



CSC'S RESPONSE TO AIRBUS RFP COMPUTING US



PROPOSAL TO PROVIDE:
Computing US

PREPARED FOR
AIRBUS

SUBMITTED BY
CSC

SUBMISSION DATE:
October 14, 2015



CSC PROPRIETARY

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3.1.3 Executive Summary

Airbus is a globally recognized leader with a mission to meet the needs of airlines and operators by producing the most modern and comprehensive aircraft family on the market, complemented by the highest standard of product support. The company's manufacturing operations around the world set industry benchmarks in both quality and efficiency standards. Airbus fosters values of excellence and innovation among its culturally-diverse employees and considers its customers, contractors, and suppliers to be partners working in the interests of safety, quality, and performance.

Airbus' mission is well understood by CSC, as we have been an Airbus partner in the provision of end user support and data center services for Airbus Americas Engineering for over 13 years. We are proud to have existing contracts with Airbus in North America, France, and Germany and within the United Kingdom.

"CSC has been the sole IS provider for Airbus Americas Engineering for the past 11 years. During that period AAE has grown from 50 people at one site working on a single project to more than 600 people at two sites employing a wide range of IS tools. Every step of the way, CSC has consistently developed innovative solutions to our IS needs.

The members of the CSC team are fully integrated into our organization; they behave and function just like Airbus employees. As a result, they are often able to anticipate our needs, identify risks, and keep us on track."

John O'Leary,
Vice President of Engineering,
Airbus Americas Engineering

CSC shares Airbus' values for excellence and innovation in the services that it provides to its clients globally and we understand the Airbus mandate for continued efficiencies in IT services. We are prepared to meet that mandate while continuing to provide excellent service delivery and have showcased that within our response to the Airbus Computing US proposal.

CSC's Value Proposition to Airbus

The cornerstone of our value proposition to Airbus is simply the provision of unsurpassed delivery to Airbus, at a competitive price, by a team of experienced IT professionals that fully understand the Airbus environment and its user community.



The value to Airbus includes:



Getting it right the first time with a team that understands the business and the environment

Demonstrating readiness and flexibility to work with Airbus to reduce costs throughout the life of the agreement



Being vigilant to reducing risk to the environment wherever and whenever possible

Having a passion for continuously achieving notable customer satisfaction as a strategic member of the Airbus team



Airbus will also realize value from CSC that other service providers cannot provide because only CSC can leverage the success that comes with a multi-year partnership developed working hand in hand with Airbus over the last 13 years supported by our shared values of excellence and innovation.

Our Multi-Year Partnership

It is CSC's unique understanding of the Airbus environment, culture, and strategic direction, honed through day-to-day onsite collaboration with the Airbus team that helps the CSC team to anticipate and deliver to the needs of Airbus. With this experience and cultural alignment, CSC believes that the *CSC team has the background and experience to best achieve Airbus' objectives today and well into the future to include:*



Reducing the operating expenses associated with IT services and providing for a variable pricing approach that allows Airbus to scale with business needs

Structuring an operating model and associated relationships to provide for technological enhancements of the in-scope services and associated management tools for maximum efficiency and assured resilience/security





Enabling the modernization of Airbus' business and administrative applications and processes to best take advantage of the new capabilities

Enhancing the overall security, reliability, and flexibility of Airbus' computing environment for servicing the strategic agendas of its business groups



Mr. Geoff Watts is the CSC Delivery Executive for Airbus AAE and has been the single face for all CSC services delivered on the contract for the past 12 years. Under his leadership, CSC has developed a team that is dedicated 100% to Airbus. Airbus has recognized our efforts to develop a strong camaraderie and a spirit of true partnership through which a strong relationship between the Airbus management team, the CSC team, and end users has been built. Airbus recognizes the CSC team as a trusted partner that has demonstrated proven service delivery excellence.

"A company is only as good as its people. With CSC, AAE gets a level of support comparable to that provided by a direct workforce, but with the scale and scope benefits an outsourcer provides."

Harold Ward

Airbus Senior Engineering Specialist

Airbus has benefited from the CSC team's flexibility and willingness to go beyond to ensure that the needs of Airbus are met. This approach has helped maintain a very high-level of service availability and end user satisfaction and both saved and reduced recurring costs on multiple occasions. Examples of this are the successful move of Mobile staff from Wichita, KS to their new office in Mobile, AL, the consolidation of the two offices in Wichita into one, and the ongoing

work that CSC is currently undertaking with the Airbus Security Group (IGX).

The extremely low attrition rate of CSC team members has also enabled us to gain and sustain a deep knowledge of Airbus' business as well as the environment, which are essential in this complex area.

CSC proposes to keep this proven team in place for Airbus, who on an average have 8 - 10 years of experience with the Airbus account and over 20 years of experience in IT, and continue to develop and train them in order to meet the changing demands of the Airbus business. In addition to the retention of this knowledge base for Airbus, risk to Airbus is greatly reduced by leveraging the knowledge and expertise our delivery team has gained through years of service delivery to AAE. It would be extremely difficult for another service provider to provide the same level of service without the knowledge, insights, and cultural alignment that CSC has built on throughout our partnership.

Fostering Innovation

"Innovation drives growth" - a principle shared by Airbus and CSC. Our leadership position in Gartner's Magic Quadrant highlights CSC's ability to accelerate evolution to new technologies beyond traditional stepwise implementation.

Additionally, CSC supports Aerospace and Defense (A&D) manufacturers and we understand A&D IT. We understand the risks, rewards, and challenges of your business. We know the unique security and

compliance requirements demanded by your business. Finally, we know and share many of your customers. We have provided similar support for other clients in the A&D industry and have built a strategy for Airbus founded on our lessons learned and our refined methodologies.

CSC will foster and deliver innovation through our dedicated Airbus account staff who will:

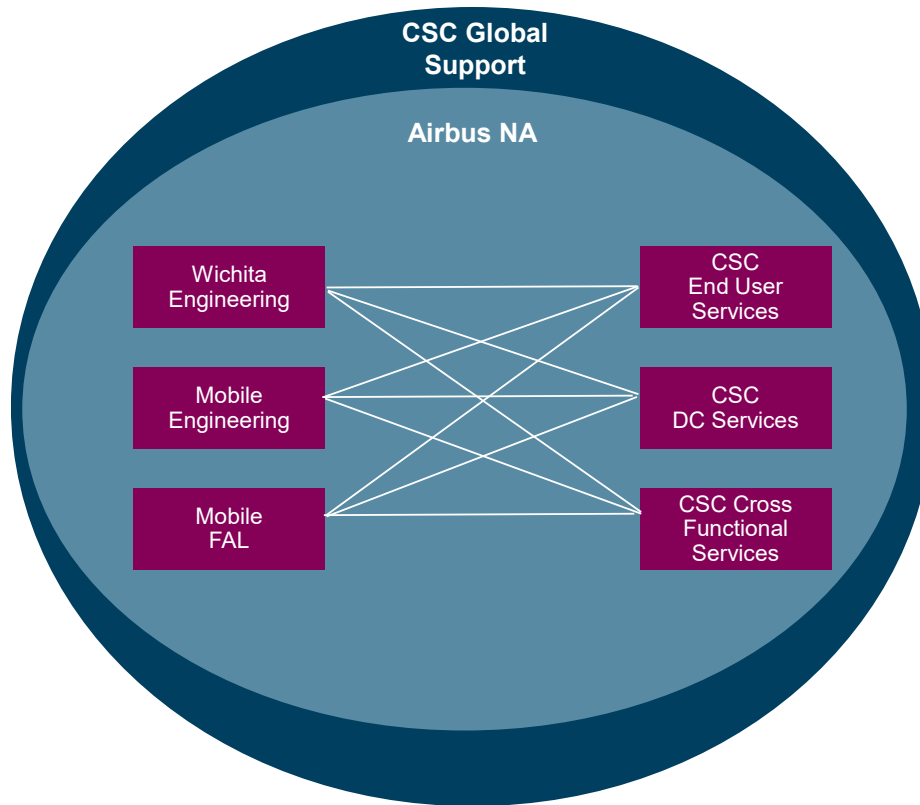
- Provide unlimited access to more than 15 Centers of Excellence (COEs), which explore topics such as information security and architecture, Big Data, and high-speed computing
- Assess benefits of adopting methods, business models, and technologies from other service-based industries (such as telecommunications and retail)
- Host annual "Technology Updates" for you at selected Airbus sites
- Invite Airbus' executives to participate with some of the world's foremost business and government leaders, authors, and academicians in discussing the most challenging topics of our time as part of CSC's Executive Exchange program
- Be your liaison to CSC's Office of Innovation and our Leading Edge Forum (LEF), which among other things, sponsor seminars on emerging IT trends
- Introduce appropriate innovative solutions in areas such as mobility, unified communications and asset management as volumes increase and the need for standardization and expansion emerge including other Airbus locations

CSC is unmatched in harnessing technology innovation for business benefit. We have a strong record of executing the largest and most complex IT projects, on time and within budget. We modernized the world's largest supply chain for the U.S. Army and we manage the Hubble Space Telescope for NASA. We built an internet customer service application for one of the world's leading financial institutions. CSC delivers Radio Frequency Identification (RFID) capabilities that drive dramatic improvements in supply chain performance. We completed the largest insurance applications outsourcing engagement in history. CSC migrated more than 15,000 employees of the City of Los Angeles to a cloud-based solution that cuts costs while adding new features as diverse as iPhone compatibility and videoconferencing.

CSC will bring Airbus an experience blending collaboration, nimbleness, flexibility, cost containment, and innovation. We consistently bring fresh ideas to our clients. *Evaluators attest to our unique character: the META Group states that CSC "has long been the best top-tier vendor for flexibility in negotiations and service options." As IDC recognizes, CSC "has a global, flexible, and flat structure and a strong customer-intimacy culture." Our ability to leverage common processes will drive down cost while ensuring that your stakeholders enjoy exceptional and consistent service*

CSC's Solution

Our solution is designed to meet Airbus' needs and drive business benefits in the areas of End User Services, Data Center Services, and Cross-Functional Services across the Wichita and Mobile locations. Our approach brings numerous benefits to Airbus.



