

November 19, 2019

From EGO System to ECO System

Capability to act on behalf of a larger partner eco system

Client Profile

What They Do

- Dutch Social Security payment authority
- **1.4 million** social welfare payments annually with a value of **€ 20.5 b**
- UWV is authority that performs social benefits administration and payments, and provides labor market and data services to employers in the Netherlands, as delegated by the Ministry of Social Affairs and Employment.
- UWV owns the largest public sector internet portal and is driven by IT to a large extent

Segment

- Public sector

Location

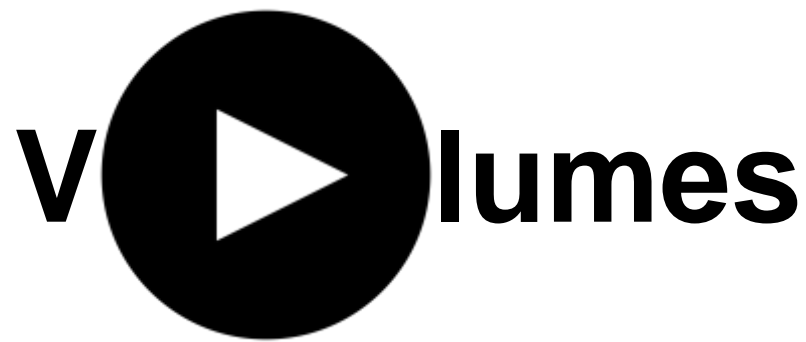
- Amsterdam HQ; offices all over the Netherlands

Client Financial & Credit Rating

- Annual Revenue: **€ 27 b**



UWV



Technical Application Management

10s FTE TAM
Significant 3rd party portion

100s
Business Applications

100s
Internal interfaces managed

10s
application chains

10s
External interfaces managed

Hosting Services and Management

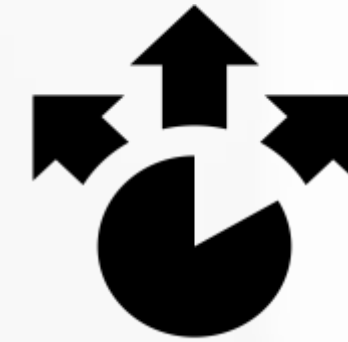
1000s
Servers

100sTB
data incl. backups



Client challenges

- **more flexible way of working** supported by **outstanding IT services**, assuring **quality levels** are met.
- **innovate and prepare** its organization and staff **for further digital transformation**



Desired outcomes

- Fast **provisioning of new services** and **adoption of emerging technologies** to ensure a **stable environment**, enable the implementation of new legislation and **improve functionality**
- Build an **outstanding and efficient partner ecosystem** of suppliers to support end-to-end business chains, **with DXC in the lead**.
- A “**solve first, discuss later**” **mentality** with **knowledgeable client-facing people** on the **supplier side**

Proposal phase

Price

25%

Total points
1000

75%

Bid
quality

Pilot phase

- Project Management
 - Pilot reporting
 - Application transfer
 - Technical maintenance
- Demo transformation capability

10 each

4 months



January 24



May 24

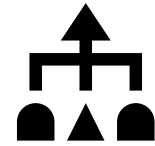
Innovation



Ethical AI



Robotics



DevOps



Analytics



Containers



Mobile



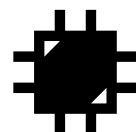
Artificial intelligence



Server less



API's



Machine Learning

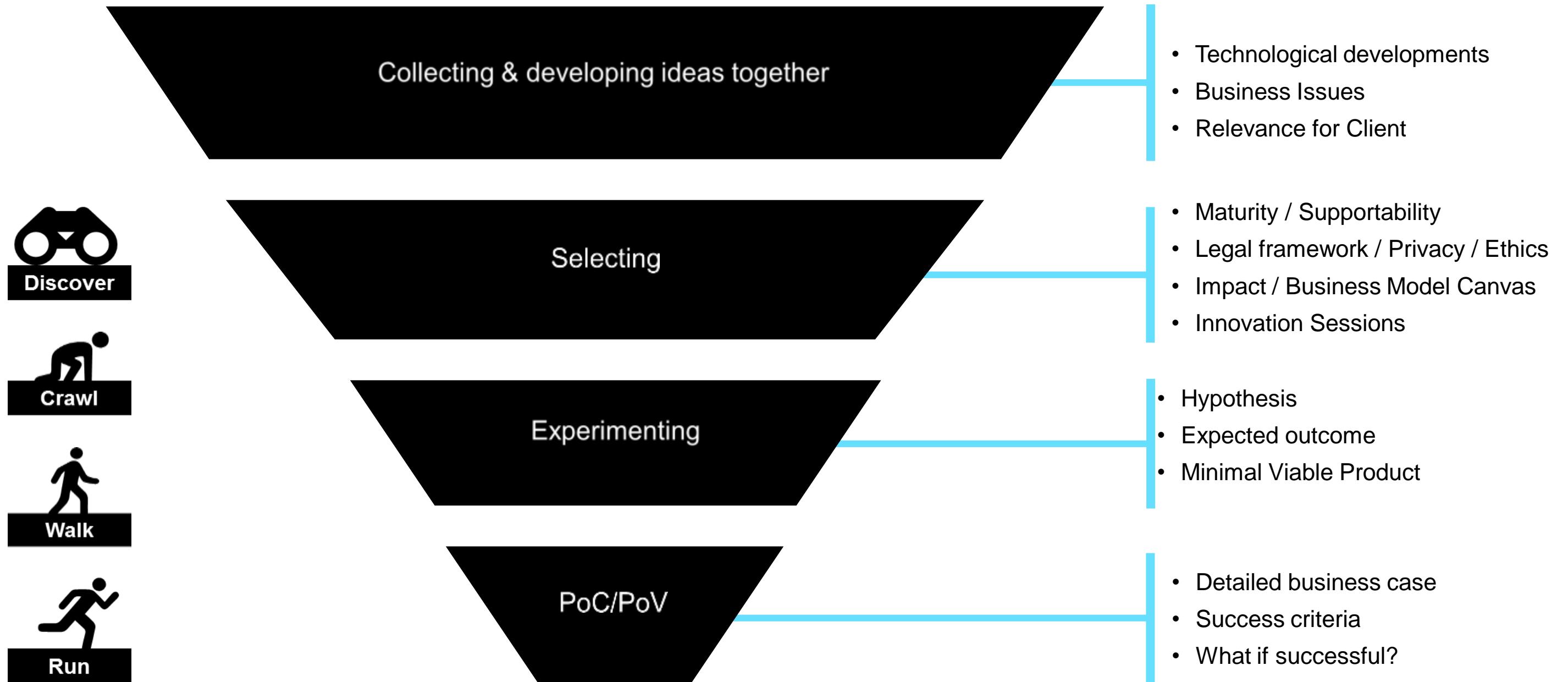


24*7



Design Thinking

Digital transformation with an innovative process



How to learn from it

- ✓ **Consultation on the market**
- ✓ **Quality over Price**
- ✓ **Proof of concept**
- ✓ **Partnership vs. vendor service**



Thank you