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DRYiCE™ iAutomate:
AI-powered intelligent runbook automation

Value of DRYiCE™ iAutomate

Today, IT function plays a very crucial role for an enterprise in ensuring the availability of critical IT and business services, to avoid any financial impact, both in terms of revenue and cost. But IT teams find it difficult to identify and proactively respond to issues due to heterogeneous tools and technologies and increasing complexity of enterprise data centers. In particular, systems are currently facing unprecedented loads leading to a spike in IT-related issues, while employees are still trying to settle in the New Normal. This poses an imminent risk to the business services, and its mitigation is a challenge faced by every CIO.

A significant volume of these issues are repetitive, recurring, and mundane and require substantial human effort, multiple employees for resolving a single issue. This has a direct impact on the efficiency of the bottom-line and the employees, necessitating the invention of new approaches that can lead to a resilient enterprise.

Adopting Intelligent Automation solutions is the key to building resilience. Intelligent Automation is no longer a choice, but instead a requirement. By leveraging such solutions, enterprises can deliver a superior customer experience with significantly lower waiting time. DRYiCE iAutomate (iAutomate) is one such AI-led runbook automation solution that enables CIOs to automate runbooks driving higher efficiency and agility in their environment.

iAutomate is an Intelligent Runbook Automation product that brings Artificial Intelligence (AI) and Automation together to simplify and automate enterprise IT operation lifecycle. It leverages Machine Learning (ML) and Natural Language Processing (NLP) to comprehend issues, recommend corrective actions, and initiate automatic resolution, enabling zero-touch automation. By leveraging a repository of over 3000+ configurable and reusable runbooks, it provides robust end-to-end incident remediation and task automation across the infrastructure and applications landscape.

Challenges addressed by iAutomate

IT infrastructure and strategy

- Reducing operating costs is paramount while enterprises are preparing for potential financial distress in the New Normal
- Automation takes precedence over other strategy line items
- Lack of self-service mechanisms and limited channels of support leads to enormous strain on IT functions and service desks leading to long waiting time and inconsistent user experience

IT operations

- Sudden surge in the number and age of tickets as employees try to settle in the New Normal
- Shortage of Subject Matter Experts when enterprises need them the most
- Managing influx of new category tickets while the process still requires extensive human intervention

Cultural transformation

- Remote working could become the New Normal; 20% workforce may never return to their working locations!
- The "Tap the Shoulder" approach is not going to work anymore; employees will have to be enabled and empowered to operate independently

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DRYiCE AI & Intelligent Automation

Key features

Self-Service driven identification of Automation candidates

Intelligently analyze ticket data from IT Service Management platform to identify potential automation candidates

Machine Learning and NLP-enabled

Leverage NLP to understand and analyze the context of the issue, recommend the most relevant solution from its repository, trigger it automatically for remediation

Automation diversity

Supports different types of automations –
- Incidents,
- Service Requests Tasks
- Change Requests Tasks
- Event-driven remediation
- Scheduled Executions
- Ad-Hoc Executions, and many more

OOB runbook repository

- More than 3000+ reusable and configurable runbooks available out of the box
- Customizable based on client's existing processes and other requirements
- Build non-existent automated workflows on the fly

Enterprise-grade security

Ensure security of your closed-loop automations through various mechanisms, like:
- Data encryption
- Token-based authentications for integrations
- SAML-based authentications
- Key rotation mechanism to avoid eavesdropping

Real-time updates

- Track the actions performed by automations on target end points on a real-time basis
- Leverage the data for auditing and governance for future knowledge recommendation
- Proactive mail notifications to detect stopped / paused jobs for better visibility and troubleshooting

Knowledge assistance

- Aggregates knowledge from multiple enterprise sources, internaland external to build a unified knowledge base
- Proactive Knowledge Assistance to human agents for faster resolutions

Dashboard

Capture metrics for your automations and track the performance of the automation platform

Business benefits

Rapid time-to-value

- Quick implementation in 6 to 8 weeks*
- Leverage 1500+ reusable and configurable runbooks out of the box
- Achieve zero-touch automation state in 4 to 5 months*

Reduce costs

- Achieve up to 30% reduction in service desk related costs
- Quick and high ROI

Mitigate risks

- Avoid operational risks and ensure compliance by avoiding critical outages
- Reduce escalations and improve SLA compliance by up to 20%
- Achieve up to 85% reduction in Mean-time-to-resolve

Drive higher efficiency

- Automate redundant tasks and let employees focus on high-value activities
- Reduce manual effort by 30% to 60%
- Improve customer satisfaction by up to 50% by providing faster incident and service request resolutions

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Success stories

$ 209B supermajor Oil and Gas company embeds end-to-end incident resolution software to halt ticket escalation and increase "One Touch" interactions with DRYiCE iAutomate

DRYiCE iAutomate enables end-to-end Automation for a $17B F500 Medical Technology company with with 70,000+ employees

Processed

19000+
incidents autonomously

149,000+
tickets resolved automatically

1300+
man hours saved

~88%
reduction in MTTR for in-scope tickets

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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.

Drive enterprise-wide digital agility

Facilitate business flow intelligence

Our vision focuses on

Enable a service-oriented enterprise

Provide AI-led service assurance

Want to know more?
Visit our website at **dryice.ai** or write to us at **dryicemarketing@hcl.com**

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