

# HCLSoftware

## Introduction to DRYiCE iControl



**HCL DRYiCE**  
iControl

In today's increasingly complex business environment, the C-suite's ability to take strategic decisions and respond with agility is hampered due to a lack of visibility across distributed systems, siloed workflows, and disparate processes. This is where an Enterprise Control Center driven by business-flow observability and delivered by DRYiCE iControl™ can help.

## Introduction to iControl

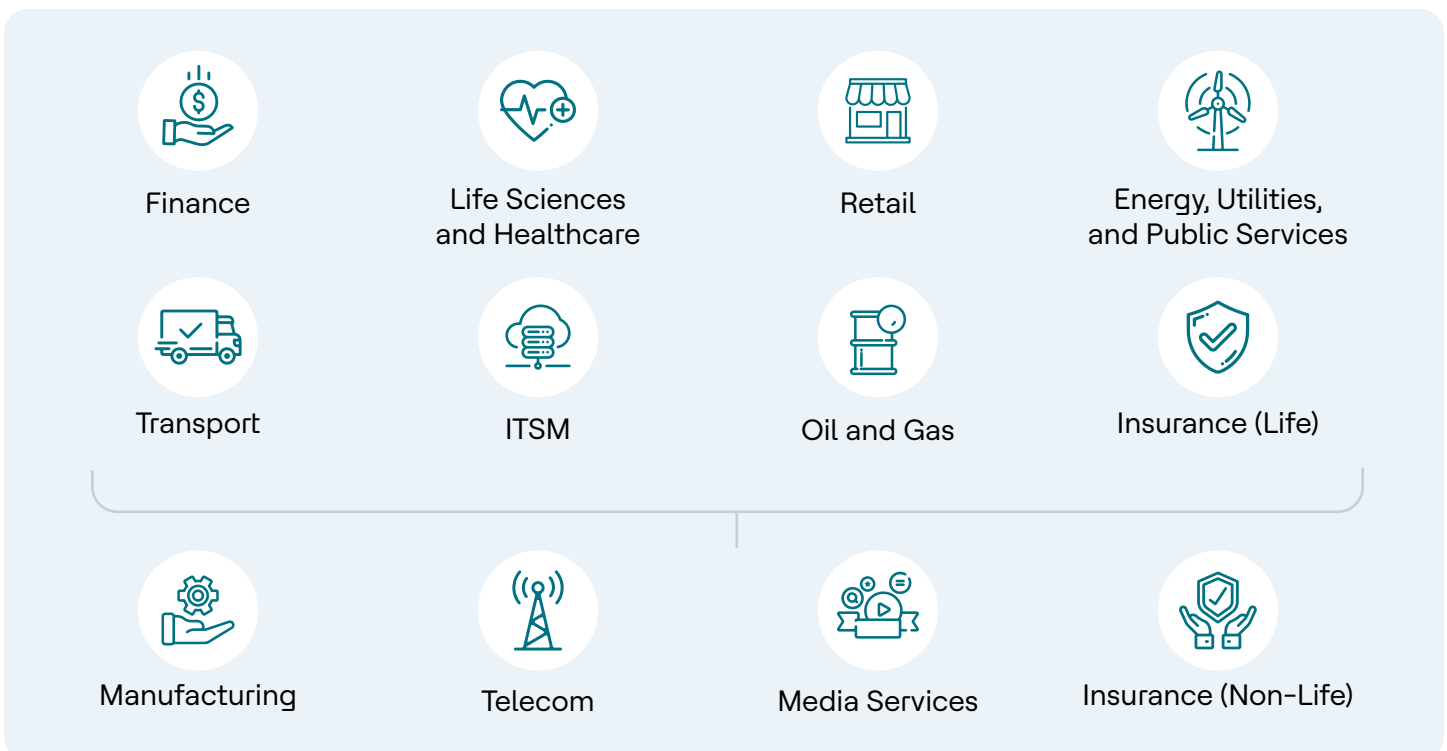
iControl presents an Enterprise Control Center product for businesses to have real-time business flow observability. With meaningful views for both business and technology, it delivers end-to-end visibility for everyone in the ecosystem involved in these business flows, from CXOs to the operations teams. It provides insight into critical business flows allowing those involved to uncover potential errors and promptly optimize these processes based on real-time data.

As an advanced business observability product, it ensures businesses with complex processes build up their resilience and minimize foreseeable risks through real time observability and predictive analytics. For business users, iControl provides business contextual, persona-based reporting, and aggregated control performance.

By delivering a collaborative view of business process across business and IT, iControl helps businesses understand flow performance, where the breaks occur and what part of technology is affecting the business performance. All this leads to clear dependencies and ownerships along with quicker impact assessment and response.

