



DXC exit Russia

DXC Technology
Proposal to Client name

ES DELIVERING EXCELLENCE FOR OUR
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Agenda

Topic	Speaker
Welcome and Teams Introduction	name
Introduction <ul style="list-style-type: none">DXC exit Russia Team StructureLegal Entity and Services Portfolio	name
Technical Proposal <ul style="list-style-type: none">Service Management & MonitoringGeneral services handover strategyHigh-level services handover per serviceVolumes for services to be handed over	
Commercial Proposal <ul style="list-style-type: none">Pricing approach	
Wrap up / Next steps	name

Introduction

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DXC exit Russia – Team Structure

...

Country Manager
....@dxc.com

....

Account Delivery Lead
.....@dxc.com

.....

Solution Architect
....@dxc.com

....

ITO Delivery Lead
....@dxc.com

Legal Entity



Ent
Services

Legal name: JSC “Ent Services”

Locations presence:

- Moscow (own delivery + partners)
- St. Petersburg (own delivery +partners)
- Saratov (own delivery +partners)
- Other 70+ cities available with partner's support



Services Portfolio

Modern Workplace Services

- Service Desk
- Device management
- Workplace Management



Applications Management and Support, SW Development

- Commercial and Operational applications support
- Critical Manufacturing applications support
- Software Development

Infrastructure Management

- Infrastructure Management Services (Customer DC, public cloud or our partners DCs)
- Network Management Services
- Infrastructure Security Services
- Database / Middleware Management Services
- Consulting / Availability Monitoring & Performance / Capacity Management Services

Modern Workplace Services

Service Desk

- ✓ First line support up to 24x7
- ✓ Resolve incidents, problems and service requests from end-users
- ✓ Voice / email / chat communication channels
- ✓ Service Quality surveys



Device Management

- ✓ Remote management and onsite operations across desktop, mobile, virtual desktop
- ✓ IT Trainings and advisory
- ✓ Spare parts mgmt. & Break & Fix (custom specific applied)



Workplace Management

- ✓ Active Directory Management
- ✓ Collaboration services like Exchange & SharePoint services
- ✓ Imaging & Software Distribution SCCM / Intune / other
- ✓ Inventory Mgmt (HW & SW)



Infrastructure Management

- ✓ Infrastructure Management Services (Customer DC, public cloud or our partners DCs)
 - ✓ Virtualization bases on VMware, HyperV, Proxmox, Kubernetes
 - ✓ Windows, Linux, appliances Management
 - ✓ Storage & Backup Management
 - ✓ Desktops Virtualization (Citrix)
- ✓ Network Management Services
 - ✓ WAN Management
 - ✓ LAN Management
 - ✓ WLAN Management
 - ✓ Firewalls & Load balancers & Traffic Management
- ✓ Infrastructure Security Services
 - ✓ Antivirus / Threat protection / Encryption
- ✓ Database / Middleware Management Services
 - ✓ MSSQL / Postgres / MariaDB / Apache / NGINX / etc.
- ✓ Availability Monitoring & Performance / Capacity Management



