# HCLSoftware

# DRYiCE IntelliOps

Enable autonomous IT operations with advanced
AIOps and business flow observability

**HCL DRYiCE**
IntelliOps

# Value of DRYiCE IntelliOps

DRYiCE IntelliOps (IntelliOps) is an AI-first full stack integrated offering aimed at organizations that require an infusion of advanced AIOps to boost their operations ecosystem. It facilitates resilient, predictive, always-on digital services that maximize value within the modern operations landscape. This ensures that businesses can continuously deliver high-quality services while adapting to changing market demands and technological advancements.
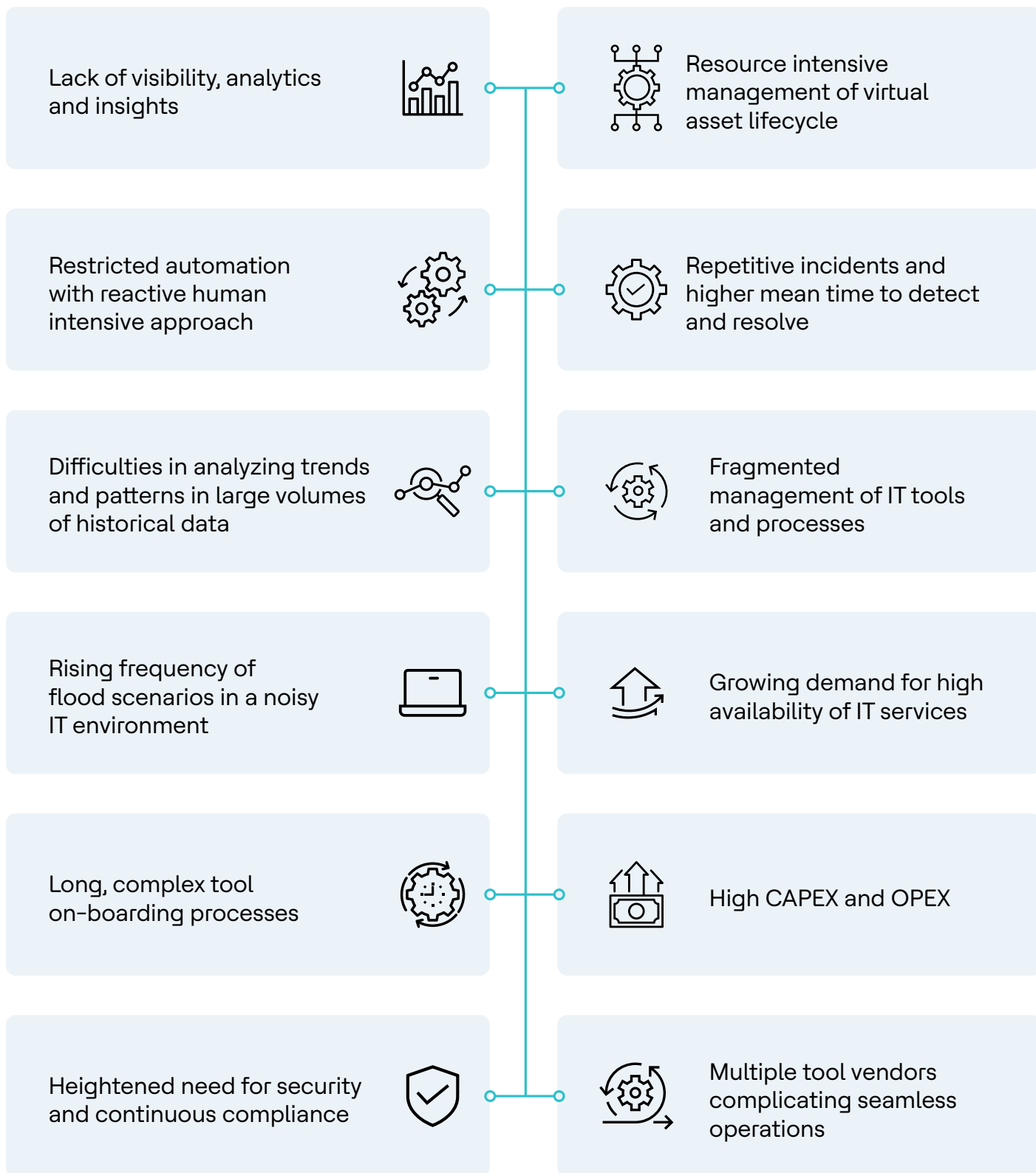
**Utilizing genetically engineered HCLSoftware Intellectual Properties, the offering unifies disconnected IT and business landscapes**



