

# MALAYSIA, A PREFERRED CHOICE FOR DXC TECHNOLOGY



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- DXC's Malaysian centre stands out in infrastructure and DevOps, and utilises many cloud-based solutions using AWS, Alibaba Cloud and Microsoft Azure.
- The availability of Japanese-speaking talent sets the Malaysian centre apart from its Asian counterparts.
- DXC Malaysia intends to train their employees in design thinking, lean thinking, and agile methodology to prepare them for the digital landscape.
- DXC is focused on improving its digital footprint in Malaysia especially in cybersecurity and agile methodology.

**D**XC Technology (DXC), one of the world's largest, independent IT services provider was conceived through a merger between Computer Sciences Corporation and the Enterprise Services business of Hewlett Packard Enterprise (HPE) in 2017 and has grown to become a major player in the market. They are now serving as many as 6,000 enterprise customers including 200 of the Fortune 500 companies and have a valuation of \$21 billion, with a presence in over 70 countries.

They provide nine offering families, namely consulting, workplace & mobility, security, cloud & platform services, enterprise and cloud apps, application services, analytics, business process services, and industry software & solutions. DXC's strong presence, extensive offerings and capabilities have enabled fortuitous partnerships with the world's leading technology companies, who are part of the global DXC Partner Network including companies such as Microsoft, AWS, SAP, Micro Focus, and more.

The market in Asia is sizeable with nearly a third of its business coming from the Southeast Asia region alone. While DXC leverages this robust ecosystem, their core purpose is to be an end-to-end independent technology services provider to facilitate digital transformation for their customers.

With that mission in mind, they have set up numerous digital delivery centres in the region, capitalising on the inherent technical capabilities of talent here in Malaysia.

## Tech and Growth-Oriented

The digital transformation within the company is spurred by a singular culture, one that governs their engagement with customers, vendors, governments and other stakeholders, both internal and external. With approximately 130,000 employees globally, DXC's cultural identity is reinforced with the concept of CLEAR – "C" for customer-focused; "L" for leadership; "E" stands for execution excellence; "A" for aspirations; and "R" for results – which adds to their ability to learn, adapt, reinvent and move from the Waterfall model to the Agile model in the software development process.

Focus industries for DXC include insurance, banking, retail, aerospace, healthcare and manufacturing, who are keen on going digital and improving efficiency of processes. While customers are enjoying the benefits from their global partnerships, DXC does not neglect future-proofing itself. The company has built on its legacy and adopted a Design Thinking approach, DevOps, and Agile Methodology into their work culture and transforming the mindset of DXC staff and stakeholders.

This approach has served to strengthen the Malaysian centre, which is said to be exceptionally strong on technology in its infrastructure and DevOps capabilities. Furthermore, the centre here utilises many cloud-based solutions using AWS, Alibaba Cloud and Microsoft Azure.

DXC has a strong Security Operations Centre (SOC) in Malaysia and has invested considerably to modernise the centre – it being DXC’s only SOC in ASEAN. Thanks to the acquisition of Xchanging, a business process and technology services provider, they have also strengthened their analytics capabilities, adding more data scientists to the Malaysian centre, which further improves its value proposition.

**Malaysia - Multi-dimensional Ecosystem**

Far from being a one-dimensional ecosystem, DXC has cited that continual support from the Malaysia Digital Economy Corporation (MDEC) has given them security and stability, knowing that their needs to upskill and reskill employees are being heard.

The hunt for quality talent to enhance scalability of their centre is always on the agenda. As one of the Global Delivery Centres, Malaysia proves attractive to DXC due to the availability of technical skills. This is resultant of the government’s initiatives that have encouraged active partnerships between educational institutes and digitally-mature companies to produce talent with cross-functional skills.

The conceptualization of business-friendly policies has facilitated a healthy partnership between DXC and the Malaysian government, enabling a faster scaling speed. Furthermore, as the business deals with Japanese customers, the availability of Japanese-speaking talent sets the Malaysian centre apart from its Asian counterparts. When it comes to the VISA application process, DXC has not experienced any problems, thus having little consequence on their deliveries.

The team at DXC Malaysia, consists mainly of local talent including leadership roles. This is a possibility because of the local’s sense of commitment and aspirations – dedicated to deliver the best services to DXC’s various customers. Positive attitude, combined with a growth mindset and the maturity in soft skills have enabled the DXC culture to be successfully integrated.



The team at DXC giving back to the environment during an Earth Day event.

**Future Tech For Career Progression**

Malaysia provides ample opportunities to upskill and future-proof employees’ careers, thereby increasing talent retention. DXC’s Malaysian Global Delivery Centre, as of now, has worked on enterprise and cloud applications, digital platforms, cybersecurity applications, Big Data and digital technologies such as 3D printing, IoT and Blockchain etc. They have also worked with partners and heavily invested in developing their employees.

DXC intends to train all their Malaysia employees in design thinking, lean thinking and agile methodology to prepare them for the digital landscape. DXC’s focus is to convert a business problem into a technology solution, and that is achieved through a shift in mindset.

Moving forward, partnerships and co-creation is key to digital transformation. There are four principles which they practice: first is to have a minimum viable product; second, rapid iteration; third, customer co-creation and the fourth, is to have a user-centric design.

Furthermore, DXC has equipped its employees with eLearning programs in order to keep up with flexibility and standardisation in learning. This is where

internal employees are able to access training materials, manuals, reference guides and samples and enrol in certification courses to upskill and remain competitive. Their curriculum is co-developed by both vendors and customers.

**Forward-gazing To Leverage Opportunities**

DXC’s regional leaders believe that the Malaysian market is growing and they are focused on improving their digital footprint in Malaysia, especially in cybersecurity and agile methodology, and further merge domain knowledge with design thinking to create a more agile and developed talent pool.

Besides that, DXC plans to hire more fresh graduates over the next few years, to enable knowledge sharing and obtain fresh perspectives while giving long-time employees the opportunity to progress further in their career path. Setting sights on East Asia, DXC are looking for more Japanese-speaking talent – which comes at an opportunistic time as Japanese varsities eye Malaysia. As a first for Japan, the setup of overseas branch campuses by Japanese universities was inspired by Prime Minister Tun Dr Mahathir Mohamad.

DXC is looking to work closely with the Malaysian government to foster closer ties and encourage the attainment of Japanese certification by local talent in order to leverage business opportunities from Japan. They currently have approximately 250 people with Japanese language capabilities and they are looking to grow it significantly.

DXC is driving discussions with customers on futuristic technologies such as Machine Learning, Artificial Intelligence and IoT, and are working on multichannel approaches for the insurance and banking industry in Malaysia and other predictive capabilities to be incorporated in their business processes. DXC extends its faith in Malaysia’s future to provide a digital landscape that is ripe and empowering, to enable them to take advantage of emerging technologies and support their customers on their digital transformation journeys.



DXC’s Malaysian Global Delivery Centre.