Application Management and Support

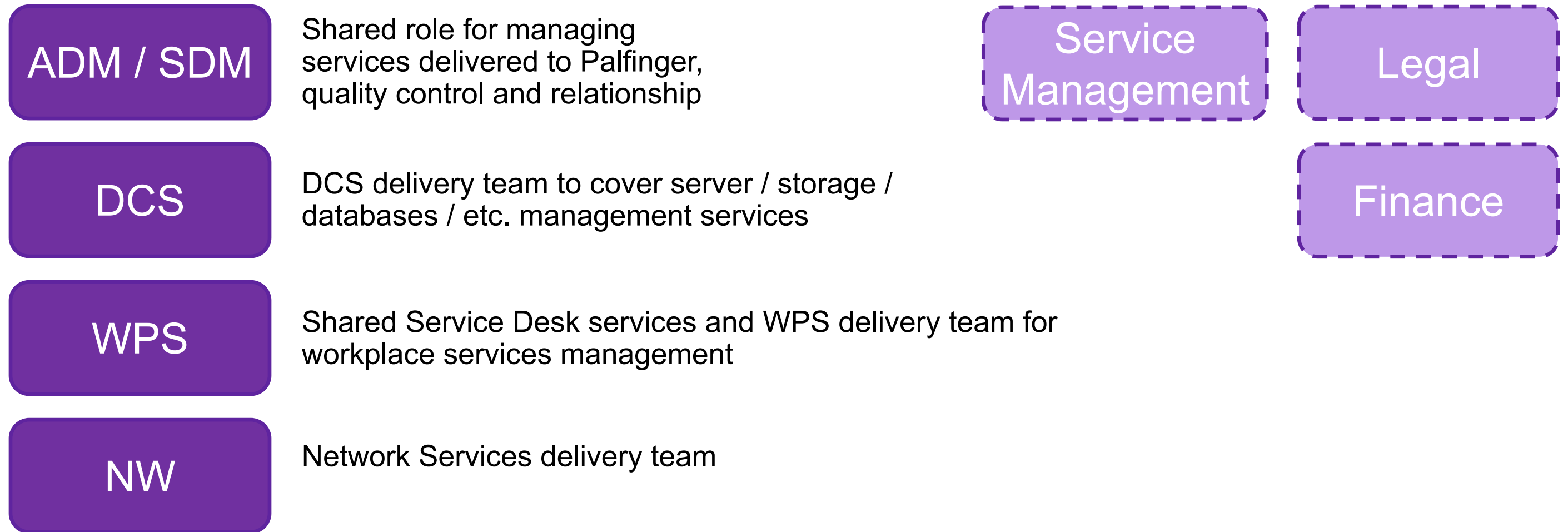
- ✓ Commercial and Operational applications support
- ✓ Critical Manufacturing applications support
- ✓ Software Development
- ✓ Web-based application development
- ✓ Marketing applications development



