

# DRYiCE iControl

Payment Observability Solution



## Understanding the Payments industry

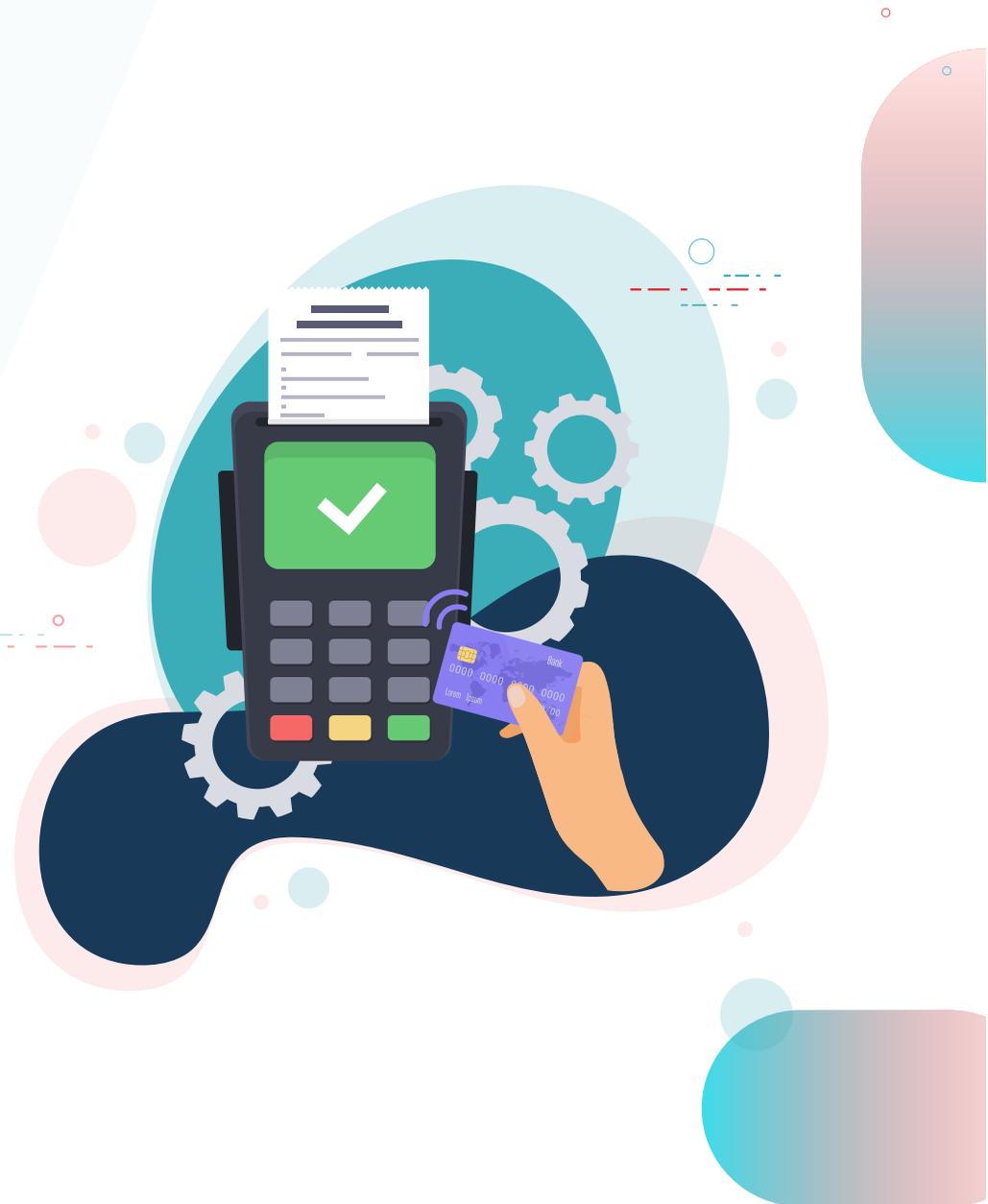
Ranging from large enterprises purchasing raw materials or paying their employee's salaries to a consumer purchasing an item online, payments underpin these flows and enable seamless functioning of society. While there are a huge variety of payment types, each with its behaviors, what is common is that 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:

- 1 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.
- 2 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.