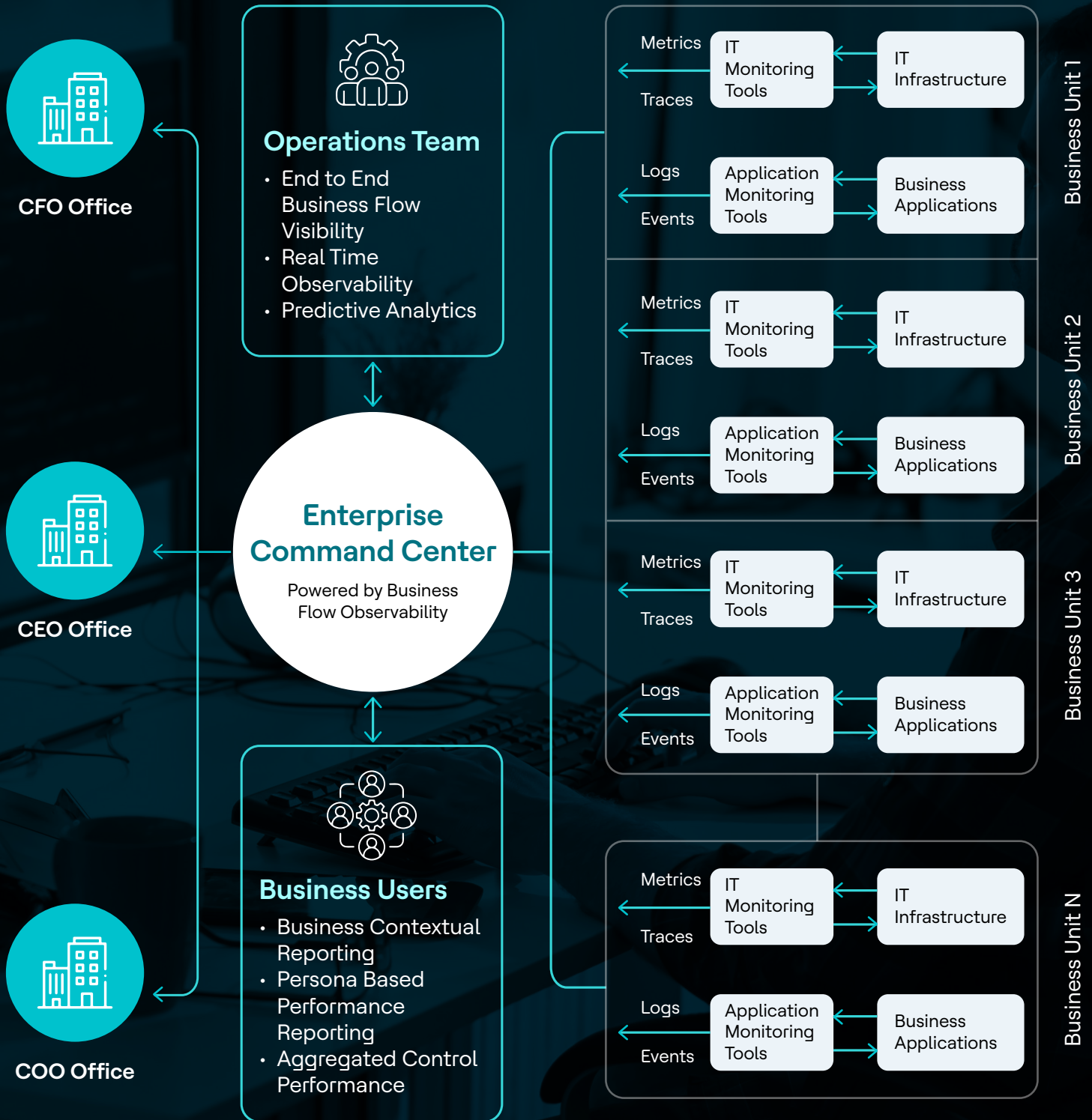
## Domain Packs

While iControl is industry-agnostic, the deep industry experience HCL brings has enabled domain packs that address process and business flow challenges faced by certain verticals. The domain packs are easy to install and implement.



# Why iControl is your best bet

iControl uses intelligent business process flow observability to investigate problems that cannot be identified by traditional monitoring. It creates and delivers real-time performance visualization by taking a top-down view across flows, focusing on key performance indicators and service level targets. This approach enables organizations to go beyond limited silo-based monitoring of processes and generate a comprehensive set of analytics designed to provide actionable intelligence to predict, prevent, and resolve potential issues.



# iControl Features



## Flow Designer:

Create and store business flows and process steps using the proprietary intuitive flow designer. Users can also expand process steps into sub-flows.



## Hierarchical and Impact Drilldowns:

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



## Realtime Process Performance Visualization:

Ability to track business flows and provide real-time performance view of critical business controls associated with the respective flows.



## Customizable Persona-Based Dashboards:

Personalized view of critical controls and performance for faster decision making.