All these capabilities are tied together by service exchange and a cognitive virtual assistant delivering a seamless user experience. IntelliOps streamlines enterprise operations by addressing challenges such as a shortage of subject matter experts (SMEs) for various tools, licensing and maintenance costs, scalability of environments, regulatory and process compliance, complex tool deployment processes and regular patching/upgrades across all layers of business and IT operations. It enables enterprises to easily access a comprehensive and cost-effective, integrated full stack offering, allowing them to focus on value-driven activities rather than administrative and maintenance tasks.

# Challenges Addressed by DRYiCE IntelliOps

Lack of visibility, analytics and insights

Resource intensive management of virtual asset lifecycle

Restricted automation with reactive human intensive approach

Repetitive incidents and higher mean time to detect and resolve

Difficulties in analyzing trends and patterns in large volumes of historical data

Fragmented management of IT tools and processes

Rising frequency of flood scenarios in a noisy IT environment

Growing demand for high availability of IT services

Long, complex tool on-boarding processes

High CAPEX and OPEX

Heightened need for security and continuous compliance

Multiple tool vendors complicating seamless operations

# Key Features

## Plug and play mechanism

Available for various enterprise tools eliminating the need for the customers to bear the initial cost of tool set-up and licensing

## Enterprise-grade security

Compliant with multiple industry standards for security and governance including ISO 27001:2013, FedRAMP, GDPR, SOC 1,and SOC2

## Pre-configured dashboards, views and reports

A rich repository of pre-configured reports and dashboards covering key IT operations KPIs

## Self-service catalog based provisioning

Provisioning of IaaS and PaaS services in a multi-Cloud environment, through an intuitive self-service catalog

## Transparent and flexible pricing

Usage-driven pricing on a pay-as-you-use basis

## Business-ready hosted platform

Seamless integration of enterprise tools in existing IT ecosystem

## Predictive analytics and forecasting

Insightful reports including trending analytics, SLA breach prediction, change failure prediction, capacity forecasting, resource performance, business flow observability and more

## Automation diversity

Intelligent automation across incident remediation, service requests tasks, change requests tasks, scheduled executions, ad-hoc executions, patching, reporting, workload automation and more

## Cognitive virtual assistant

Capability to provide a conversational AI-based interface to the end-users

## Robust governance model

Templated world-class governance practices and processes for an IT ecosystem that is efficient, compliant, secure and audit-ready

# Key Benefits

| | |
|---|---|
| **Maximize value with flexible usage model** | Consume various enterprise tools as-a-service, pay only for what you consume and templatized deployment with minimal manual effort. |
| **Infuse agility in your organizations to maximize user impact** | Insightful reporting can improve speed, maximize data-driven accuracy, business-aligned results and efficiency in their IT operations. |
| **Impeccable user experience** | Powered by a cognitive virtual assistant. |
| **Continuous improvement** | A unified view of the entire IT environment and holistic monitoring ensures continuous identification of gaps to drive ongoing service improvement. |
| **Enhance business performance with end to end visibility** | Pre-configured dashboards, views, reports covering key IT operations KPIs and granular visbility into application helps prevent unplanned downtime. |
| **One step ahead of traditional AIOps** | IntelliOps doesn't limit to traditional IT Ops, instead, super charges with the addition of observability, workload automation, unified reporting and FinOps, cloud lifecycle management and compliance management. |
| **Switch to OPEX from a CAPEX heavy approach** | Consume tool functionalities without the hassle of license management, implementation and tools set-up in as-a-service model and pay only for what you consume. |
| **Augment end-to-end IT landscape with resilient automation** | Intelligent automation powered by ML infused across IT ecosystem layers starting from observability to event management to cloud orchestration, server automation, zero human touch remediation and automated reporting. |
| **Better scalability** | Scale the environment at choice or as per business demands independent of the underlying tools. |