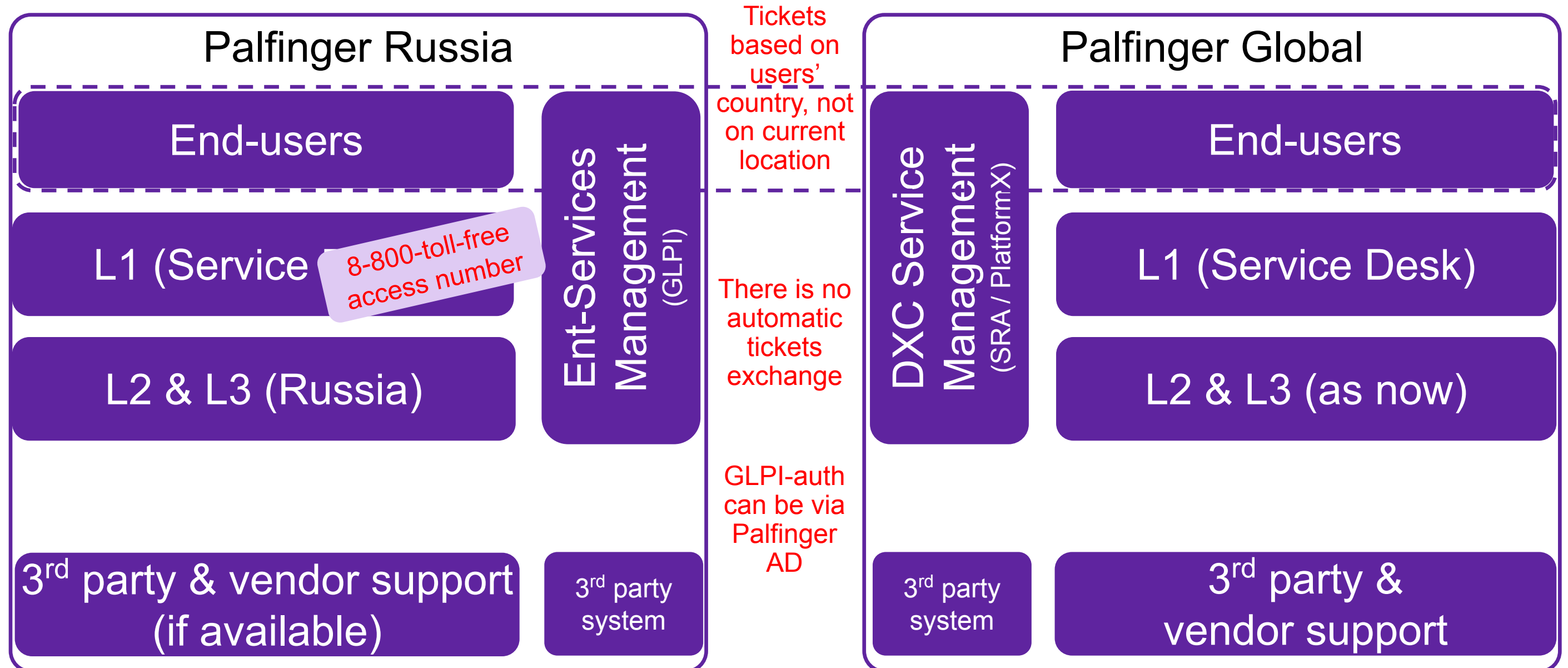
Technical Proposal for Palfinger Russia

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Delivery Team Structure



Service Management



Monitoring & remote access

For infrastructure monitoring purposes we plan to implement open-source solution:



Monitoring features:

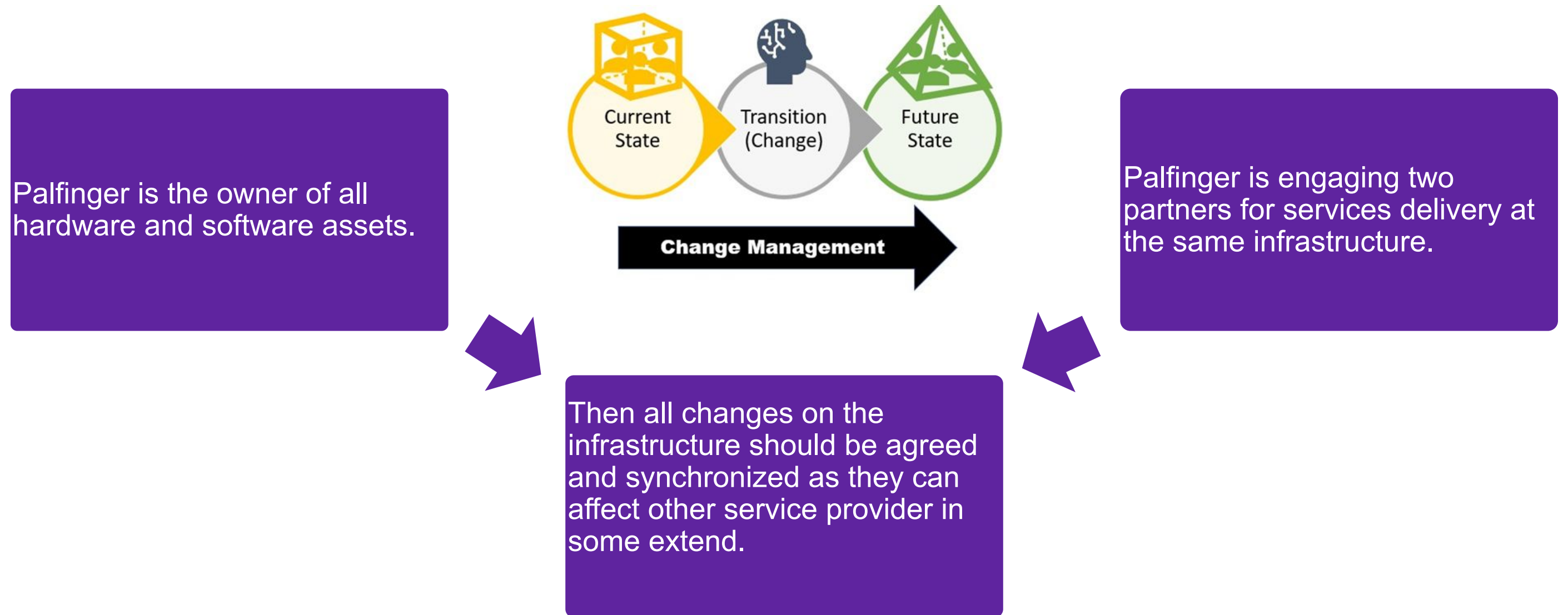
- Alerts notification to duty staff and customer staff.
- Reports on similar level with existing reporting provided by DXC