CSC is prepared to deliver the End User services that Airbus requires. CSC will provide an efficient and cost effective set of standard end user support services while achieving desired Service Level Requirements (SLRs). Highlights include:

- Improved processes and automations
- Standardized configuration of the PC equipment and software
- Automated PC diagnostics/fault detection
- Standardization of the end user device environment utilizing Airbus standards, that support technical currency
- Support Airbus asset management and control

Airbus' current and future centralized application systems and utility infrastructure environments, collectively known as Data Center Services, will be managed, maintained, and supported by CSC. These services will be delivered by our experienced and skilled workforce located onsite at the data center locations. As we have done for the past 13 years, we will meet Airbus' current and emerging business needs for reliable, scalable, and secure services that achieve Airbus' SLAs and KPRs. They will be delivered consistently with IT services industry standards and best practices that include ISO 20000, BSI15000, ITSM/ITIL, and COBIT. We will leverage operational scale and best practices to achieve optimum commercial/market price performance and our focus will be on a proactive, real-time, end-to-end infrastructure management approach that includes automated feedback/reporting mechanisms to ensure performance meets requirements and optimizes cost and performance for Airbus.

In addition, Airbus will receive the common services and activities that apply to the provision, delivery, and management of all IT services across all service areas, collectively known as Cross-Functional Services. CSC will ensure that Airbus receives cross-functional services that factor in an end-to-end enterprise view across all IT service areas and across all third party providers, interfaces, products and solutions and maintain a security posture and security program across all service areas. These services will be applicable to all current and future software, hardware, and services introduced into Airbus'

environment. CSC will continually improve these services while lowering IT cost over time and we are prepared to continue to innovate and refine our solution, approach, and pricing to deliver the most compelling business proposition tailored to Airbus' objectives, priorities, and business requirements.

Airbus will benefit from a powerful and disciplined technology infrastructure for Airbus provided by CSC that will draw from the portfolio of ITIL-compliant processes, standards, and tools that we have refined over decades — all rigorously adapted to your unique needs.

Why CSC?

CSC understands Airbus' business and has been an Airbus partner in the provision of services for AAE in the North America for over 13 years. It is our unique understanding of your environment, culture, and strategic direction that we bring to bear as part of our partnership. Our commitments to Airbus in response to this Computing US RFP are as follows:

- **We will be your business partner** — we have the scale, breadth, and resources to evolve in full partnership with you. We will integrate acquisitions with uncommon speed, economy, and reliability. We will provide end-to-end services with resident resources in more than 80 countries, acting locally and thinking globally. As Airbus expands organically, CSC will have people on the ground to meet them, with full knowledge of local resources, cultures, and technologies. Airbus will grow and change in unforeseen directions as markets evolve and new challenges and opportunities emerge. If you require assistance beyond the current scope, we will help. Our applications capability is representative: 30,000 CSC developers staff more than 20 CMM-certified centers around the globe. We help clients realize cost savings quickly, and we simultaneously implement an Interdependent Operating model to ensure smooth day-to-day operations
- **We know how to produce a quantum leap** — in IT quality and capability through transformation. Quite simply, executing complex transformation projects is CSC's core competency. We have exceptional end-to-end depth and expertise in integrated system delivery. CSC has routinely and successfully transitioned outsourced operations from clients, and our competitors, over two decades
- Our approach will bring you increased business value while driving down cost. Airbus will recognize a substantial reduction in the total cost of IT ownership. Moreover, **CSC will continue to drive down cost throughout the contract period, through continuous improvement and by introducing innovative technologies. We will continuously strive to improve business alignment, boost productivity, and maximize business value.** Airbus will be able to enjoy the cost benefits of CSC's recent global, corporate transformation that enables CSC to offer services to our clients more efficiently and effectively at rates that are among the best in the industry.
- **The CSC team that has the knowledge of your environment, your business processes, and your IT requirements** — a team with a proven record of delivery excellence, will support Airbus. Your business goals will be our technological imperatives. Through the continuation of the Airbus - CSC partnership, Airbus will avoid the unnecessary risk of working with an unproven vendor that cannot duplicate the experience, knowledge, flexibility, and proven delivery excellence of the CSC team
- Airbus will be able to **leverage CSC's global corporate reach and technology expertise in the Aerospace & Defense and Information Technology industries** through which we will bring to Airbus processes, resources, and innovations that will continually harvest business benefit

Airbus will get the best CSC has to offer with respect to cost, delivery excellence, knowledge, experience, and innovation as part of our solution which brings the lowest risk to Airbus. We look forward to continuing our support as well as our partnership.



Regional CSC Headquarters

The Americas

3170 Fairview Park Drive
Falls Church, Virginia 22042
United States
+1.703.876.1000

Asia, Middle East, Africa

Level 9, UE BizHub East
6 Changi Business Park Avenue 1
Singapore 468017
Republic of Singapore
+65.6809.9000

Australia

26 Talavera Road
Macquarie Park, NSW 2113
Australia
+61(2)9034.3000

Central and Eastern Europe

Abraham-Lincoln-Park 1
65189 Wiesbaden
Germany
+49.611.1420

Nordic and Baltic Region

Retortvej 8
DK-2500 Valby
Denmark
+45.36.14.4000

South and West Europe

Immeuble Balzac
10 place des Vosges
92072 Paris la Défense Cedex
France
+33.1.55.707070

UK, Ireland and Netherlands

Floor 4
One Pancras Square
London
N1C 4AG
United Kingdom
+44.020.3696.3000

About CSC

CSC is a global leader in next-generation IT services and solutions. The company's mission is to enable superior returns on our clients' technology investments through best-in-class industry solutions, domain expertise and global scale. For more information, visit us at www.csc.com.



Vastaus Veikauksen ICT-infra palveluiden kilpailutuksen tarjouspyyntöön

27.06.2018



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Johdon Yhteenveto

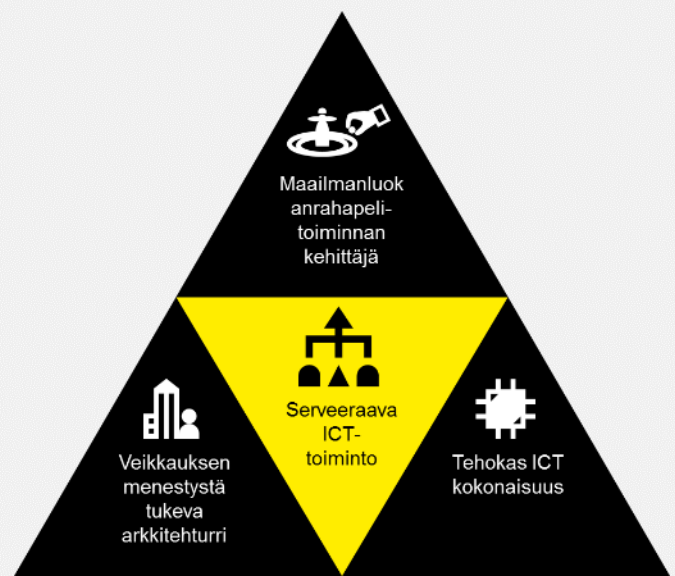
Kiitämme tarjouspyynnöstänne koskien Veikkauksen perustietotekniikkapalvelujen kilpailutusta. Tarjoamme teille tarjouspyynnön mukaisia DXC:n palveluita hyödyntävät uusimpiin teknologioihin perustuvia toimiviksi todettuja ratkaisuja.

Veikkaus on luonut vision vuodelle 2020 ja yhdistää samalla kolmen yhtiön ICT-palvelut. DXC:n ratkaisu mahdollistaa visionne toteuttamisen joustavalla ja tehokkaalla tavalla.



Veikkaus, Maailmanluokan rahapeli- ja -palveluiden kehittäjä

Veikkaus tarvitsee luotettavan vakavaraisen perustietotekniikan kumppanin liiketoimintaa tukevien toimintojen sujuvan toiminnan varmistamiseksi. Kumppani ymmärtää kuinka ekosysteemi Veikkauksen ympärillä toimii sekä luo skaalautuvuuden että joustavuuden pelien luomiseksi tiimeissä. DXC haluaa olla kumppani Veikkauksen perustietotekniikassa ja sisäisten palveluiden muotoilussa joissa jalkautetaan visionne mukainen yhteinen "Veikkauksen tapa toimia". DXC tarjoaa vankan pohjan sisäisille toiminnoille sekä rahapeli- ja -palveluiden kehittämiselle innovatiivisilla ratkaisuillaan koko organisaation ja kumppaneiden käytettäväksi.



DXC:n ratkaisu Veikkaukselle

Kokonaisratkaisua suunniteltaessa olemme asettaneet keskiöön digitaalisuuden, serveeraavat-ICT toiminnot sekä menestystä tukevan arkkitehtuurin tehokkaana kokonaisuutena. Menestyksen kulmakivenä on yhdessä tekeminen jolla saavutetaan jatkuva palveluiden kehittyminen, jonka perusjatuksena on hyödyntää valmiita standardiratkaisuja innovatiivisella tavalla. DXC:n omat kehityskeskukset, laaja ekosysteemi ja strategiset kumppanit tarjoavat erinomaiset lähtökohdat yhdessä toteuttaa standardeihin perustuvia innovatiivisia ratkaisuja. Tässä työssä hyödynnämme oman jatkuvan kehitystyömme sekä laajan asiakaskuntamme kautta hankittua osaamista toimivista kokonaisuuksista.

DXC palveluissa Veikkaus hyödyntää uusimpia ICT-palvelutuotannon toimintatapoja ja saavuttaa suoran yhteyden pelialan uusimpiin teknologioihin, ratkaisuihin ja näkökulmiin, jotka mahdollistavat Veikkauksen toiminnan tavoitteiden saavuttamisen.

DXC ratkaisun hyödyt Veikkaukselle

- Uudet ja kustannus tehokkaat Digitaaliset ratkaisut, jotka hyödyntävät monikanavaisuutta
- Luotettavat ja tietoturvalliset ICT infrapalvelut
- Digitaalisiin palveluihin liitetyt tehokkaat palvelut, jotka varmistavat Veikkauksen integraatio hyötyjen toteutumisen
- Tehokkaammat työkalut nopeampaan time-to-market tuotekehitysprosessin
- Ratkaisuhakuinen ja "Can-do" asenteella toimiva "toimintamalli"
- Harmonisoidut ja parhaisiin käytäntöihin perustuvat ICT toimintamallit kaikille Uuden Veikkauksen tekijöille

Palvelumme tarjoaa asiakaskeskeisen tehokkaan, toimivan ja käyttäjäystävällisen ympäristön, SPOC-palvelun/käyttäjätuen, tietoliikennepalvelut ja laitteiden elinkaarenhallinnan.



