC Action Analytics for Retail	DXC Merchandise Planning and Execution Suite
DXC Retail Toolkit Fundamentals	DXC Product Life-cycle Management
DXC Retail Payment Connector (N. America)	DXC Gift Registry
DXC Remote Retail Connector	DXC Retail in a Box

Transformation Accelerators

DXC Q&A Retail Bot Framework	DXC Action Digital Services for Microsoft Dynamics
DXC Contact Center	DXC Retail Consumer Mobile Framework
DXC Retail Digital Transformation Sandbox	In AppSource

Common application platform: PowerApps, Power Automate, Common Data Service

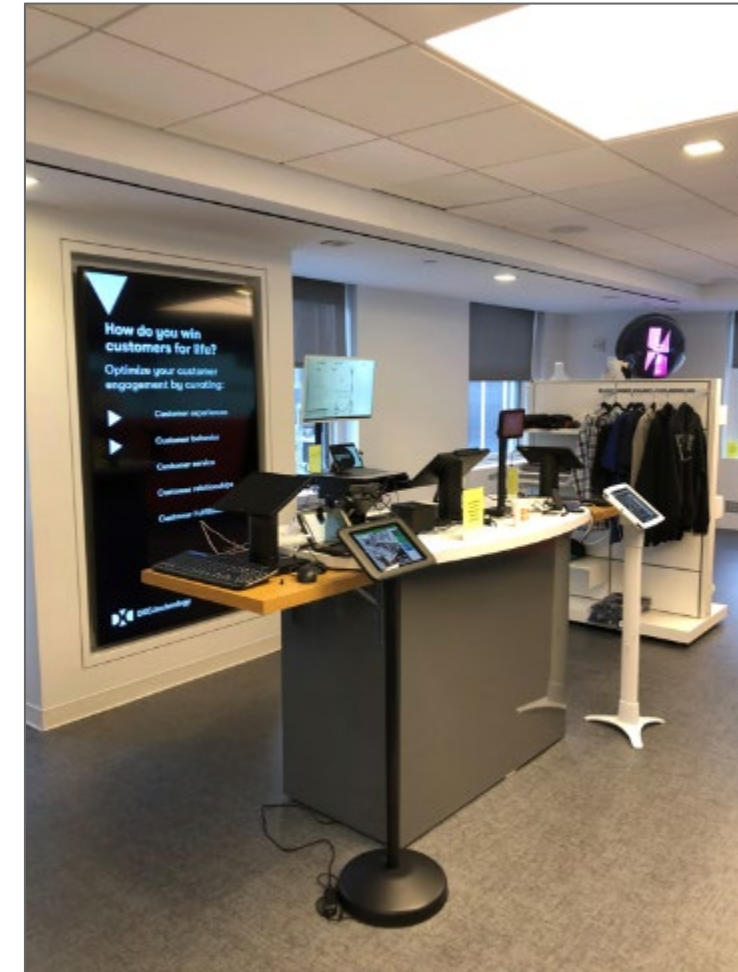
Microsoft Azure – Microsoft 365/Teams

DXC Retail Experience Center

for the Microsoft retail/commerce platform

- ▶ Showcases DXC retail offerings and provide a hands-on walk-through experience tailored to the needs of a retail organization.
- ▶ Engages retail customers with unique, differentiated experiences – enabled by analytics, cloud, mobile, social and partners.
- ▶ Demonstrates functioning and practical omnichannel scenarios on the Microsoft Dynamics platform and Azure Cloud.
- ▶ Offers thought leadership and innovation to retail prospects and customers.

 <https://www.dxc.technology/videos/5100>



▶ Located in our New York Office at One Rockefeller Plaza

Why DXC for Dynamics and Retail?