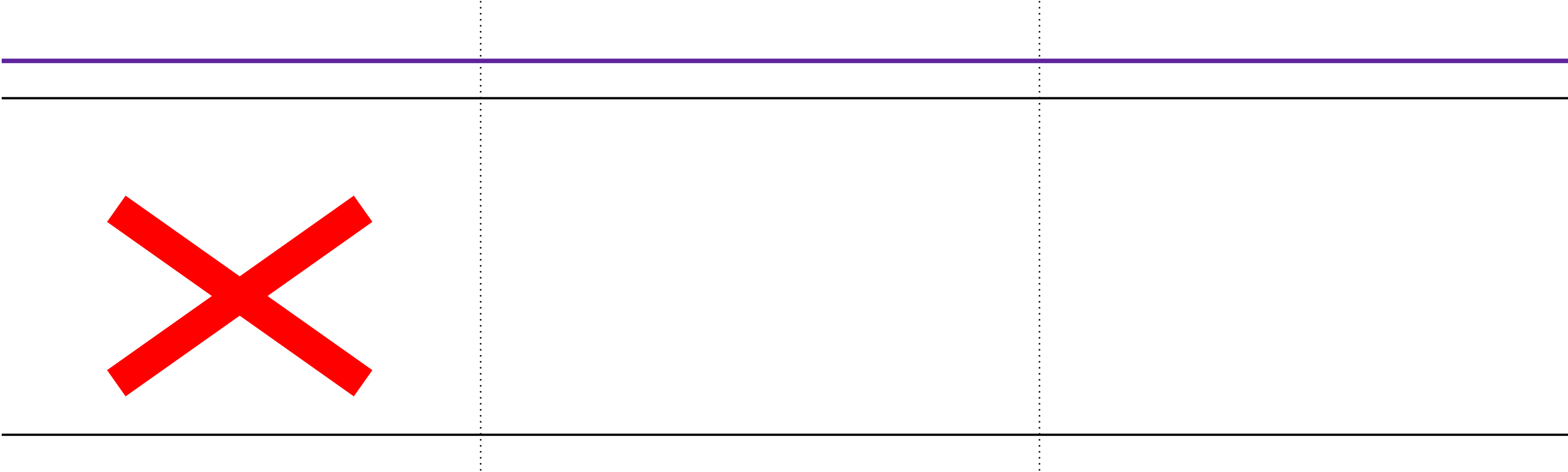
For remote access to managed infrastructure, we plan to implement S2S VPN connection:

- for the purpose VPN-supporting equipment needs to be used on Palfinger-Russia side (DXC currently does not manage router & WAN levels). Ent Services is able to provide the service in Russia.