Miten DXC toteuttaa hyödyt Veikkaukselle

Veikkauksen tavoittelemat hyödyt toteutuvat DXC:n tuottamien palveluiden kautta, jotka perustuvat ydinosaamisellemme, jatkuvalla innovatiivisuuteen perustuvalla kehityksellä, standardi ratkaisujen hyödyntämiselle sekä ekosysteemimme ja strategisten kumppaneidemme tuottamalle lisäarvolle. Asiakkaidemme arvostuksen lisäksi olemme saavuttaneet eri tutkimuslaitoksilta tunnustusta niin loppukäyttäjä- kuin konesalipalveluissa. Harmonisoidut ja parhaisiin käytäntöihin perustuvat ICT toimintamallit kaikille Uuden Veikkauksen tekijöille

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DXC Technology leadership positions and recognition

Top 10 IT services brand
in Brand Finance's IT
Services 2018

Thomson Reuters Top
100 Global Technology
Leader in 2018

Leader in NelsonHall's
2018 Vendor Evaluation
for GDPR Services

Top 20 Company in
Corporate Responsibility
Magazine's 100 Best
Corporate Citizens List



ServiceNow Sales – Number of New Logos

ServiceNow Service Deployments

Microsoft Productivity Partner of the Year

Microsoft Dynamics Global Partner of the Year

Microsoft Dynamics Industry Partner of the Year

AWS-Certified Architects

Hitachi Vantara Global Systems Integrator of the Year

SAP Hybris Delivery

Symantec GSI Partner – by Sales Revenue

Oracle Partner of the Year: Best Service Provider –
Germany

Meille on tärkeää, että toimitamme palvelua tehokkaalla ja innovatiivisella tavalla ja lähellä asiakasta luoden läheisen asiakasyhteyden ja –kokemuksen. Tehokkuus ja hyvä tasainen laatu saavutetaan käyttämällä standardoitua toimintamallia ”can do” asenteella, sekä hyödyntämällä laajasta asiakaskannastamme kerättävää tietoa analysoinnissa ja automaatioissa. Tuotteistamme ja kehitämme jatkuvasti uusia palveluita, jotta jokainen asiakkaamme voi hyödyntää osaamistamme ja kokemustamme välttämällä itse kehittämiseen liittyviä riskejä ja kustannuksia.



Paikallinen asiantuntija- ja asiakkuusorganisaatio läheisen yhteistyön rakentamiseksi



Maailmanlaajuinen toimintamalli, joka analytiikan, automaation ja robotiikan keinoin luo puitteet ennaltaehkäisevälle, tasalaatuiselle palvelutoimitukselle

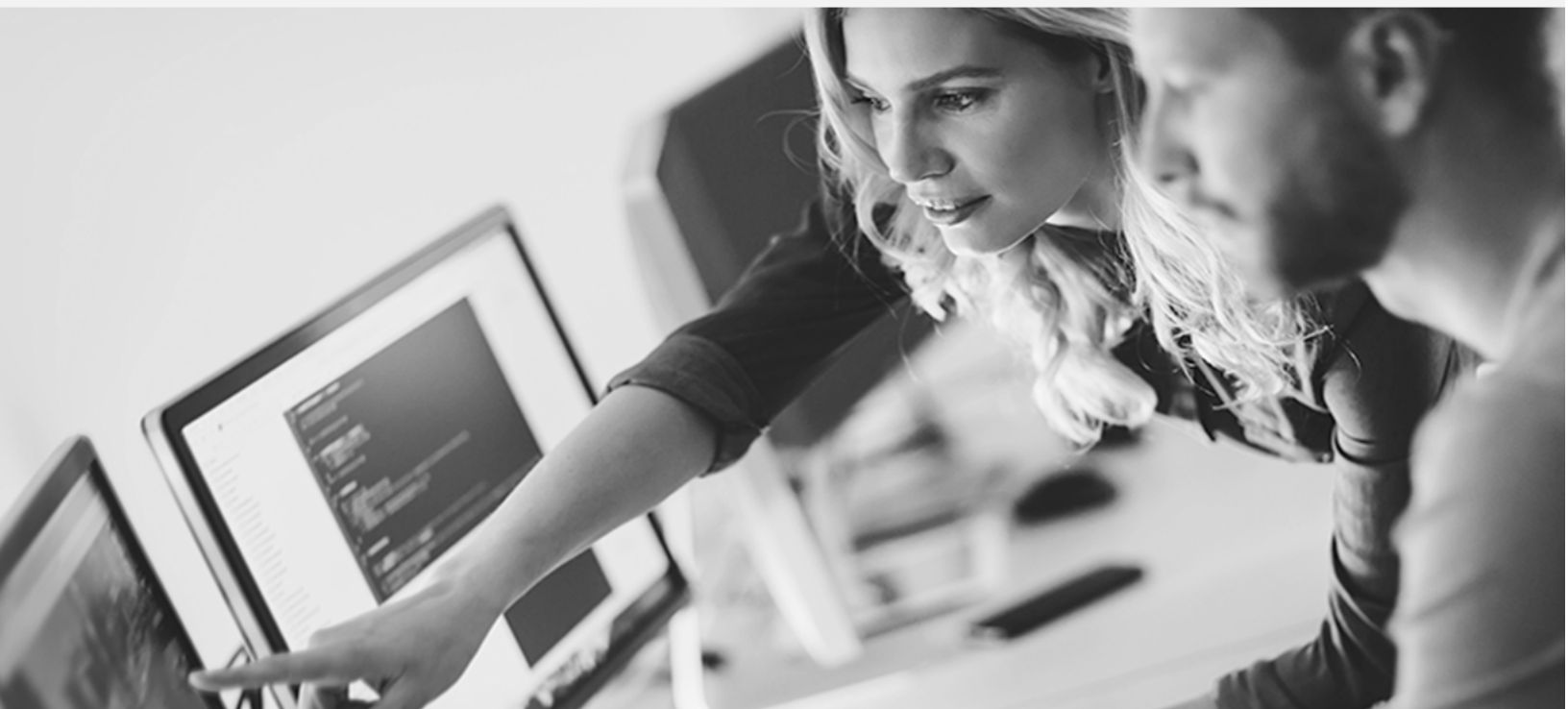


Laaja kumppaniverkosto, joka tarjoaa ratkaisuita ja palveluita erilaisiin tarpeisiin



Kertyneet kokemukset ja osaaminen eri asiakassegmenteistä ja –aloilta mahdollistavat uusien ratkaisujen nopean toteutuksen riskittömästi





Ratkaisun sisältö

Otamme ylpeydellä vastaan haasteen auttaa Veikkausta saavuttamaan asettamansa tavoitteet uudelle toimintamallille sekä löytämään uusia keinoja ja palveluita digitaalisten palveluiden luomiseksi niin Veikkauksen asiakkaille kuin omalle henkilöstölle sekä varmistamaan integraatio hyötyjen saavuttamisen..

DXC:n ratkaisu on suunniteltu huomioiden Veikkauksen esittämät tavoitteet ja vaatimukset hankittaville palveluille. Tarjoamamme palvelu koostuu seuraavista kokonaisuuksista, jotka on kuvattu tarkemmin erillisessä ratkaisukuvauksessa:



Service Desk- ja lähitukipalvelut toimitetaan DXC:n Espoon yksiköstä. Lähitukimalleja on useita esitettyjen vaatimusten mukaisesti. Haluamme varmistaa tehokkaan asiakaskokemuksen läheisellä Service Desk- ja lähitukiorganisaation yhteistyöllä, jonka olemme hyväksi kokeneet muissa vastaavissa tapauksissa.



Elinkaaripalvelut tarjoavat asiakasystävällisen web-kauppakokemuksen. Laitteet toimitetaan esiasennettuina nopeasti käyttäjälle. Laiterekisterin ylläpitoon kiinnitetään erityistä huomiota.



Pilvi-, kapasiteetti- ja konosalipalvelut tarjoavat Espoolle erilaisia alustaratkaisuja, joita voidaan käyttää työkuormien erityistarpeet huomioiden käyttöön perustuen. Kapasiteetti- ja konosaliratkaisut tarjotaan DXC:n Vantaalla sijaitsevista korkean turvatason konesaleista. Palveluiden tuottamisessa käytetään niin paikallisia asiantuntijoita kuin EU:ssa olevia osaamiskeskuksiamme.



Verkkoarkkitehtuuri tarjoaa skaalautuvan ja vikasietoisen palveluratkaisun Espoon tarpeisiin.



Tietoturvallisuus leimaa niin omaa toimintaamme, mutta tarjoaa myös palveluita käyttäjien oikeuksien hallinnasta turvallisen infrastruktuurin ylläpitoon ja kehittämiseen.



Käyttöönotto- ja transformaatiopalveluilla otamme palvelut tehokkaasti haltuumme. Analysoimme Espoon sovelluskannan soveltuvuuden erilaisille alustoille, sekä teemme ehdotuksemme siitä, minne kukin työkuorma kannattaa taloudellisesta, operatiivisesta ja säännösten näkökulmasta sijoittaa. Haluamme varmistaa tehokkaan käyttöönottovaiheen valitsemalla projektiin mukaan kokeneet ammattilaisemme.



Palveluhallintatiimi koostuu paikallisista henkilöistä, jotka ovat nimetty Espoolle heidän osaamisen ja kokemusten perusteella. Haluamme rakentaa läheisen paikallisen yhteistyön, mikä toimii perustana kaikkien palvelujen toimitukselle.



Kumppanuus

Haluamme rakentaa Veikkauksen kanssa toimivan kumppanuuden, joka mahdollistaa yhteisen jatkuvan kehittämisen Veikkauksen tavoitteiden saavuttamiseksi. Luomme puitteet läheisellä paikallisella yhteistyömallille, johon liitämme oman laajan kokemuksemme niin suomalaisista kuin kansainvälisistä vastaavanlaisista asiakkuuksistamme. Tuomme ydinosaamisemme mukana moderneja toimintatapoja, jotka pohjautuvat koettuihin automaatiota ja analytiikkaa hyödyntäviin menetelmiin. Kehitämme omaa ja yhteistä toimintaamme esittelemällä ennakkoluulottomasti uusia ajatuksia ja konsepteja yhdessä kumppaneidemme kanssa

"A 70 percent reduction in back-end incidents through predictive analytics is, from my standpoint, amazing. This is backed up by a near 20 percent automation of the remaining workload. This feeds directly into your business case (which is important) and provides welcome stability to my business units. I dream of such predictive maintenance in my generation fleet!"

