



IT Services: Salesforce Services

DXC Technology

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's Salesforce services profile on DXC Technology is a comprehensive assessment of DXC's offerings and capabilities, designed for:

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

Key Findings & Highlights

This NelsonHall vendor assessment analyzes DXC Technology's offerings and capabilities in Salesforce services.

DXC has its Salesforce (SF) capabilities within its Applications service line. It is a horizontal service line with P&L responsibility. In 2019, the SF practice integrated MuleSoft capabilities from other service lines in Applications. The company has kept its Tableau Software expertise in its Analytics and Engineering unit.

The SF practice has ~550 Salesforce practitioners and is a Platinum partner. DXC has conducted ~500 SF projects.

The company has positioned its capabilities between, on the one hand, the large-scale vendors with a consulting background (e.g., Accenture, Deloitte, and PwC), and on the other hand, the India-headquartered firms. DXC intends to, therefore, combine consulting capabilities, onshore presence, and a global delivery network. DXC emphasizes its change management and consulting expertise, combined with its industry knowledge.

Industry and functional knowledge are a priority for DXC's SF practice. The practice relies on its consulting capabilities backed up by several IP/solutions, notably in the banking, payments, and wealth management industries (Hogan and Celeriti software products for the banking industry).

Manufacturing and, in particular, automotive and aerospace and defense (A&D) is DXC's other main priority, thanks to its long-lasting relationships in these sectors. For example, in automotive, to drive its differentiation, DXC has created a car recall solution.

DXC has capabilities across all Clouds and products of Salesforce, with most of its business revolving around Sales and Service Cloud. The company is growing its Commerce and Marketing Cloud capabilities along with MuleSoft.

Scope of the Report

The report provides a comprehensive and objective analysis of DXC Technology's Salesforce service 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 locations.

Salesforce Service Vendor Assessments also Available for:

- Accenture
- Capgemini
- Cognizant
- Grazitti Interactive
- IBM Bluewolf
- Infosys
- Mindtree/Magnet360
- NTT DATA
- Persistent
- TCS
- Tech Mahindra
- T-Systems
- Wipro.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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