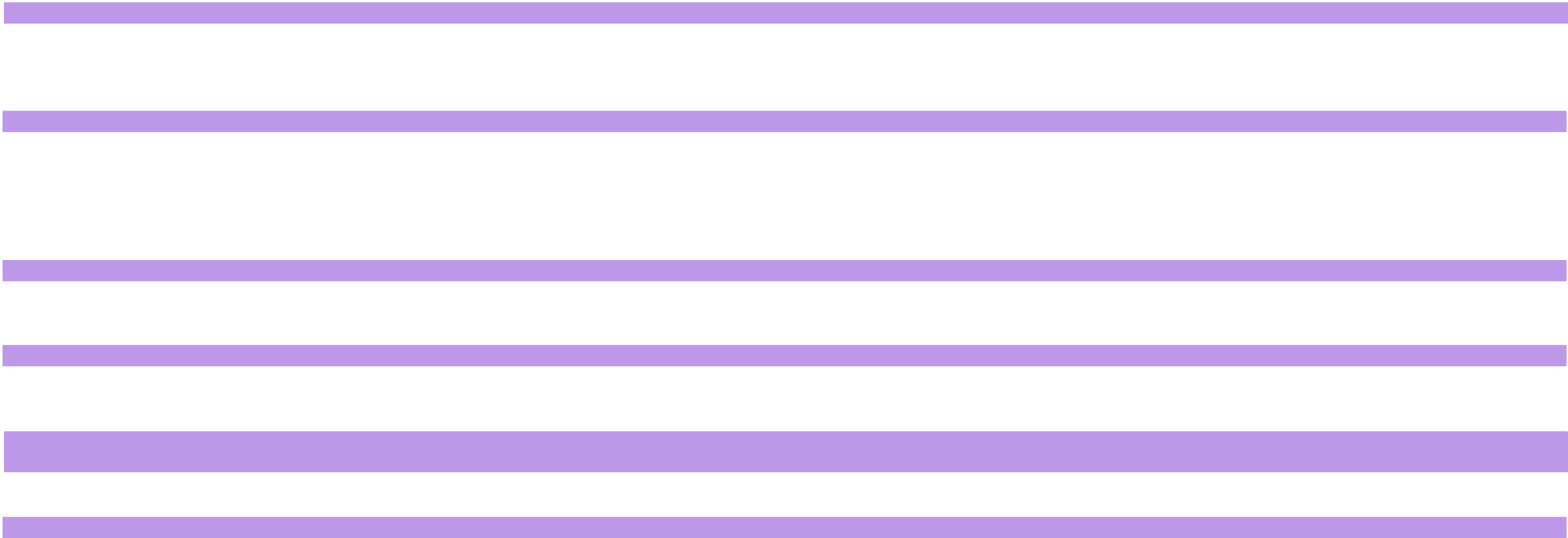
Change Management Process



General services handover strategy



Volumes for services to service



Commercial Proposal

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Pricing Approach

Pricing approach we plan to stay as in current global contract:

$$\text{Price Unit} * \text{Quantity} = \text{SERVICE PRICE}$$

with the following adjustment:

- price to be converted from EUR into RUB
- pre-payment / post-payment ??? days {we do not know current payment terms}



Backup slides

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High-level services handover per service

Services Group	Service	Scope	Volume & SLA
Server Management	Server physical WIN Operation	In-scope	Bronze: 10 + Silver: 1
	Server virtual LX Operation	In-scope	Bronze: 1
	Server virtual WIN Operation	In-scope	Bronze: 3 + Silver: 22
	VMWare ESX Host	In-scope	Platinum: 2 + Silver: 5

High-level handover plan:

DXC:

- DXC-owned tools to be removed
- documentation / instructions / manuals / etc., current and passed incidents / problems / changes / etc. history to be provided to Ent Services
- all reports for the service from contract start to be provided to Ent Services
- in-flight projects activities to be handed over to Ent Services
- credentials provided to Ent Services for server instances or for admin groups + vCenter credentials

Ent Services:

- remote access configuration
- install new tools for services delivery