— Damian Bunyan, Chief Information Officer, Uniper

DXC Ecosysteemi: Strategiset ja Avainkumppanit

Luotamme paikallisin yhteistyökumppaneihin, joiden avulla olemme Suomessa toteuttaneet käyttäjätukipalvelua asiakkaillemme jo useita vuosia. Käyttäjätukipalvelun henkilöt istuvat DXC:n pääkonttorissa Espoon Piispankalliossa muun henkilöstömme kanssa ja ovat suomalaisia. Kumppaneidemme kautta voimme varmistaa käyttäjätukipalveluiden nopean skaalautumisen tarpeen mukaan.

- Manpower/Proservia vastaa DXC Service Deskin ja lähitukiorganisaation resurssoinnista. Olemme tehneet yhteistyötä menestyksekkäästi jo vuosia rakentaen paikallista ja asiakaslähtöistä palvelumallia suomalaisille asiakkaillemme.
- Turun Tietokeskus Oy toimittaa laitteiden elinkaareen liittyviä palveluita kuten web-kaupan sekä laitteiden toimitus ja esiasennuspalvelut. Olemme tehneet yhteistyötä yhteisissä asiakkaissamme jo vuosia.



DXC:n menestys perustuu vahvaan yhteistyöhön strategisten kumppanien kanssa. Jotka on kuvattu alla olevassa kuvassa:

The industry-leading DXC Partner Network



Strategic Partners	Solution Partners	Channel Sales Partners	Supplier/Reseller Partners
Deep, comprehensive, global partnerships with joint business objectives and a drive to continuously solve complex, critical client challenges	Regional, industry, offering or frontier relationships with specialized expertise to exceed our clients' expectations	Ability to scale globally and market and resell DXC offerings and services through experienced sales teams	Providing the essential components that complete DXC solution offerings with consistent, replicable outcomes for each client
              	                           	       	          

DXC oikea kumppani Veikkaukselle

DXC:llä on taitoa, kykyä, kokemusta ja resurssit toimittaa käyttöönotto- ja transformaatioprojekti hallitusti, laadukkaasti ja kustannustehokkaasti.



Taidot ja kokemus

Nimetty kokenut asiakkuustiimi, tukena koko DXC:n ja yhteistyökumppaneidemme resurssit, vähentää projektin riskejä ja nopeuttaa toteutusta.



Veikkauksen tarpeisiin sopiva ratkaisu

Ratkaisumme on suunniteltu Veikkauksen tarpeet huomioiden. Ratkaisu on sovitettu Veikkauksen erityistarpeet huomioiden ja samalla hyödyntäen kokemuksiamme sekä hyväksi todettuja käytäntöjä olemassa olevista asiakkuuksistamme niin Suomessa kuin ulkomailla, kuten automaation ja analytiikan hyödyntämistä palvelutehokkuuden ja laadun kehittämisessä.

Kaikki palvelut perustuvat DXC:n ydinosaamiseen ja standardoituihin toimintamalleihin. Tiedämme, miten kaikki tarvittavat osat sulautuvat yhteen – laitteet, ohjelmistot, ihmiset, prosessit, työkalut ja kumppanit. Toimimme teknologiariippumattomana palvelutoimittajana monitoimittajaympäristössä ja varmistamme saumattoman yhteistyön eri osapuolten kesken.



Sitoutuminen hankkeeseen

Sitoudumme tämän projektin onnistumiseen ja projektilla on vahva johdon tuki yrityksemme sisällä. Olemme varanneet projektiin parhaat resurssimme yrityksemme sisältä ennakkoiden jo DXC:n tulevaa valintaa.

DXC ja ratkaisu varmistaa Veikkauksen tavoitteiden ja tahtotilan toteutumisen

Veikkauksen tavoite	DXC:n ratkaisu
Kilpailukykyiset, modernit ja innovatiiviset ICT Infrapalvelut	Ok
Luotettavat ja tietoturvalliset ICT infrapalvelut	Ok
Kustannustehokkaat palvelut ja integraation kustannussäästöjen realisointi	Ok
ICT toimintamallien harmonisointi	Ok
Toimittajariippuvuuksien hallinta	Ok
Veikkauksen tavoitearkkitehtuurin mukainen ICT infrakokonaisuus	Ok
Innovatiivinen ja palveleva ICT infrapalvelukumppani	Ok

**Location**

1775 Tysons Blvd
Tysons, VA 22102

www.dxc.technology

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit dxc.technology.

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Mapping NI requirements to DXC proposed solution

DXC is the partner needed by the NI. We're a new name in the technology arena formed through the merger of two long-time industry giants: CSC Corp. and the Enterprise Services division of Hewlett Packard Enterprise (HPE).

With more than five decades of history, these two complementary businesses have created the world's leading independent end-to-end IT services company. We have 170,000 employees, with \$25 billion in annual revenue and 6,000 clients operating in more than 70 countries.

DXC provides vendor agnostic IT solutions drawing upon best in class products through our extensive partnership network. For the NI, DXC will partner with industry leaders Attinuty and Hortonworks for this solution proposal.



Global expertise in financial technology solutions



Proven ability at implementing large scale projects that meet business objectives on time and on budget



A network of big data and analytic domain partners

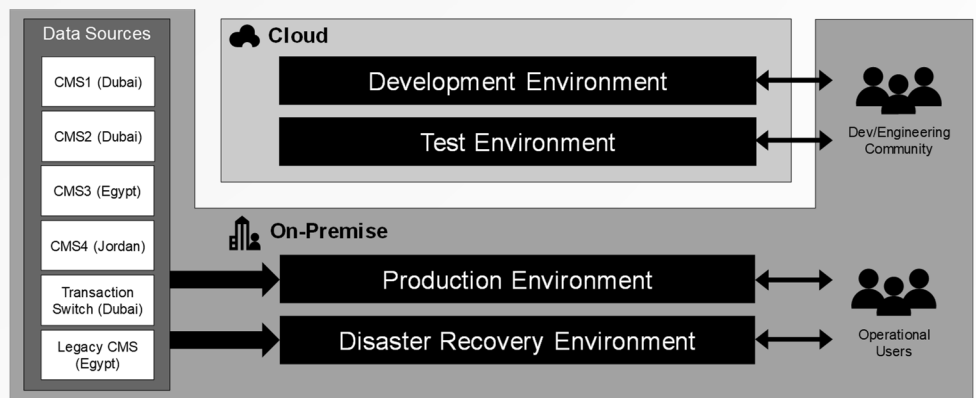


Application management expertise

DXC Technology

Is formed through the merger of two industry giants **CSC Corp.** and the Enterprise Services division of **Hewlett Packard Enterprise (HPE)**

Solution overview – High Level Flow



DXC delivered the **Largest Big Data Lake Project** in United Arab Emirates & Middle East for **Dubai Smart City**

Our Big Data & Analytics capabilities are illustrated by the work we've done with the City of Dubai and their efforts to create a Smart City Data Lake. We are helping them build a Smart City Platform that can ingest data from 400 different sources across government, commerce, infrastructure and the citizenry. The aim of the platform is to become a community accessible information hub, to transform data into actionable insight, and to support the city in attaining its objectives. Extensive Application Management Knowledge: that will help you build and operate a scalable, secure foundation to support a digital transformation.

DXC handles application services for more than 400 customers. We can provide any combination of application services including management, development, modernization, or migration to the cloud. We manage more than 30,000 applications across approximately 200 platforms and we have more than 36,000 employees dedicated to applications management services alone.

DXC's application expertise enables our clients to reduce the total cost of ownership by 20-30% on average. These savings can be redeployed to higher value projects or used to offset the cost of upgrading.



The right solution for the NI

DXC has more than
50 years of history
to make us the World's
leading independent
end-to-end IT services
company.

We have **130,000**
employees, with **\$21B**
annual revenue and
6,000 clients
operating in more than
70 countries.

To get the right insight at the right moment, you need the right foundation. The potential of Data Lake has been restricted by the magnitude of the data being created, the inability of traditional databases and systems to handle it, and the failure to properly store it. Traditional tools, architectures, and techniques were never designed for today's data-intensive world and are expensive to directly extend based on their proprietary architectures. DXC will help you build and operate a scalable, secure foundation to support digital transformation. Our

Analytics and Big Data Platform services are built on open standards and designed to accelerate growth while managing costs. Our Big Data Platforms can be 'scaled-up and scaled-out' to complement, extend, and enhance existing infrastructure, allowing you to leverage business, human, machine, and Internet of Things data. A flexible choice of services and platform delivery will enable you to overcome the risk of technology obsolescence, using leading software through a strong partner eco-system.

Why DXC?



Track Record

DXC has a track record of doing projects of similar nature in Big Data and has full proven capability. It can leverage the collective experience to provide time tested design and delivery. DXC is currently running the Dubai's biggest open data (big data) platform project.



Innovation

Analytics is about innovation and leveraging of knowledge. DXC has been at the fore front with Finance industry in bringing innovation. Our solution is based on best of breed but has elements of out of the box thinking.



Size of the Organisation & Foot Print

DXC is a 21-billion-dollar enterprise but with a startup mentality to provide solutions and thinking on behalf of NI. UAE is the regional headquarters and has top management presence.



Passion & Commitment

DXC team is passionate in building next generation solutions and is committed to fulfil NI's strategic objectives.



Leadership Commitment to NI

DXC will deliver a globally recognized, best of breed platform, which will transform NI's data management capabilities.

Ministry of Finance is a strategic client for us.

DXC's Leadership is aware of this initiative and our ongoing engagements at NI. The leadership team will participate in the structured Executive Governance Meetings and provide us with necessary direction and support. NI will have access to the best industry experience with expertise in delivering large-scale projects that shaped the economy.

DXC will put its industry know-how, global reach, and innovation at your service to become a global leader in data management.

DXC will deliver a globally recognized, best of breed intelligence platform, which will transform the NI's data capabilities.

