

DXC Uptime™

Empower employees with a friction-free technology experience



Deliver the ultimate workplace experience

DXC Uptime™ brings together the capabilities of DXC Modern Workplace in one place. DXC Technology's consumer-like, user-friendly platform provides the foundation for a centralized, personalized and enhanced employee experience. Employees can easily access IT support services, whether at the workplace or on the go with the Uptime mobile app, and quickly refresh their technology through a self-service marketplace.

Predictive and proactive device management resolves issues before they happen, ensuring devices are performing optimally so people can work without disruption. For businesses, advanced analytics provides a 360-degree view of the employees' workplace experience, which companies can use to derive insights and intelligence and drive continuous improvement.

By enabling the next generation of employee-focused outcomes, you'll be able to improve the employee experience, increase employee productivity and optimize your technology investments. You'll see an increase in user satisfaction for incidents and first-time fixes, and achieve significant annual savings for support services.

Employee experience optimizations include:

- Mobile app for employee connectivity from anywhere — at the workplace or on the go
- Single interface to access the most frequently used IT services
- Integrated management for IT hardware, software and services
- Prompt fulfillment of device handling requests, such as PC refreshes in days
- Automated self-help through a digital assistant and one-click access to knowledge articles
- Proactive incident notifications and problem resolutions
- Opportunities to express sentiment about technology performance
- Improved productivity

IT support benefits include:

- Prebuilt, fully productized, out-of-the-box solution pre-integrated to ITSM systems of record
- Flexibility, with configurable workflow and integration toolset
- Predictable implementation timelines and business outcomes
- Continuous service improvement via employee sentiment, operations and technology data analysis
- Reductions in manual errors
- Fewer help desk tickets, faster incident resolution and lower support costs
- Policy-based PC refresh triggers and OEM-supported fulfillment

DXC Uptime integrates the capabilities of our Modern Workplace offerings:

- Modern Device Management
- Support Services
- Intelligent Collaboration
- Asset Management

Learn more at
dxc.com/modern-workplace