



# **MAKING AN ENTERPRISE DEPLOYMENT WORK:**

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## **Building an ALWAYS ON capability at Zurich Insurance**

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**Matt Kay: DXC Technology**

**Juan Antonio Conde: Zurich Insurance**



# DXC Technology at a glance

**DXC**  

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LISTED  

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NYSE

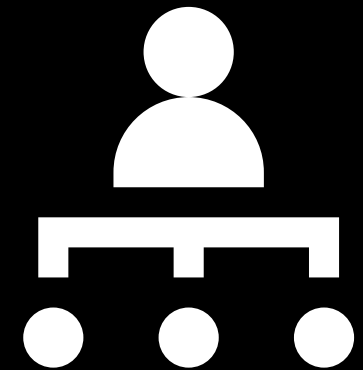
**\$24+B**

global IT  
services leader



**150,000**

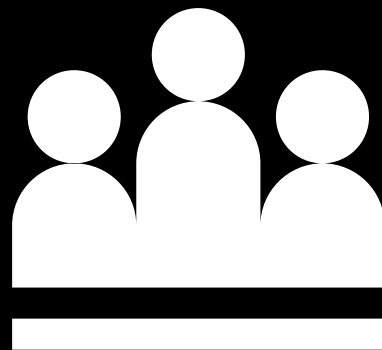
employees  
worldwide



**~6,000**

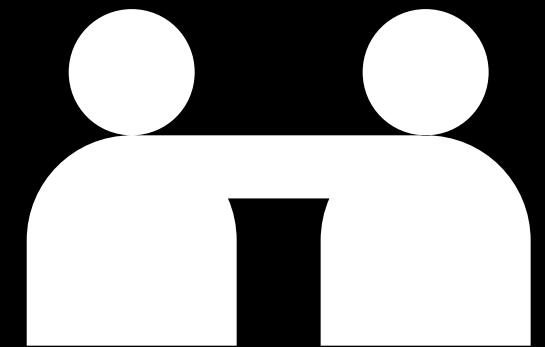
clients

200+ Fortune 500 companies



**250+**

partner network  
with best-of-  
breed partners



# About Zurich Insurance



- Zurich was founded in Switzerland in 1872, and is one of the world's most experienced insurers
- Our customers choose Zurich to protect the people and things they love because they value our knowledge, expertise and stability
- With about 53,000 employees, we provide a wide range of property and casualty, and life insurance products and services
- Zurich's customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations, in more than 210 countries and territories
- Zurich's brand promise of intelligent protection embodies our unique approach to understanding and managing risk

# Business Objectives

Zurich's Strategy:  
Customer Focus, Simplification, Innovation

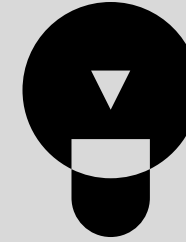
## MEASURE

Digital experience  
across business services



## INNOVATE

Modern product  
offerings



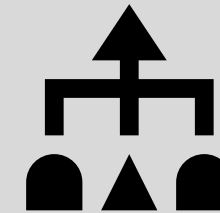
## IMPROVE

Move to  
proactive mode



## SIMPLIFY

Tool rationalization  
and cost transparency



## RESTORE

Service impacting  
issues faster



**10+**

**Business  
units**

**50+**

**Technologies  
monitored**

**20K+**

**End users  
monitored**



**SMALL SCALE  
EUROPEAN DEPLOYMENT  
18 Apps**

**LARGE SCALE  
ENTERPRISE DEPLOYMENT  
100+ apps**



# Collaboration model



- 1. Managed service, providing unitised consumption of software and services**
- 2. Project management of roll-out**
- 3. Automatic integration with Service Management**

- 1. Governed centrally through Service Operational Integration**
- 2. Enterprise Command Center: "ALWAYS ON"**
- 3. Reduce time to market**

# Outcomes

- Improved visibility of the services provided, across silo's and partners
- Key input for Enterprise Command Center
- Acceleration in time to identify and resolve problems
- Provide efficient customer relevant ops
- Shift from reactive to pro-active service improvement

# Recommendations

- **Collaboration:** move from a supplier to partner relationship
- **Transparency:** Break the silo's, sharing performance data
- **Simplification:** Tools rationalization and service/cost model
- **Reusability:** Leverage expertise and lessons learnt helping to drive adoption

