HCLSoftware

DRYiCE iControl

Payment observability solution

HCL DRYiCE
iControl

Understanding the payments industry

Ranging from large enterprises purchasing raw materials or paying their employee's salaries to a consumer purchasing an item online, payments underpin these flows and enable seamless functioning of society. While there are a huge variety of payment types, each with its behaviors, what is common is that the market demands faster processing and clearer visibility into the status of their payment within the value chain.

This demand is being met with progress on several fronts, whether technological or standards-based. Starting with SWIFT GPI in 2016, which provided visibility into cross-border payments, the increasing adoption of the ISO 20022 standards will enable end-to-end standardization of data across the entire payments value chain, which enterprises can leverage to provide additional products and services to their customers.

On the consumer side, additional security checks such as 3DS2 ensure that consumer payments are more and more secure, while the expanded adoption of real-time transfer results in consumers demanding a higher level of performance from their financial institutions.

Financial institutions must take a two-pronged approach to stay ahead of the curve:

01. Seize the opportunity provided by the improved data to gain a full understanding of the performance of their payments, and identify new offerings for their customers.

02. Ensure that customers' increased expectations around RTP are met and any performance degradation is identified and resolved as quickly as possible.

Value of DRYiCE™ iControl for payments industry

DRYiCE iControl ("iControl") is a business flow and process observability solution that provides real-time actionable visualization of the business processes, their integration, and associated systems to financial services organizations. It provides IT and operations a granular view into process segments against KPIs and defined SLAs.

It's a watchdog for the accuracy of business process, identifies potential process failure steps and critical KPIs, predicts and analyzes the business impact of any modifications made to the process or any impending failures in the system.

iControl is embedded with industry process intelligence and is backed by HCL Technologies experience in delivering business process services to financial enterprises. We have funnelled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view with comprehensive insights for forecasting and resolving possible risks.

Key industry challenges

Lack of adequate reporting and application monitoring systems

Lack of service reporting and customizable visualizations

Tracking business metrics against each step of business workflow

Delay in identifying performance degradation

Key Features

01

Realtime process performance visualization
Ability to track business flows and provide real-time performance view of critical business controls

02

Hierarchical & impact drilldowns
View performance of critical business controls at the highest level with the ability to drill-down through increased levels of granularity

03

Historical & predictive analytics
Leverage machine learning engine to provide trend prediction based on historical data

04

Enterprise view
Ability to roll-up status of controls (using weightings) to provide a holistic view of functions, geographies and other key reporting groups

05

Cloud ready deployment
Splunk Cloud Certified

06

Service tree widget
Displays hierarchical weighted performance of a selected value, its children and ancestors

07

Parent child flow
All flows which are associated to the one displayed will be listed as either a parent or a child flow

08

Customizable persona based dashboards & reporting
Personalized view of critical controls and performance for reporting and faster decision making

Key Features

09

Flexible data grouping & weighted aggregations
Ability to define 'custom' reporting groups & assign weighting to critical controls that are taken into consolidated target and flow dashboards

10

Intuitive flow designer
Create and store business flows and process steps Expand process steps into sub-flows

11

Business controls powered by rules engine
Business KPIs linked to operators and owners to measure performance and provide transparency on responsibilities

12

Industry solution pack
Ready templated flows to accelerate creation of Banking, Retail, Life Sciences and Healthcare, Energy and Utility, Oil and Gas, Insurance, Manufacturing, Trasportation & Logistics, Travel, Aerospace & Defense and IT Service Management specific new flows

13

Calendar widget
Displays either summary or grouped historical performance data

14

Role based access control
Restrict access to edit controls to authorized personnel to maintain an audit of change history

15

Amber warning thresholds
Configure Amber warnings in RAG reporting for all Target types

16

Data model for ad-hoc reporting
Data model for ad-hoc reporting for deeper and insightful data analysis

Key Benefits

DRYiCE iControl enables organizations to transition from point monitoring of applications, infrastructure, processes and clients to a single end-to-end managed operation ensuring the fulfilment of business outcomes. By implementing iControl, organizations have the opportunity to:

Improve stability, pro-activity and MTTR (Mean Time To Repair)

Reduce IT and business manual workarounds

Pro-actively detect business-critical issues and improve MTTI (Mean Time to Identify)

Provide transparency on agreed performance statistics for both IT and business

Achieve rapid agreement between business and IT on root cause identification

Identify business process areas which are more susceptible to risks

Consistently meet regulatory performance needs

Provide visibility to business operations of trade issues in the end-to-end flow

Improve business operations by meeting regulatory requirements and timelines

Improve customer perception and retain business

Use Cases

Payment errors require manual intervention

When payments are in error status

iControl observes

- Payments in manual repair stage/fatal status
- Process stage drilldowns
- Transaction details
- Map of affected business areas

Payment abnormalities

When Operations need to predict

iControl learns

- Queue counts
- Processing rates
- Value breaches
- Historical analysis
- Threshold attainment

Payments in difficulty & missed EOD cut-offs

When Operations needs to know

iControl displays

- Payment inactivity
- EoD cut-off proximity & risk
- Payment alerts
- Payment volumes
- Payment breaches

Payment summaries

When the business needs an operational view

iControl presents

- Persona-based summaries
- User metrics
- Predictive leading indicators
- SLA performance
- Flow performance & cut-offs
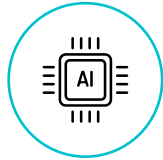- Business performance

About DRYiCE

DRYiCE is a division of HCL Technologies focused on building industry-leading software products for transforming and simplifying IT and business operations by leveraging AI and Cloud.
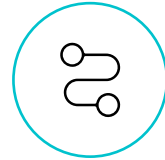
Our vision focuses on:

Enabling a service Oriented enterprise

AI-led service assurance

Driving enterprise-wide Digital agility

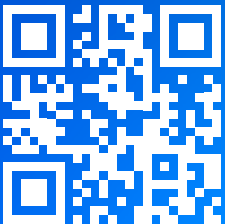**Business flow Intelligence**

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

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Fueling the Digital+ Economy

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