DXC will bring the senior leadership, finance strategy subject matter experts, governance structure, global resources, and commitment to help you continually harvest business benefit — through process excellence, deploying work efficiently, applying technology creatively, and managing quality

effectively. We will always provide reliable, responsive, and secure services.

DXC will help the NI imagine its future by acting as a vibrant and proactive partner. We will become your partner to the fullest extent of the word. That will drive us to provide the highest levels of integrity, transparency, and flexibility. Our word is our bond: We will meet our commitments, whatever the cost. Your goals will be our technological imperative.

In the subsequent section of the document, you will find our understanding of the project, proposed solution, team structure, project plan, support required and our assumption. Cost is mentioned separately in the commercial proposal.

We hope you will find the proposal in line with your requirement. Please contact us if you need more information.

2 Confirmation of Understanding

DXC understand that Network International (NI) is planning to initiate a “Centralized Data Intelligence Platform” solution that improves the use of data to drive efficiency and insights for business wise decision-making.

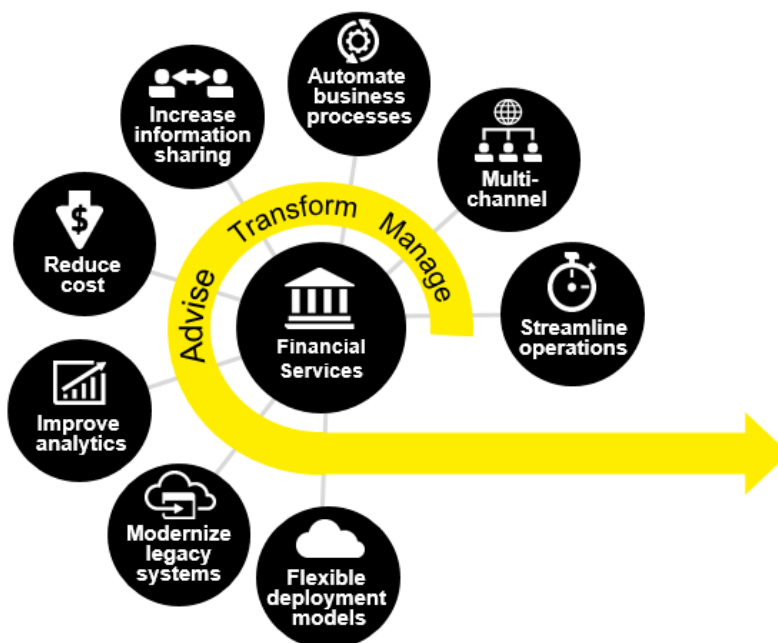


Figure 1. Centralized Data Intelligence Platform Transformation Objectives

By enabling the Centralized Data Intelligence Platform (CDIP), NI aims to have following capabilities;

- Build a central data lake to have a **single source of the truth** to increase analytics and data usability capabilities of the organisation
- **Optimizing performance** on transactional systems
- Increase **data quality, information sharing** and **collaboration** across the organization
- Use **advanced analytics** to derive actionable insights and improve decision making
- Leverage existing **historical data** which is reside in tapes and AS400 platforms and not in an easily accessible state
- **Leverage latest technology** such as big data, mobile, advanced analytics to deliver new services to its business owners

NI's requirements describe an extensible data management platform that can ingest, transform, analyse, and serve data provided by different business functions and channels as well as external stakeholders.

Executive Summary



Executive Summary



Our proposed solution is based on RCS traffic management system.

This solution corresponds to the objectives of FTA and complies to the plans and needs of FTA's new Forecasting and Optimization System.

We are pleased to present DXC's proposal to the Finnish Transport Agency for a fully integrated Forecasting and Optimization System for railway traffic.

Our proposal has been developed by professionals from CSC and HPE as industry leading IT service providers, that have come together to form the new company, DXC Technology.

Forecasting and Optimization System for Railway Traffic

DXC proposes a solution based on Rail Control System (RCS) traffic management system. DXC has developed this solution together with SBB a system that the SBB (Swiss Federal Railroad) uses to manage rail traffic on the Swiss rail network. This solution corresponds to the objectives for FTA, it complies to the following requirements, plans and needs of FTA's new Forecasting and Optimization System for railway traffic:

- RCS solution with basic functionality is tailored to support traffic controllers in their daily tasks (forecasting and optimization, management of the production plans and connections, calculation of "operating hours", handling of incidents and scheduled delays).
- RCS' state-of-the-art functionality in terms of forecasting and optimizing train traffic and detection conflict - every second as new expected trains position on the traffic controller screens to two hours in the future. It is important that these calculations are for all trains on the entire Finnish network so that the effects of expected delays in an area is immediately available in all other areas along the way. In addition, these forecasts are accounts with all dependencies and limitations between trains and infrastructure. This advanced feature will help traffic managers to make more informed decisions and thus eliminate delays quickly.



- A comprehensive set of business rules refined over the years to overcome from underlying system deviations in received messages automatically and yet the right train positions to provide the sending screens. In addition, this feature helps to quickly identify and resolve conflicts.
- Full application architecture is designed to calculate train positions across the entire network, thus processing very fast data volumes. The RCS worked simultaneously to train 5,000 positions and up to 240 messages per second. This specific architecture also allows at least 90% of all changes in position in less than one second for a user to make views on the screen.
- RCS architecture and software updates are designed to enable continuous application accessibility. SLA with SBB requires an availability of 99.8%. SBB's statistics for the last 12 months confirms that there has not been any downtime at all.

In Switzerland, RCS is used for the management of rail traffic on a network of 121 km/1000 km and train volume of more than 9,000 trains per day, of which 900 are managed simultaneously during rush hours. In such a tight and pressured situation, the SBB network can guarantee the use of RCS to achieve accuracy of more than 90% (based on delays of more than three minutes) and more than 97% of the passenger train connections.

In addition, RCS is a solution that continues to develop and evolve, the HOT feature developed by SBB is included in DXC's proposed solution for FTA:

HOT HUB Optimization Techniques:

Decide support algorithms that will generate automatic sending commands to resolve conflicts. This feature is intended for objects, for example, tunnels - where traffic must be routed through bottlenecks and where the complexity of allowing maximum flow through traffic is very high.

Implementation Strategy

The implementation strategy has been developed based on experience from the RCS project at SBB over the past seven years, and include the following elements:

Our Implementation, Project and Solution

DXC proposes a strategy that meets the following main objectives:

- Approval of the basic solution after four months of Phase 1
- Completion of the new application by end 2018
- The high quality of the solution offered





Design Planning

Given the short lead time (Phase 1 and Phase 2) for the deployment of complex real-time applications, based on an existing RCS solution. Our proposed strategy is to focus on incorporating existing functionalities and best practices for RCS and minimize the changes with attention to comply and take care of specific Finnish requirements in the final solution.



Reuse of Test Strategy SBB

A complete and integrated test process developed during the implementation of RCS for SBB to ensure that each new version is fully tested before it is presented to the user. More than 2,000 test scenarios and procedures (many of which are fully automated) are documented and managed by a specialized tool. SBB agrees that the strategy will be reused to retest the approach for introducing RCS to FTA. If necessary, test scenarios are adapted to the specific Finnish context.



Drive Phase 2

Following a positive evaluation of the Phase 1 - acceptance tests by FTA, DXC continues to drive the project for Phase 2, in which RCS is deployed to a production environment. The expansion of the geographical scope across the entire Finnish network will be deployed gradually in accordance to the accepted Project Plan.



Change Management

DXC recognizes the need for change in the organization when introducing a new core system, as an important factor for success. DXC proposes to fully integrate change work on the introduction of the system with change work within the Project Plan. To this end, we also offer several key personnel in the DXC project (project manager, leading architects) with in-depth knowledge of Change Management function.



FTA Employees

We strive to thoroughly prepare for FTA employees working on the new Forecasting and Optimization system. During the implementation of the project, the number of FTA employees who will be trained to get in-depth knowledge of the system gradually increase. These RCS/FTA experts will be able to do the training and supervise their colleagues using the new Forecasting and Optimization system.



Project Management

The implementation of the Forecasting and Optimization project is governed by the detailed Project Plan accepted by FTA.



DXC and RCS Project

DXC (CSC) is since 2005 the strategic partner at SBB for successful RCS projects in Switzerland. This means that more than 60% of the entire project was carried out by DXC Switzerland employees at all stages of Project Management Development on analysis, architecture, coding and testing for operational support and maintenance. DXC is currently working with a team of 30 specialists involved in the continued development of RCS.

Finally, for the realization of the projects based on RCS, DXC has organized a certain offshore factory for use. The factory is in Asia and provide the opportunity for further development to realize cost-effective delivery. The factory fully leverages on the effects of best practices during the development, and implementation of RCS for SBB.

DXC proposes a project where we offer an optimal mix of:

- In-depth rail and traffic management expertise from DXC Switzerland and Germany
- Experiences of complex transformations in governmental organizations
- Low capacity cost development and maintenance from the offshore factory

With this proposal, our mixed team - together with the international "Travel and Transport" organization within DXC has been working intensively to develop this proposal for new Forecasting and Optimization system for railway traffic for FTA.

About DXC

- DXC Technology, which was created by the merger of CSC and Enterprise Services, boasts a long and proud history of innovation, service excellence and value which the Finnish Transport Agency will benefit from.
- In 1959, computer analysts Roy Nutt and Fletcher Jones pooled \$100 to form CSC. During the next five decades, CSC grew rapidly to serve governments and enterprises worldwide.
- In 1962, Electronic Data Systems was founded in Dallas, Texas, by Ross Perot. EDS, a pioneer in IT outsourcing, grew from Perot's initial \$1,000 investment to a global enterprise. Hewlett Packard acquired Electronic Data Systems in 2008, and soon created HP Enterprise Services.
- In November 2015, Hewlett Packard split into HP Inc. and Hewlett Packard Enterprise, and the Enterprise Services business became part of HPE.
- Through their histories, both CSC and HPE Services were known for evolving to keep pace with the ever-changing world of technology – and for offering clients a fresh perspective built on a rich heritage of innovation and industry-leading services.
- Today, the strategic combination of these two complementary businesses has resulted in the world's leading independent, end-to-end IT services company. With \$25 billion in annual revenues and nearly 6,000 clients in more than 70 countries, DXC is uniquely positioned to lead digital transformations – creating greater value for clients, partners and shareholders such as the Finnish Transport Agency.
- DXC with 40+ years of industry experience in Travel and Transportation, support mission-critical systems for airlines, consumer travels, freights & logistics and railway firms.
- Our services will help support growth and transform operations of the Finnish rail network.
- We are therefore pleased to present this proposal and we are looking forward to further dialogue with FTA.