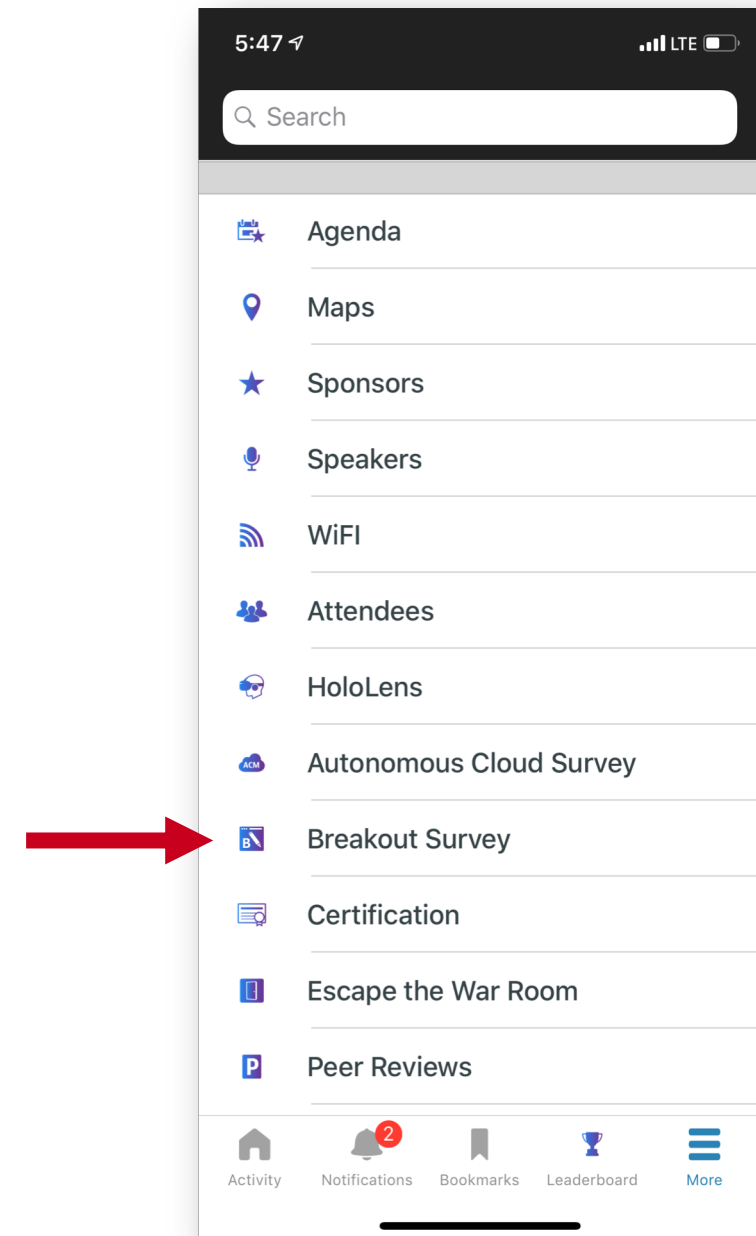


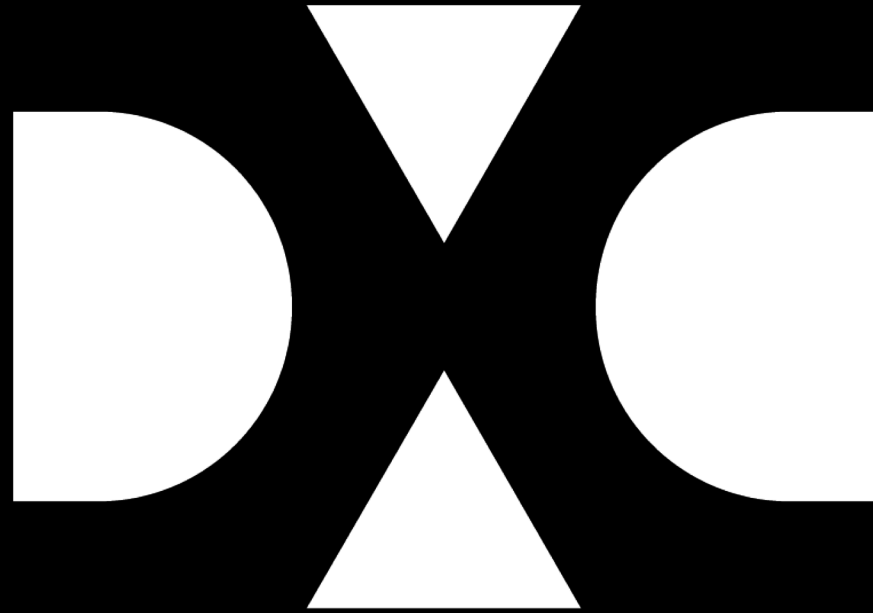
## Let us know how we did!

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- 2 minute survey
- Find it from the Perform app menu
- Complete survey for each breakout you attend

Track = Software Intelligence





**DXC.technology**

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THRIVE ON CHANGE.