- 1) Commitment to Retail
- 2) Brought 1st customer live on Dynamics for Retail
- 3) NY Retail Experience Center Continuous Retail Innovations
- 4) #1 Microsoft Retail Partner in North America
- 5) Key ISV developing go-to-market solutions published on AppSource



Benefits

DXC Retail Solutions for Microsoft Dynamics 365 helps retailers on their business transformation journey, using approaches and technologies to align with customers’ expectations regarding personalized experiences and engagement



Customer engagement

Drive unified commerce and increase revenue, customer satisfaction and brand loyalty by delivering a consistent shopping experience



Optimize operations

Create a modern store experience by managing stores efficiently and quickly adapting to changing customer demands



Increase revenue

Innovate and respond to changes in the competitive landscape with a modern, adaptable platform that enables quicker time to market for new products



Lower costs

Replace CAPEX with OPEX and pay for only the services you use



Gain intelligence

Use analytics to predict trends, to gain insights across the entire customer life cycle and to monitor the performance of operational processes to enable continuous optimization of the business



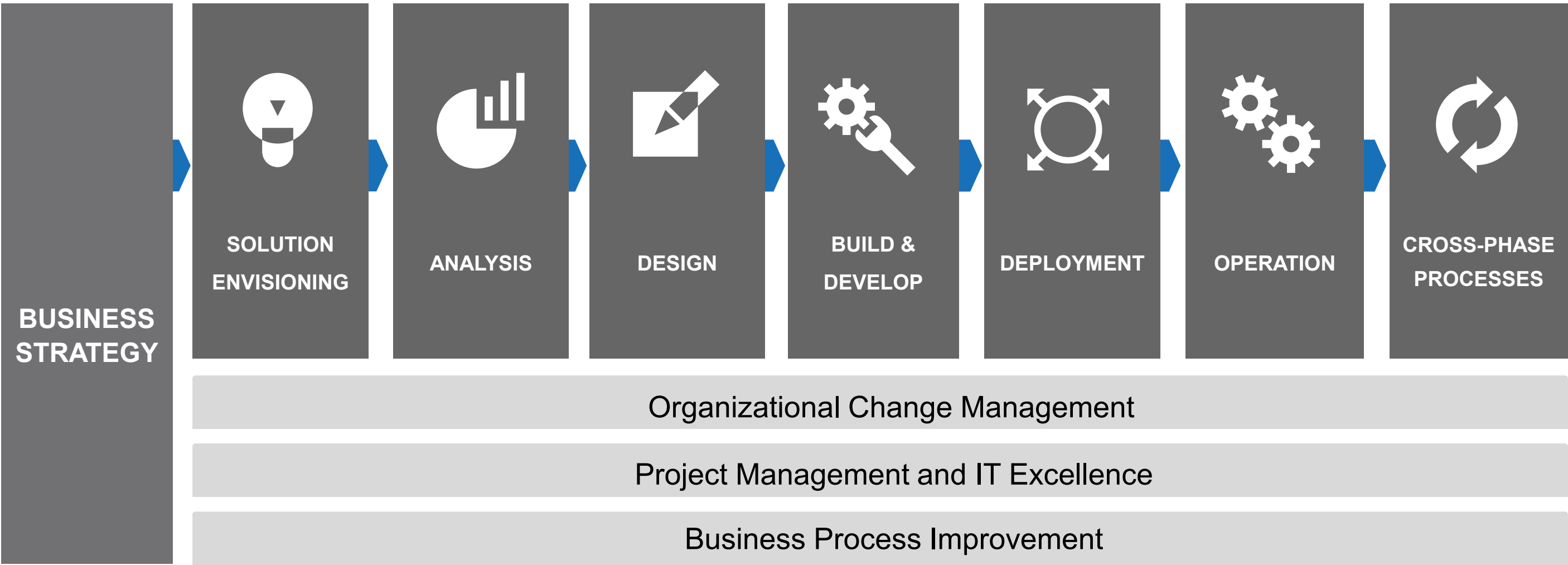
Empower employees

Improve productivity by providing your employees with familiar tools, guided processes, access to the information they need when they need it and the ability to easily collaborate with others