## Enterprise View:

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



## Business Controls Powered by Rules Engine:

Business KPIs linked to operators and owners to measure performance and provide transparency on responsibilities.



## Predictive Analytics:

Leverage Machine Learning engine to generate predictions based on historical data to provide trends.



## Intelligent Alerts:

Granular control over alerts that integrate anomaly detection with alert systems.



## Flexible Data Grouping and Reporting:

Ability to define 'custom' reporting groups for further analysis.



## Role Based Access Control:

Restrict access to edit controls to authorized personnel to maintain an audit of change history.

# iControl Features



## Calendar Widget:

Displays either summary or grouped historical performance data.



## Service Tree Widget:

Displays hierarchical weighted performance of a selected value, its children and ancestors.



## Import/Export of Flows and Data Streams:

Ability to migrate flows, associated targets and data streams across instances and environments.



## Amber Warning Thresholds:

Configure Amber warnings in RAG reporting for all Target types.



## Data Model for Ad-hoc Reporting:

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

# Systems Requirements (Hardware\* and Software)

- Where Splunk is present, iControl can be installed on existing infrastructure in nearly all cases, assuming the minimum hardware recommendations are met or exceeded for the current Splunk implementation. For clustered environments, it is recommended that installation is done under supervision of an iControl consultant.
- Greenfield refers to environments where Splunk has yet to be installed within the organization. For Splunk and iControl to be installed, infrastructure must be in place that meets or exceeds the below specifications. The iControl team will perform an architectural design of the environment to ensure that the performance is optimal.

## Hardware Recommendations

<b>Hardware</b>	Intel 64-bit XEON or equivalent architecture
<b>CPU</b>	4 x 4-core (16 cores total) at 2+ GHz per core
<b>Memory</b>	16 GB RAM
<b>Disk</b>	100 GB 10K RPM SAS
<b>Network</b>	Standard 1 GB Ethernet NIC
<b>OS</b>	Linux 64-bits version
<b>Installed Applications</b>	Splunk v8.+ Splunk Machine Learning Toolkit v3 or v4
<b>Access Requirement</b>	Linux account (must be able to sudo) SSH access to the server Splunk admin credentials Splunk management port must be opened to 8089 DRYiCE consultants must be onboarded to CLIENT (including network)
<b>Browser</b>	iControl is not compatible w Browser ith Microsoft Edge

\* Note: Hardware recommendations are based on Splunk's official documentation

# Deployment options

iControl supports various deployment models:



**Managed  
Hosted Offering**



**On-Premise**



**Public / Private  
/ Hybrid Cloud**

## Implementation Process



### **Process Discovery**

Defining the Business  
and IT Services



### **Performance Metrics Design**

Define the Metrics, Service  
Level Targets and KPIs to  
be Measured



### **Data Identification Design**

Defining what data  
will be mined from  
monitoring tools to  
establish the real  
metric performance



### **Measure and Improve**

Ensuring solution  
delivers the value



### **Monitoring Delivery**

Implementing in  
Monitoring Tooling  
(iControl)

# Benefits of Control Center (iControl)

With iControl, enterprises can go from point-monitored siloed applications, infrastructure processes, and clients to continuously observed single, end-to-end processes, driven by intelligent analytics.

Importantly, enterprises can demonstrate to regulators that business flow works on time – documented and measured business controls against the process flow



**01.** Give business context to your tech data through business flow observability



**02.** Improve stability in business health with the support of predictive actionable inputs



**03.** Meet regulatory requirements effortlessly since iControl measures business KPIs



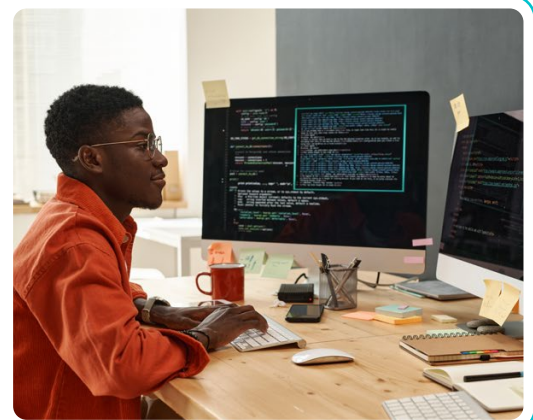
**04.** Prioritize your business' productivity and profitability with end-to-end visibility on business flows



**05.** Protect your enterprise's tech investments with iControl

## Business Outcomes:

- ~60% reduction in service level outages
- ~20% decrease in escalations
- ~30% Typical Mean Time to Identify (MTTI) Improvement
- Improved alignment of IT and Business Objectives



For more product details about iControl, click [here](#).

For queries, write to [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com)



# HCLSoftware

Fueling the Digital+ Economy

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## About HCLSoftware

HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and supports over 30 product families in the areas of Digital Transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products.