

DRYiCE™ iControl

Payment process observability
solution



Overview

Customer expectations are ever increasing, driving new products and services in the Fintech world. In this fast changing environment, you need to ensure that these new products/services are monitored effectively. Smooth operations and minimal disruption is the state of desire, making sure you head off any potential issues before they occur.

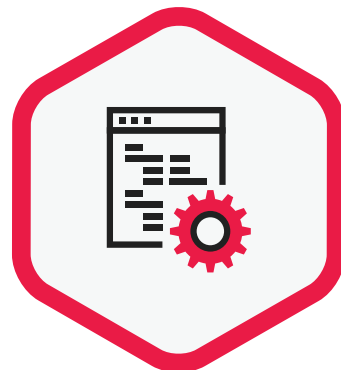
Real-time visibility with predictive analysis is now the normal expectation from all business intelligence and analytical tools, but they are still point solutions with very few providing end-to-end (E2E) business performance for products and services, especially where numerous applications, manual processes, and vendors are involved.

DRYiCE™ iControl (iControl) is an E2E payment process observability solution, using Intelligent business process flow observability to investigate problems that cannot be framed by traditional monitoring. It creates and delivers real-time performance visualization by taking a top-down view across the payment flows, focusing on key performance indicators and service level targets. This approach enables organizations to go beyond limited silo-based monitoring of payment processes and generate a comprehensive set of analytics designed to provide actionable intelligence to predict, help prevent, and resolve potential issues.

