DRYiCE by HCL Technologies

HCL

Life sciences business process observability solution

Predict to prevent

Product Brochure

DRYiCE iControl

DRYiCE iControl

Understanding the Life Sciences industry

The technological advancements in the pharmaceutical and biotechnology sectors are revolutionizing the way research and development are conducted by life sciences organizations. This growth is exciting but results in insecure collaboration and significant challenges to operational efficiency. Add to it the complex regulatory and compliance initiatives that are increasingly being introduced by industry bodies, and the result is organizations seeking real-time, proactive monitoring solutions. Such solutions will enable them to stay ahead of complications, minimize costs, and drive operational excellence to enhance compliance and produce a competitive advantage.

The current localized and siloed monitoring of many business functions renders it incapable to predict the impact of a breakdown on the overall business. In addition to identifying compliance violations, an efficient monitoring solution would enable organizations to gather intelligence and track all business processes to create an end-to-end holistic view across organizational boundaries.

DRYiCE iControl

Value of DRYiCE iControl

DRYiCE iControl (iControl) is a business process observability solution for Life Sciences that provides real-time visualization of the full set of business processes, their integrations and associated systems, providing IT and operations a granular view into process capability against key performance indicators and defined service level agreements. iControl adapts a holistic, data-centric, and observability driven approach that emphasizes on exploratory capabilities, and extends the traditional monitoring by a significant reach. It enables organizations to leverage the data for regulatory requirements and flag any potential non-compliance. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and recognizes the process enhancement opportunities.

iControl is embedded with industry process intelligence and is backed by decades of HCL's experience in delivering business process services to Life Sciences enterprises. We have funneled 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 and actionable intelligence for forecasting and resolving possible risks.

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Key industry challenges addressed

Localized data view

Life Sciences offerings go through multiple linear processes, from R&D to development to dispensing, before they are launched commercially. The end-to-end chain of operations involves multiple information systems, each with its own monitoring stack producing localized data flow views

Technical monitoring

Most of the monitoring tools track only technical parameters of jobs and processes, and are incapable of drilling-down to business impact of a breakdown

Dynamic industry regulations

Life Sciences industry operates under the ambit of complex and dynamic regulatory and compliance requirements

Lack of proactive alerts:

Industry-leading monitoring solutions generate alerts after a breakdown, leading to loss in revenue and increase in time-to-market

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Key features

Cloud Ready (Splunk)
Cloud ready deployment

Customizable Home Screen
Customizable home screen to define views

Widgets
Visualize performance of flows, targets, and other drop-down filters using selectable widgets

Domain Pack
Ready templated flows to accelerate creation of Life Sciences specific new flows

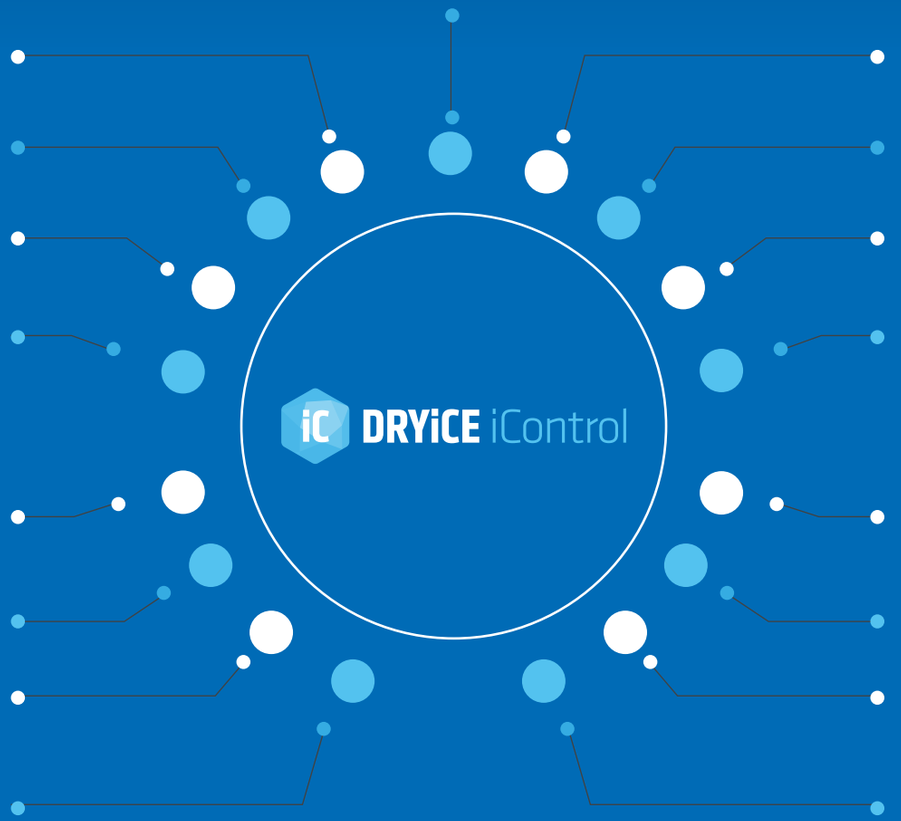
Flow Performance
Set thresholds for different time periods
Rules engine to calculate real-time performance