Location

The Americas
Corporate Office
1775 Tysons Boulevard
Tysons, Virginia 22102
United States

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CSC'S RESPONSE TO EMC RFP

CSC

PROPOSAL TO PROVIDE:
EMC PROPEL Release 3 Production Support

PREPARED FOR
EMC Corporation

SUBMITTED BY
CSC

SUBMISSION DATE:
June 05, 2015

EMC²

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1 Executive Summary

EMC and its Technology business units are focused everyday on the critical work of better serving EMC customers and the EMC business overall. It was only a few years ago that EMC made an important decision to focus on IT Transformation and ERP platform for business operations. The SAP Enterprise Solutions has become a central part of the EMC foundation. CSC has a proud history of leading and supporting successful business transformation projects. We are pleased and excited to have this opportunity to further our support partnership with the PROPEL 3 initiative. We believe our demonstrated commitment to high quality service delivery and continuous improvement for the PROPEL Release 1 and Release 2 will continue to enable EMC's goals to reduce operating expenses and improve service to your user base.

CSC has served the EMC organization for quite some time now, providing an array of foundational and supportive services. During that time, our relationship has grown and matured, and we have learned how to work more collaboratively together.

With this proposal, CSC is committed, in collaboration with the EMC support teams, to begin the next evolution in that history.

Through PROPEL 3, CSC commits to demonstrate to EMC the enormous additional value that CSC can provide in the applications environment. PROPEL 3 will allow CSC the opportunity to provide a much fuller foundational support partnership for our organizations – providing SAP production support and maintenance services in addition to our already valuable foundation of services.

We will provide application support including: problem management, end user support, security administration, Basis administration, performance migration, monitoring and tuning, patch and upgrade support, break/fix development, change management, knowledge transfer, required testing – unit, integration, operational readiness, regression, and user acceptance, as well as support for software and knowledge management. We will provide these services leveraging the collaborative, innovative essence of CSC's service approach – providing quality assurance, transition, data warehouse and reporting, and other key services in a service-level driven context, supported by a global portfolio of services and talent focused and available to support the needs of EMC.

Underlying this support will be the broader service and governance structure that EMC and CSC share successfully today – built upon a substantial and committed relationship across all units of EMC, a strong and deep governance structure that traverses both EMC and CSC from bottom to top, a committed and actively leading account team focused on the specific needs of EMC and a structure that introduces and enforces collaboration and innovation. This underlying structure provides EMC and CSC the opportunity to address new ideas easily, without injecting undue time and coordination among vendors to make things work, and without undue finger-pointing when things do not work. Our service capability provides SAP application support services.

Significantly, CSC offers its array of capabilities serving EMC's SAP application support requirements in an attractive overall package. We have extended leverage of our global service capabilities, and incorporated our financial commitment towards strong and ongoing year over year productivity and outcome improvement.

We have provided concrete pricing that, in combination with our already-in-place Master Service Agreement, can result in rapid start up and transition.

We have positioned key resources ready for strong transition, and for appropriate flex-in-service staffing to accommodate EMC's timeline and schedule.

CSC's proposal presents an offering that will enable smooth, rapid, and predictable transition to a more rewarding, collaborative, and innovative SAP application support relationship for EMC and CSC. Our relationship is designed to continue to provide flexible, dependable, and ever-improving application support with improved economics and guaranteed service levels.

Key Leadership Attributes of CSC's Offering

CSC offers EMC the SAP domain leadership, the application support methods, tools, and excellence, the industry leading testing and data warehouse reporting strengths, and the smooth transition and predictable results that it needs – with pricing it can embrace – for propelling this evolution. Additionally, CSC offers key advantages that we believe set us above and apart from the competition.



Eliminating EMC's Business Risks with PROPEL Release 3

CSC and SAP have been partners for more than 30 years. CSC is both an SAP Global Services partner (SAP's highest level of partner recognition) and an SAP-certified Managed Hosting and Applications Management Solutions provider. CSC and SAP are well-aligned at multiple levels of our organizations, from executive levels to product management to professional services. The CSC teams supporting EMC will be trained and educated in the most recent SAP skills including SAP Hybris, SAP CRM on

HANA, SAP Solution Sales Configurator SSC, Vendavo, etc. to enable high quality support for the services components of PROPEL 3. This proposal demonstrates our ability to support these platforms/solutions/tools and components of PROPEL 3 for EMC as they are released in January 2016. We are committed to engaging specialized SAP skilled CSC resources with you, starting in July/August to allow a smooth transition from implementation to support.

We will also strengthen our delivery team and support structure to provide the 24x7 support coverage that EMC requires for Release 3.

CSC will leverage the governance and support framework from R1 and R2, and lessons learned from the transition. We will utilize a rigorous Knowledge Transfer (KT) process that will begin by verifying that the documentation is updated to reflect the latest changes made to the system prior to go-live. We will also coordinate with the implementation team early in the transition period so that expectations are aligned for potential problem areas and mutual roles and responsibilities are agreed and understood.



We will deploy (X # of resources) experienced SAP experts starting in October 2015, at our expense, to work with the PROPEL implementation team. The CSC SAP Delivery Executive will be accompanied by "X number of people" with Hybris, CRM, SSC, and Vendavo expertise to build a strong working relationship with the PROPEL implementation team. They will help with production readiness and will gain inside knowledge of the implementation to enable a high quality KT to the remainder of the support team in January. This approach addresses the primary lesson learned from the R1 and R2 transitions, which was "not" engaging the support team early enough and well in advance of the production live date.

CSC's phased transition approach and agile knowledge transfer that has proven to be highly effective across over 200 transitions will be employed for this endeavor. So, by balancing our accumulated experience at EMC with our proven methodology, we will provide a high quality transition that will accelerate CSC's speed to market for supporting Release 3.



Best-in-Class Domain Expertise and Flexibility

EMC executives, managers, and IT technical teams must be available to refocus their energy and attention toward new and more strategic directions, without distraction related to the everyday production support and maintenance of the SAP application work streams. EMC needs to know – with certainty – that its service provider can and will handle the workload, involving EMC resources where planned or essential. At the same time, EMC leaders need to have transparent and

collaborative visibility into the work being done, recognizing that they can never in the end delegate their own accountability to the business; EMC leaders themselves will always remain accountable.

CSC's proposed Application Production Support Service builds on service performance that is already proven, leveraging proven and known performers who understand EMC's business because they live it every day. We understand, and will build around EMC's processes and tools to the extent required, with an aim of creating a flexible and seamless integration with EMC resources.

In addition, we have made extensive investments in SAP.

For test automation, we incorporate a series of proven, SAP-ready test automation scripts that significantly decrease the time and expense associated with testing.

Our SAP excellence is in part driven from our Centers of Excellence around SAP Solutions and SAP Testing.

In short, CSC will bring to bear an array of best-in-class resources to help EMC successfully attack the variety of domain challenges that occur daily in an SAP application support relationship that is committed to collaboration, innovation, and continuous improvement.

Collaborative and Trusted Partnership with EMC

EMC and CSC have a long and proven partnership.

As CSC continues to enhance its investment in and commitment to EMC, we continue to build on our long-held and mutual foundation of trust and partnership to serve EMC even better. We will augment our team with other local and onsite experts where appropriate, working in lock-step with our large core of offshore talent and resources. Where appropriate and available, we will leverage CSC resource experience in services.

Finally, we will more fully leverage the world-class governance construct already in place between EMC and CSC for effectively integrating the best from the variety of parties and partners incorporated in service delivery. CSC is renowned for its vendor independence, and its extraordinary ability to work effectively and collaboratively with partners, competitors, and other parties engaged in delivering value.



Continuously Improving Service Quality and Innovation

EMC is itself an environment built on expectations for continuously improving quality and outcomes, and for ongoing innovation in the way it does business. It can demand no less from its service providers. In the end, CSC offers EMC a collaborative relationship focused on smart improvements and innovations, aimed at a stable, ever-improving SAP production environment that can be delivered more dependably at a lower total cost to EMC.

CSC would like to thank EMC for allowing us to present our response and solution proposal for the *PROPEL Release 3 Production Support* RFP. Collaboration is a hallmark for CSC. We will work as one team with the combined resources from EMC and CSC. We believe our cultures are very similar and together we will deliver a successful SAP-enabled business transformation program.



Regional CSC Headquarters

The Americas

3170 Fairview Park Drive
Falls Church, Virginia 22042
United States
+1.703.876.1000

Asia, Middle East, Africa

Level 9, UE BizHub East
6 Changi Business Park Avenue 1
Singapore 468017
Republic of Singapore
+65.6809.9000

Australia

26 Talavera Road
Macquarie Park, NSW 2113
Australia
+61(2)9034.3000

Central and Eastern Europe

Abraham-Lincoln-Park 1
65189 Wiesbaden
Germany
+49.611.1420

Nordic and Baltic Region

Retortvej 8
DK-2500 Valby
Denmark
+45.36.14.4000

South and West Europe

Immeuble Balzac
10 place des Vosges
92072 Paris la Défense Cedex
France
+33.1.55.707070

UK, Ireland and Netherlands

Floor 4
One Pancras Square
London
N1C 4AG
United Kingdom
+44.020.3696.3000

About CSC

CSC is a global leader in next-generation IT services and solutions. The company's mission is to enable superior returns on our clients' technology investments through best-in-class industry solutions, domain expertise and global scale. For more information, visit us at www.csc.com.



Copenhagen Airport A/S Executive Summary

August 29, 2018





August 29, 2018

Christel Mortensen
Vendor Manager, Copenhagen Airport A/S
Copenhagen Airport A/S
Lufthavnsboulevarden 6
2770 Kastrup

Tobias Urban Hansen
Territory Sales Executive,
Denmark
DXC.Technology A/S

Sender's location
Retortvej 8
2500 Valby, Denmark

Thansen30@dxc.com
www.dxc.technology

Greetings

Dear tender team,

DXC.Technology, (DXC) is delighted to submit this fully compliant proposal for SAP hosting, AMS and licenses. I would like to take this opportunity to thank you for your trust in DXC. Based on dialogue with CPH and its partners, we are convinced that DXC is the right partner for CPH both in regard to the current scope, and to support CPH in its pursuit to become the most digital airport in the world.