Know your Payments with iControl



Digitize the E2E
payments
process flow



Get a view of anomalies
in the number of
payments processed

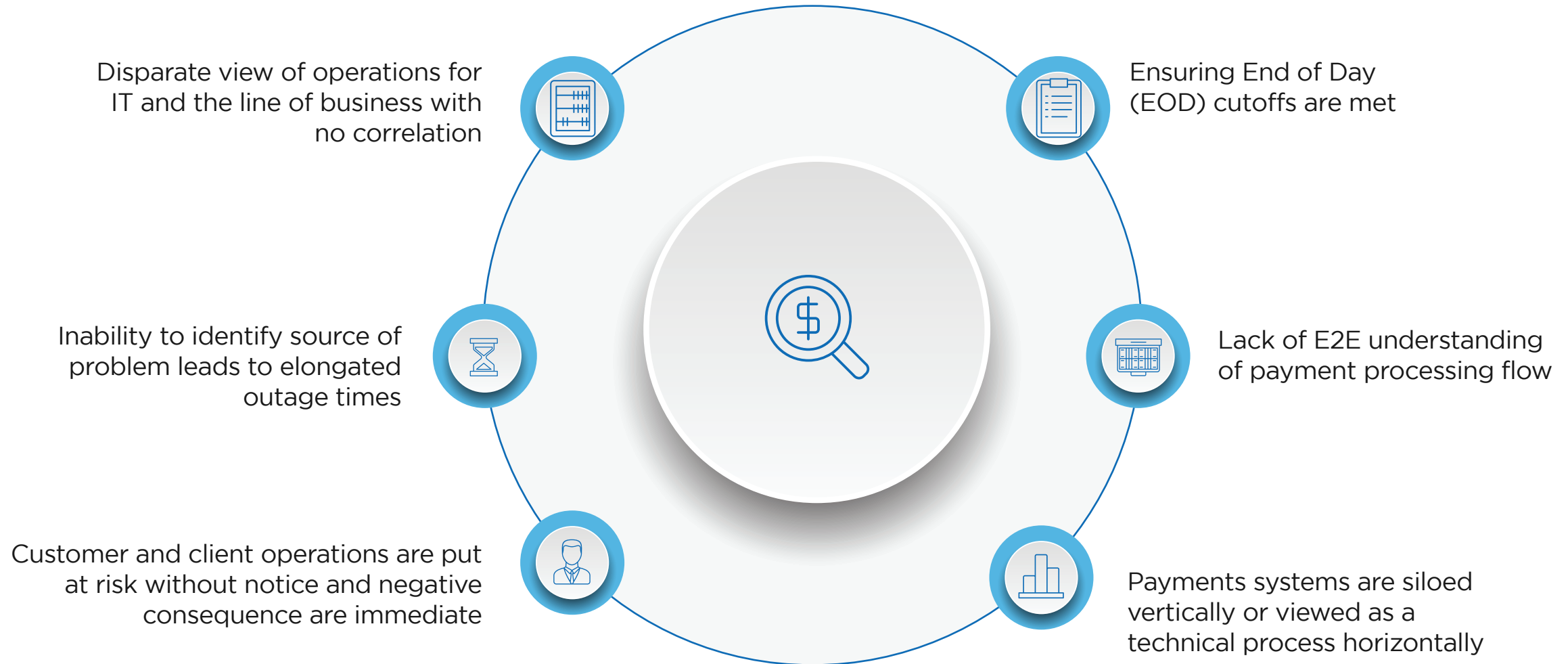


Understand which
payments are stuck or will
miss clearing cut-offs

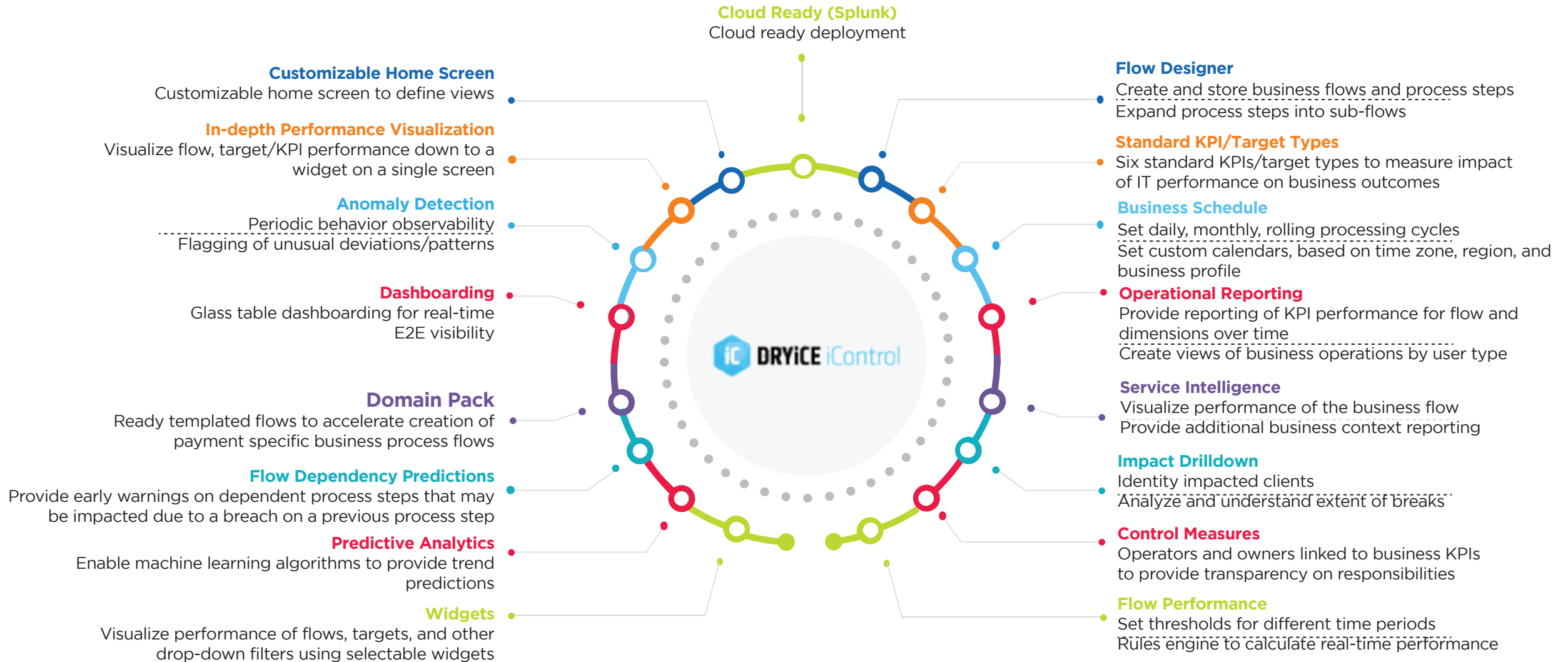


Leverage standardized
payments processes to quickly
implement the E2E flow

Payment Observability Challenges



Key Features



Key Benefits

iControl enables organizations to transition from point monitoring of applications, infrastructure, processes, and clients to a single E-2-E managed operation ensuring the fulfillment of business outcomes. By implementing iControl, organizations have the opportunity to:



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



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



Achieve rapid agreement between business and IT on root cause identification



Consistently meet regulatory performance needs



Improve business operations by meeting regulatory requirements and timelines



Reduce IT and business manual workarounds



Provide transparency on agreed performance statistics for both IT and business



Identify business process areas which are more susceptible to risks



Provide visibility to business operations of trade issues in the E2E flow



Improve customer perception and retain business

Use Cases

Payment errors requiring manual intervention



Payment in error status

iControl Observes

- Payments in manual repair stage/fatal status
- Process stage drill down
- Transaction detail
- Affected business area mapping

Payment difficulty in missing EoD cut-offs



Operation needs to know

iControl Displays

- Payment inactivity
- EoD cut-off proximity and danger
- Payment alerts
- Payment volumes
- Payment breaches

Payment Abnormalities



Operation needs to predict

iControl Machine Learning Identifies

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

Payment Summaries



Operational views

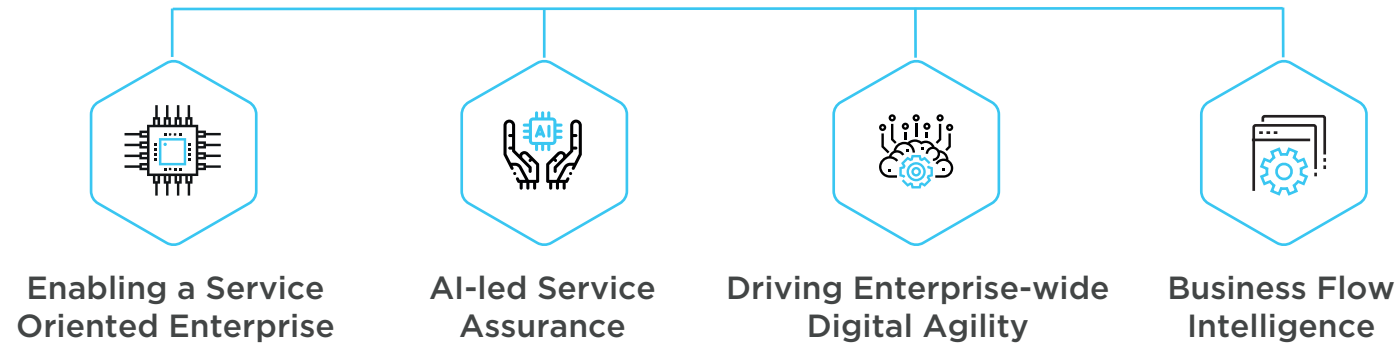
iControl Dashboards

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

About DRYiCE Software

DRYiCE Software 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:



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