Predictive Analytics
Enable machine learning algorithms to provide trend predictions

Flow Designer
Create and store business flows and process steps
Expand process steps into sub-flows

Standard KPI/Target Types
Six standard KPIs/target types to measure impact of IT performance on business outcomes

Flow Dependency Predictions
Provide early warnings on dependent process steps that may be impacted due to a breach on a previous process step



Dashboarding
Glass table dashboarding for real-time end-to-end visibility

Impact Drilldown
Identity impacted clients
Analyze and understand extent of breaks

Service Intelligence
Visualize performance of the business flow
Provide additional business context reporting

Control Measures
Operators and owners linked to business KPIs to provide transparency on responsibilities

Operational Reporting
Provide reporting of KPI performance for flow and dimensions over time
Create views of business operations by user type

Anomaly Detection
Periodic behavior observability
Flagging of unusual deviations/patterns

Business Schedule
Set daily, monthly, rolling processing cycles
Set custom calendars, based on time zone, region, and business profile

In-depth Performance Visualization
Visualize flow, target/KPI performance down to a widget on a single screen

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Key benefits

Accelerate time-to-market

Improve customer experience and retain business

Reduce cost-to-serve

Identify risk prone business processes

Reduce upfront cost of automation

Provide transparency on agreed performance statistics for both IT and business

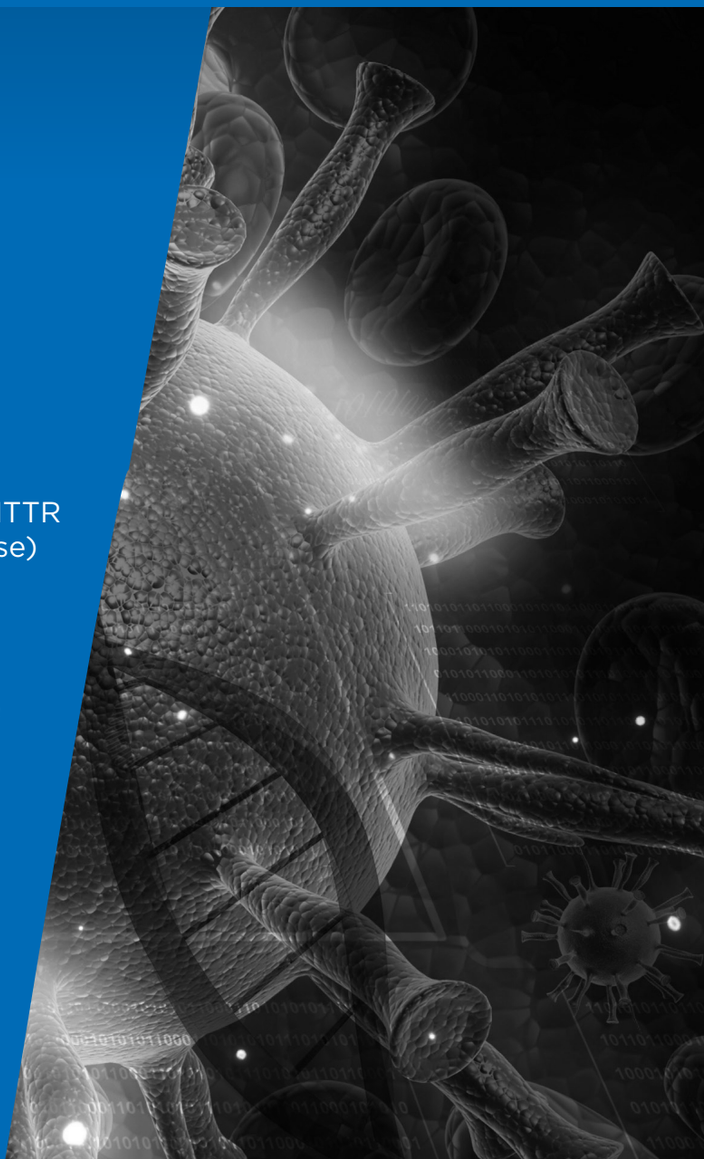
Improve stability and MTTR (Mean Time To Response)