It is DXC aspiration to be the technology partner of choice for CPH throughout its journey of incorporating; Internet of Things, artificial intelligence and machine learning in the clouds that are best suited, to support the business needs and ambitions set forth in CPIT and HUB 2.0

With that in mind, we hope that DXC second to none industry experience, platinum partnership with SAP and DXC agnostic approach to technology will give CPH the assurance needed to engage in a partnership.

Looking forward to the next steps in the process.

Sincerely,

Peter Winther Schmidt
Managing Director Denmark
DXC.Technology A/S

DXC. New, but not born yesterday

We serve 6.000 clients, in 70 countries with our 155.000 employees, which makes us the world's leading independent transformation company.

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Copenhagen Airport's goal and opportunity

No disruption to service. DXC fully understands that the CPH business operations will always come first and must not be impacted by Transformation activities.

As DXC has evolved, what never changes are our commitment to the clients, and to their success. DXC's mission will always be to help CPH to benefit from new technologies and innovative modern ideas. In particular within IoT, AI and machine learning, all enabled through the clouds DXC support; on premise or within AWS and Azure.

Paal Svendsen. Travel & sportation, General Manager, EMEA

In recent years the airport industry has taken radical steps towards digital innovation; from digital retail solution to self-service check-in and baggage labelling. Copenhagen Airport (CPH) is clearly aligned to this progress, and the opportunities that digitisation presents.

As CPH embarks on its journey to become the most digital airport in the world, it will require the right partners that can bring the right experience and industry understanding to the table. The willingness to learn, share and grow in an increasingly data-rich industry is vital for any organisation that wishes to continue to grow in an increasingly competitive market.

To achieve continued success, CPH has rightly identified a need to accelerate technological adoption and use this digital approaches to improve productivity, and significantly reduce cost. To achieve this, IT must become a business enabler, rather than a mere function.

To drive this, business outcomes rather than hardware and software, must be the primary focus of a successful organisation's IT support. In recognition of this, CPH IT (CIT) has thoroughly defined a strategic intent to drive; business focus and cost effectiveness, by exploiting resources that are agile, fast and secure.



Delivering value to Copenhagen Airport



The right partner for CPH must bring deep industry experience, and their proposed solution and references must demonstrate they have the full understanding, competencies and experience to run and maintain, an airport dependent SAP environment. This partner must be able to deliver a seamless transition to HANA, founded on a deep understanding of the requirements specific to a modern airport.

That is why DXC is the right partner for CPH. We can provide perspective on how CPH's goal to consolidate its vendor landscape can be achieved, and support your agenda of becoming the most digital airport in the world.

We know CPH will have challenges, and DXC is committed to work with you. We will take the pragmatic approach of fixing first and settling later: it is DXC's mission statement to "thrive on change". We will work collaboratively with CPH, throughout the contract to deliver services that will support and drive your intentions to increase productivity and reduce costs through the intelligent application of digital solutions.



Our approach



DXC has been providing solutions for air transportation clients for more than 30 years; supporting clients in the passenger and freight segments of the air transportation value chain.

Our ability to deliver is underscored by our global presence in terms of the number of clients we serve, and in the breadth and depth of services that we provide to airports, airlines and other air services clients. We are proud to number the following amongst our client base, on the ground and in the air: Hong Kong Airport, Aeroporto di Roma, United Airlines, Lufthansa Group, SAS, Swissport, Swedavia, Havas, and Skyguide. Related to CPH, Swiss Railways increased on-time performance to 98%, and DXC usually expect to increase airport passenger spend to increase by as much as 30%.

Aeroporto di Roma is particularly interesting, as, like CPH, they manage two airports and serve approximately the same number of customers (c.45 million. Rome airport looked to understand its passengers better, and take advantage the wealth of data that such a customer base can generate. DXC helped them gain insights, by leveraging areas including the Internet of Things (IoT) which has led to multiple business opportunities. These opportunities include increasing commercial impact for the retailers residing in the airport, making it a high priority for favoured brands and creating healthy competition amongst retailers seeking airport locations.

The right partner for Copenhagen Airport

As a part of the solution DXC offers Bionix. It uses analytics and AI, such as data mining, machine learning, and predictive intelligence, to gain new, real-time insights into the business and operations. These insights enable us to identify and proactively address opportunities to reduce costs, improve quality, and provide innovation for our clients. CPH will benefit from this by being able to respond to client demand for greater performance through digitally transformed IT environments and processes.



"Most end-user organizations don't have a line item in their budgets for digital transformation, so DXC Bionix is welcome news because it will help DXC identify where cash can be freed up from existing IT operations and reapplied to fund its clients' digital transformations."

Gard Little, Vice President, Global Services Markets and Trends, IDC

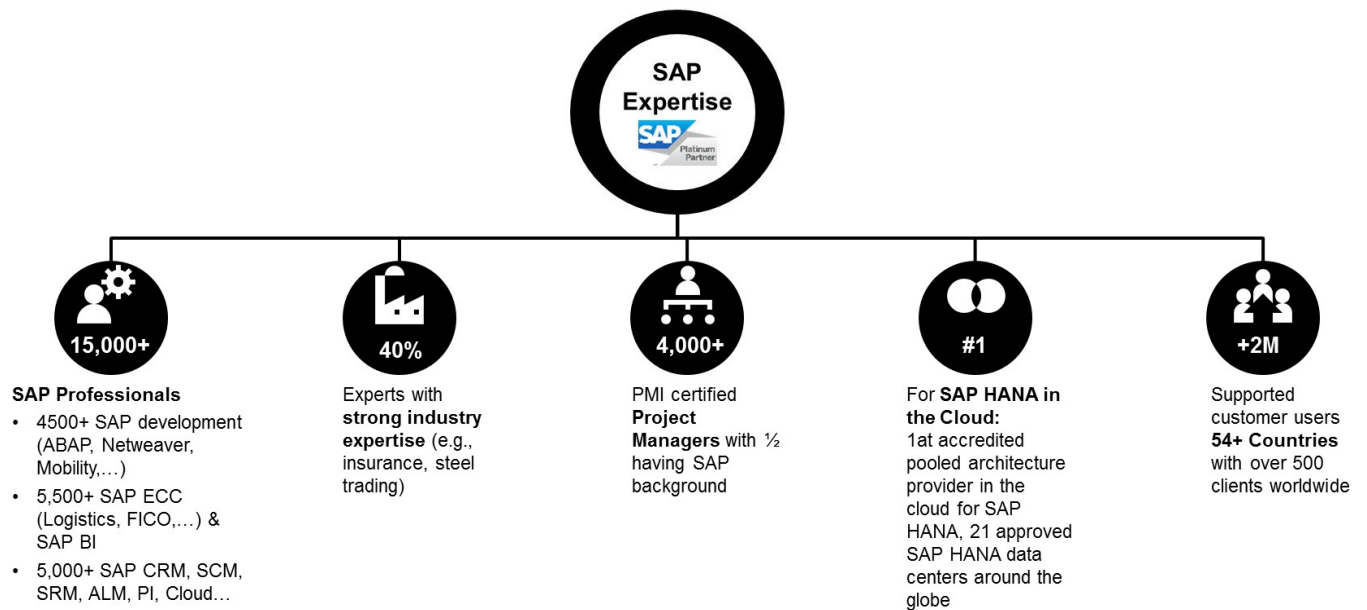
Working side by side with our partners, co-creating in this environment, enables a new level of advantage that multiplies value for our clients.

In choosing DXC, CPH will gain a partner with more than 25 years of collaboration with SAP and over 15,000 global SAP practitioners in 70 countries, DXC is a SAP Platinum Partner and one of the world's largest SAP end-to-end service providers.



DXC's SAP Competencies

For business advantage, productivity, engagement



The following graphic provides the external analyst Gartner's view of DXC's SAP capabilities and the advantages that expertise can provide to our clients.

DXC strengths in SAP support as per Gartner analysis

Strong global presence and breadth of SAP solutions. DXC has a local SAP presence in more than 54 countries, including European countries, the Middle East, Latin America, countries (see Note 4), and APAC (see Note 5). Globally, DXC has 39 integrated delivery centres focused on application services across the entire SAP portfolio.

Investment in infrastructure and application SAP solutions. DXC has invested in a platform driven, full-stack automation solution called Enterprise Solutions on Demand (ESO) for SAP and HANA Remote Services (HRS) on "any cloud." This provides flexibility to the client in choosing which cloud platform or vendor is most appropriate for its needs.

Satisfied global clients. Reference clients scored DXC considerably higher than the peer average for regional capability, service integration management and relationship management. Some clients specifically cited positive comments regarding the partnership mentality of DXC.



The right solution for Copenhagen Airport

DXC has made a conscious effort to remain agnostic in the cloud market and can therefore support CPH in whatever capacity is needed; from Amazon Web services to Azure. A virtual private cloud has been deemed best suited to fulfil the requirements, based on the description in your documentation; and the understanding we have reached through discussion. The key components of our services are described in the sections below.

Transformation



A smooth and safe transition is paramount to CPH's success. It is our ambition to express our understanding of the importance of the entire transition and transformation journey from Alignment and Planning through Execution and into Operational Handover. DXC's strategy to manage the transition is to use DXC's Transition and Transformation Methodology (TTM) for the transition, ensuring no disruption to service as DXC fully understands that the CPH business operations will always come first and must not be impacted by Transformation activities.



Enterprise Service Management

A service management command center will manage, monitor and optimize the support processes and service delivery. This will be supported by DXC's best-practice capability for key IT service management with mature processes that are fully ITIL v3 aligned.



Virtual Private Cloud

DXC Technology Managed Services for Virtual Private Cloud will provide infrastructure services and remove the high cost of owning and managing your own equipment or data center. This multi-tenant cloud services platform is designed and built with large and changing organizations specifically in mind. It can comfortably accommodate high-end applications, such as SAP which will be so vital for CPH.