# Success Stories



Reduced MTTR and increased accuracy rates by bringing automation in provisioning and self-healing across all plants for a $4B industrial minerals company resulting in agility, efficiency and resilience in their IT ecosystem

**73%**
Noise reduced

**460+**
Man-hours optimized

**29%**
Tickets automated

**99.9%**
Tools available

**97%**
VM readiness timelines reduced



Improved efficiency, reduced response time and automated the entire incident resolution lifecycle for a leading gas distribution company by implementing unified element monitoring and reporting, event management and automation.

**95%**
Noise reduced

**3600+**
Man-hours optimized

**10**
Business performance dashboards created
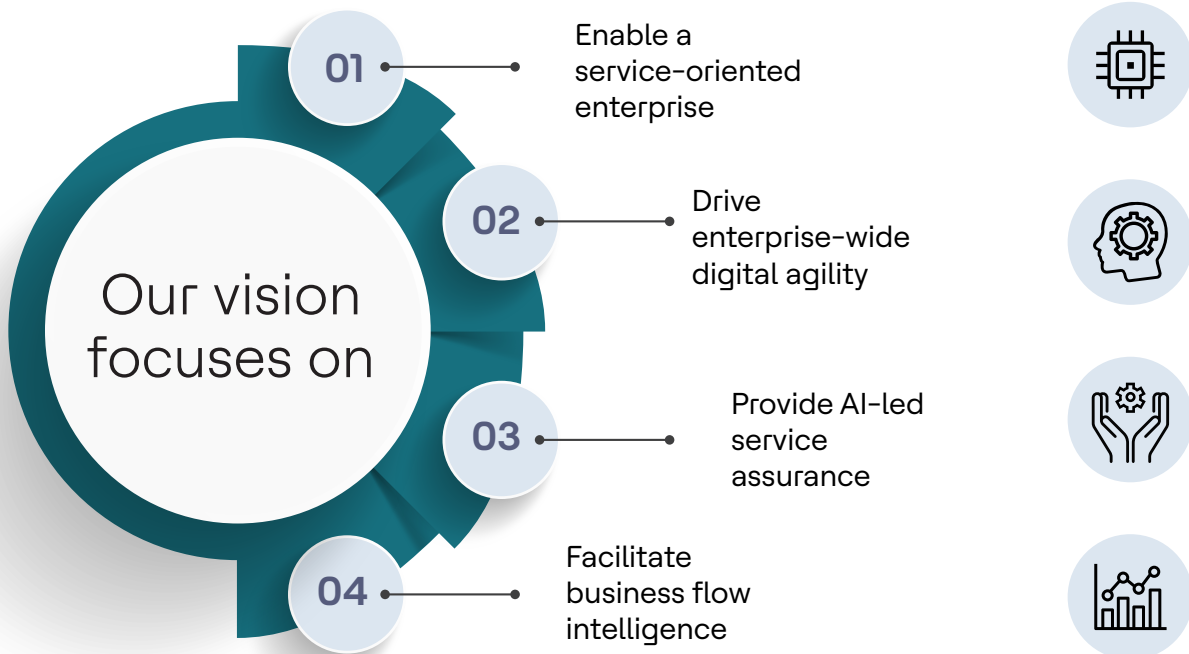
**99.9%**
Tools available

**64%**
Tickets automated

Note: The metrics calculation considers the data points for a 6-month timeline.

# About DRYiCE

DRYiCE™ is HCLSoftware's foray into the world of AI and Intelligent Automation, focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster and cost-efficient manner while ensuring superior business outcomes.

## Our vision focuses on

01 — Enable a service-oriented enterprise

02 — Drive enterprise-wide digital agility

03 — Provide AI-led service assurance

04 — Facilitate business flow intelligence

**Want to know more?**
Visit our webpage or contact us here

# HCLSoftware