Reduce IT and business manual workarounds

Detect business-critical issues proactively and boost MTTI (Mean Time to Identify)

Consistently meet regulatory performance needs

Achieve rapid agreement between business and IT on root cause identification



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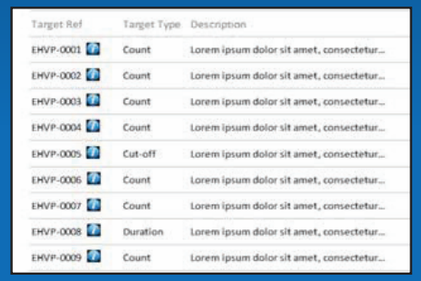
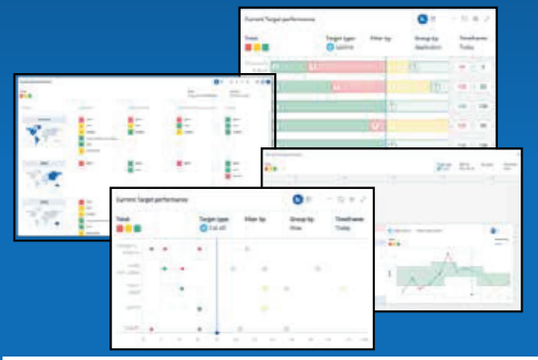
iControl Methodology



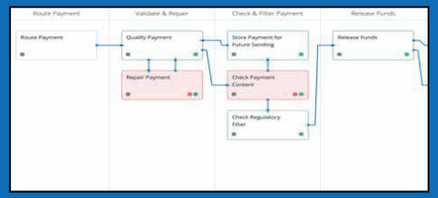
Target Ref	Target Type	Description
EHVP-0001	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0002	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0003	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0004	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0005	Cut-off	Lorem ipsum dolor sit amet, consectetur...
EHVP-0006	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0007	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0008	Duration	Lorem ipsum dolor sit amet, consectetur...
EHVP-0009	Count	Lorem ipsum dolor sit amet, consectetur...

Define the controls & metric measures at each process step



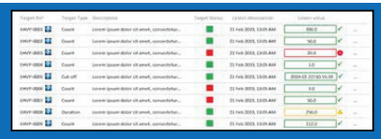
Stream the data into iControl

1. Map the process to define the Business outcome



2. Define the controls & metric measures at each process step

3. Define “what data will be mined from systems?” to establish the real metric performance



4. Stream the data into iControl

5. Ensuring solution delivers the value

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Life Sciences Use Case : Monitoring laboratory equipment

In-process quality control

When the business needs performance analytics, iControl presents:

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

Missed SLA cut-offs

When Operations needs to predict, iControl learns:

- Issue counts
- Resolution rates
- Historical analysis
- Threshold attainment

Abnormalities

When Operations needs to know, iControl displays:

- Equipment inactivity
- SLA cut-off proximities
- Alerts

Summaries

When equipments in error status, iControl observes :

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

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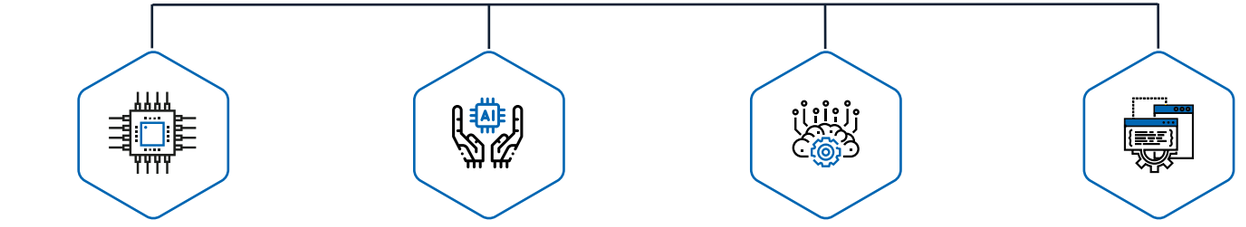
About DRYiCE Software

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:

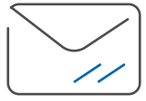


Enabling a Service Oriented Enterprise

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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