SAP

The Applications Management Services (AMS) will be delivered using DXC's Global Delivery Model. This will consist of on-shore (DXC Denmark) locations), and off-shore (India) support teams. The hallmarks of this service include:

- Seamless delivery – smooth interconnection between different geographic teams to maintain service
- Reduced language and cultural barrier – offshore delivery from a center in the same region as CPH will align to your cultural and time-zone requirements
- Reduced employee turnover due to shift work
- Offshore delivery from a Global Delivery center which has the size and capacity to support 24x7 operations world-wide in the most cost-effective way

Network

We will partner with AT&T to deliver this service. Together, DXC and AT&T drive a world-class service portfolio that leverages DXC's overarching infrastructure portfolio with AT&T capabilities and network investments.

CPH will benefit from our Global Operations Infrastructure that uses a follow-the-sun approach, providing 24x7x365 service. It will be manned by highly trained and qualified staff and use mature, established processes in the following areas:

- Configuration and installation
- Consistent methods and procedures
- Escalation management
- Executive incident notification process

Security

The entire service provision has been designed with security embedded throughout. DXC will deliver cyber security services from our global commercial Security Operations Center residing within the EU. DC is fully conversant with, and adheres to the requirements of, the GDPR regulation.



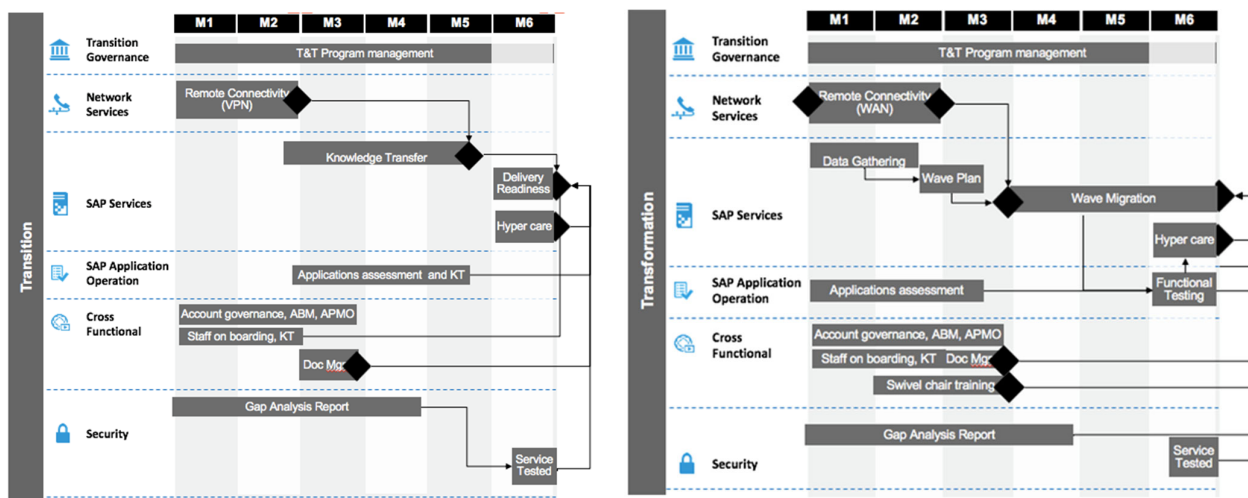
The Journey

Migration from your own datacenter and into a cloud model will generate excitement and enable CPH to realise the cloud first approach that is part of your strategy. Change will bring the positive impact that CPH requires. Some of the benefits that you will enjoy include:

- Speed of innovation will increase as new platforms become
- The vendor landscape will dramatically shrink in complexity, and increase in quality
- CPH will benefit from a truly technology agnostic vendor, that provides whatever best suits your needs; now and in the future
- CPH will share in DXC's unrivalled digital industry knowledge – we work within our ecosystem of partner organizations and clients to generate innovation from which everyone benefits



Below you will find the two options transition and transformation schedules; 1A and 1B.





The new environment

We expect things to feel different for CPH. The change to a cloud platform allows for a multitude of opportunities outside of the usually scaling opportunities and commercial benefits. In particular the enablement of data driven business and technology decisions making. DXC will not just deliver a platform to run SAP, we will drive the change needed for CPH to achieve its ambition of being more data driven, as outlined in the CPIT strategy shared prior to the tender, like with Aeroporto di Roma.

In addition, the platform offers CPH the technical and commercial flexibility to move to a new platform e.g.: AWS or Azure, any time during the contracted period. Thereby enabling CPH to leverage what best suits its needs. Something that will prove very beneficial in adopting HANA.

Teaming for success

From what we have understood throughout our dialogue, CPH is a diverse organization that is continuing to grow and develop. This has led to a wide range of partners and vendors, and the accompanying complexity that such an ecosystem can bring.

DXC provides our clients with the right solutions through partnerships. We are committed to the drive for simplicity within our vast network of partnerships, and we aim to share this facilitation by being the partner HUB for CPH.

In our 30-year long relationship with SAP, locally as well as globally, we have created the unique SHAPE framework to deliver an accelerated adoption of S4HANA. This provides unrivalled business value, leveraging DXC supported cloud infrastructure (VPC and Amazon/Azure) and the integrated professional service from both organizations.

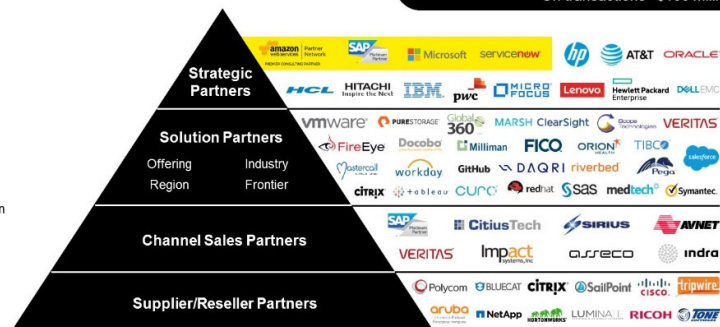
DXC has a long tradition of bringing digital innovation to our clients through our partners, and in order to ensure CPH will meet its own ambition of becoming the most digital airport in the world, DXC will place the very best technology partners and thought leadership at CPH's disposal. By being truly technologically-agnostic we can enable CPH to fulfill your ambitious goals. We bring a wealth of technological partners that can help CPH on this journey.

Industry-leading partner network

Extended reach and offerings

- #1 **ServiceNow**
Integrator globally
- #2 **SAP**
Integrator
- #1 **AWS**
Certified architects pool
- #1 **HDS**
Integrator in sales revenue
- #1 **Symantec**
GSI Partner in revenue generation
- #1 **RedHat**
Enterprise partner
- #1 **Oracle**
Engineered systems support capability

+44% YoY bookings through Partners
On transactions <\$100 Million



The right people

Success on a day to day basis will be the result of people working effectively together within a governance framework that encourages excellence and innovation. DXC is proposing an experienced team, headed by our delivery lead Claus Edलगren, who has multiple years of experience within the industry, including, among others; with SAS. Claus will ensure that the quality of service exceeds the quality demanded by CPH.

Our Airport Industry Expert, Armin Weigand, will bring innovation and understanding to CPH, thereby maximizing the value that CPH will get from the vast client network within the industry DXC supports today.

DXC will pro-actively inspire CPH, and conduct airport specific workshops, ensuring CPH is inspired and is constantly exposed to the best innovation available, from DXC and our partners alike. Armin Weigand, has already committed to conduct the first of these workshops when CPH see fit; with the core goal of helping CPH accelerate its digital adaptation and innovation.

Further opportunities

Looking beyond the specific scope of this RFP and at the upcoming opportunities and challenges for a leading-edge airport like Copenhagen. It is DXC experience that "customer & partner experience and perception" is the key measurement criteria around which the airport strategy should be designed. Something that has held true with other clients e.g. Rome Airport

DXC has grown in the Airport space by providing its own departure control and airport operations management solutions at more than 100 airport stations around the world. Our organization is now transforming into an end-to-end digital service integrator and service provider for airports and airlines by leveraging its industry expertise. This can be delivered through an industry specific market place; Connected Transportation Platform (CTP).

In response to market demand, technology is evolving in line with CPIT strategy. DXC can deliver a combination of in-house, partner and customer co-developments and extensive use of open/public APIs to help CPH keep pace with the speed of change and ensure agility at any given time.

Airport staff are your most vital resource. The CTP and its staff management module iStaff will ensure that factors including staff location, status and skills are always available through real-time data. This will drive the best staff allocation to deliver the best customer service and safety while optimizing costs.

The same applies for physical fixed and moving assets being used in the production process. The more the airport will be equipped with IoT sensors the more a real-time picture of the actual operations can be achieved. The information provided through the IoT management capabilities of CTP will be used to optimize planning, predict and alert on issues before they occur and finally provide intelligent solutions and automated execution and communication across organizational boundaries once they occur. In the end the platform will increase automation, allow more intelligent, holistic decision making and thus increasing throughput and operational excellence at the airport for servicing/handling passengers, bags and goods.

Collecting and connecting all available information at the airport will on the one hand improve operations but on the other hand will also heavily contribute to improve customer service and driving additional revenues. E.g. using locations sensor data, analytics and profiling techniques does not only allow to monitor and steer passengers as a crowd but to also interact with them as individuals. Knowing who and where they are and where they need to be allows to make them tailored made offers in a non-intrusive way thus increasing airport spent per passenger significantly.



Our commitment

DXC commits to delivering maximum value through our unrivalled industry practice to create an ecosystem in which CPH can continuously learn and continually benefit. We have created a solution that will fulfil CPH's requirements and build on the current SAP environment to deliver HANA, at a competitive price-point.

Our proposal encompasses the needs set forth in the tender documentation, and recognises the ambitions shared through dialogue with CPH and its partners over the past year. Our submission is fully compliant with CPH's requirements, and we are convinced that unique synergies exist between CPH and DXC.



“We have built the right team to safeguard delivery of services, ensure maximum value for money, and transform intelligently to fully support Copenhagen Airport in this exciting initiative. The cultural understanding we share and the value we place on people will continue to assure that our partnership delivers the best outcomes at the right pace in the securest of ways. The team has my full support in making this happen for Copenhagen Airport.”

Paal Svendsen

Travel & Transportation Industry General Manager

Location

1775 Tysons Blvd
Tysons, VA 22102

www.dxc.technology

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognised among the best corporate citizens globally. For more information, visit dxc.technology.

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