Delivery Methodology

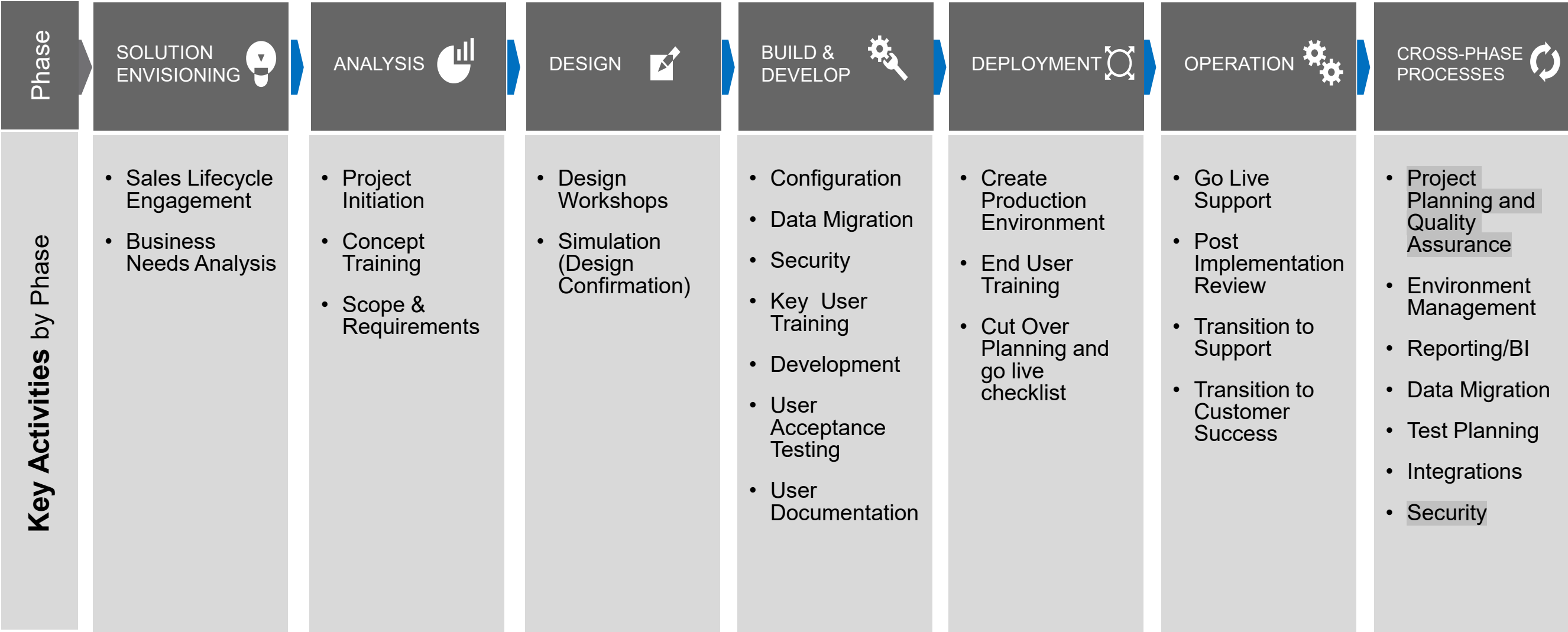
Our proven methodology

Measures, Outcomes & Engagement Phasing



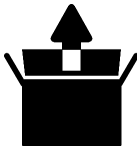
*Key Activities & Deliverables vary by engagement

End-to-end implementation methodology



*Key Activities & Deliverables vary by engagement

Sample deliverables



Plan

- Product backlog
- Sprint backlog
- Sprint plan
- Project management and resource plans

Define & Analyze

- Functional and technical scope
- Functional requirements document
- User stories
- Fit gap analysis
- Payment approach
- Business process maps and workflows
- Test strategy
- Solution architecture
- Training strategy
- Integration and interface requirements
- Data migration strategy

Develop

- Installation and environment installation
- Functional design document
- Technical design document
- System environments
- System configuration and customization
- Integration and interface code
- Data migration scripts
- Test cases and scripts
- Test results
- Production operations guide
- Implementation plan
- Training materials
- Product increment release to production

Release

- End user training
- Product increment released to production