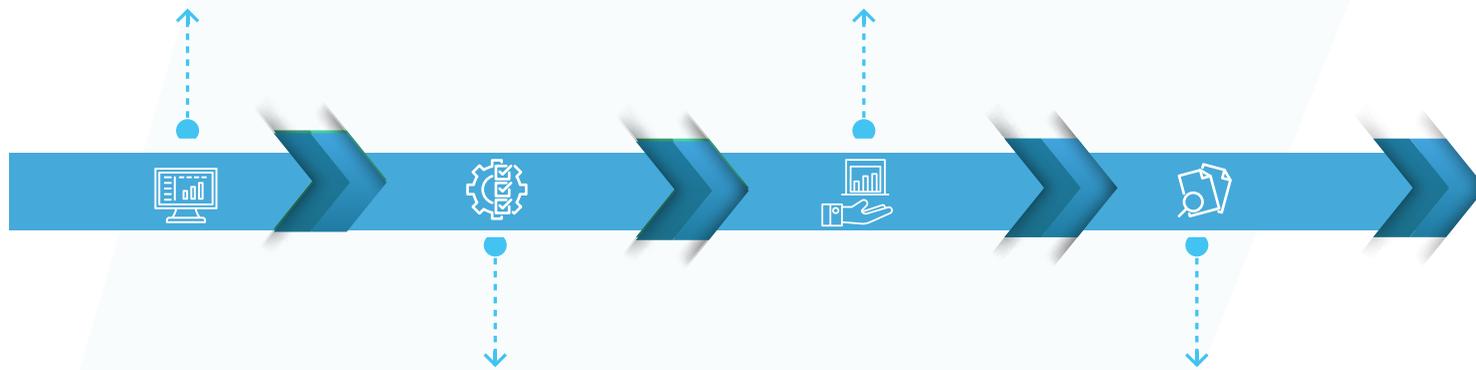
iControl is embedded with industry process intelligence and is backed by HCL Technologies experience in delivering business process services to financial enterprises. We have funnelled decades of industry expertise gained while managing some of the industry’s largest IT infrastructures into creating 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

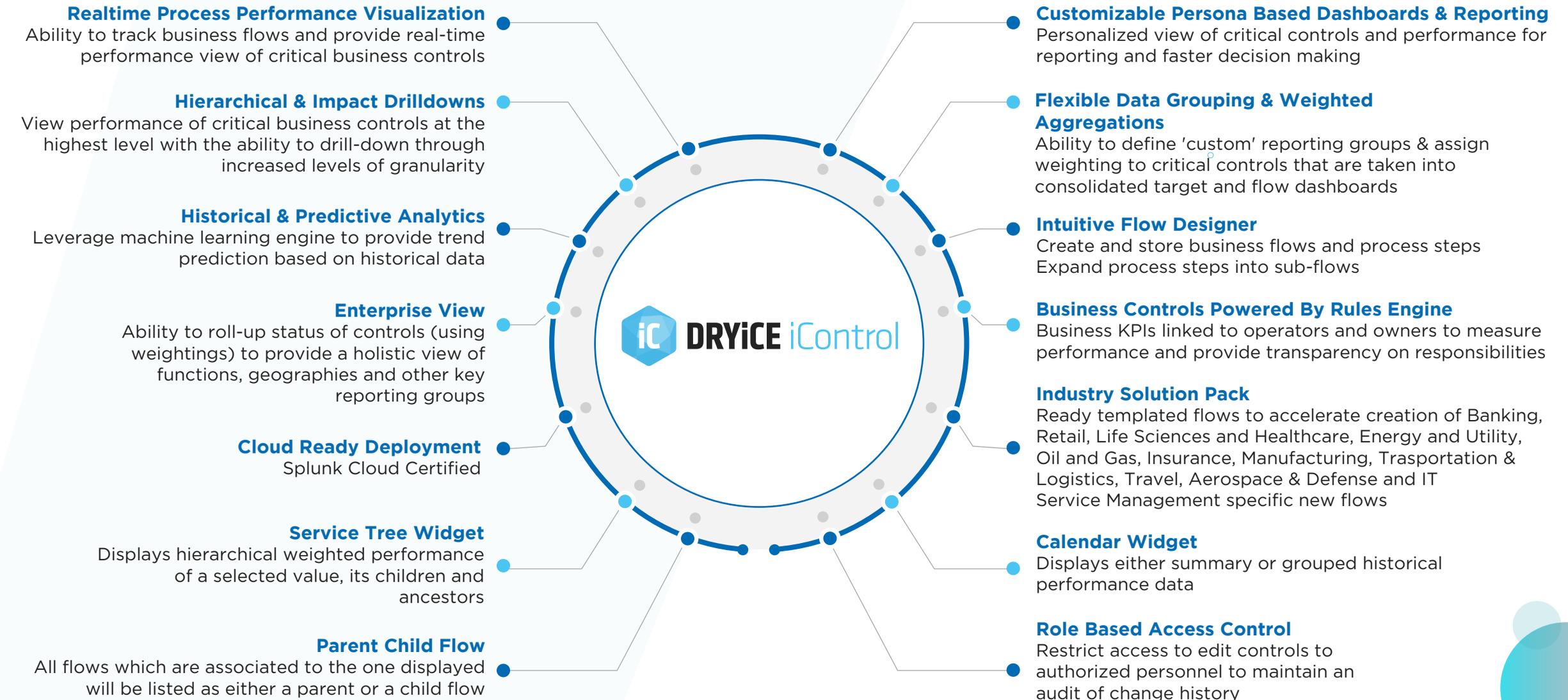


Tracking business metrics against each step of business workflow

Delay in identifying performance degradation



# Key Features



## 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)



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 end-to-end flow



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

## 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 Abnormalities

When Operations need to predict

### iControl learns

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

## Payment Summaries

When the business needs an operational view

### iControl presents

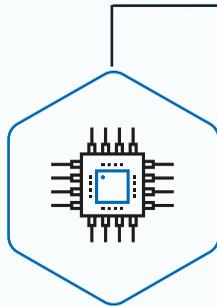
- Persona-based summaries
- User metrics
- Predictive leading indicators
- SLA performance
- Flow performance & cut-offs
- Business performance



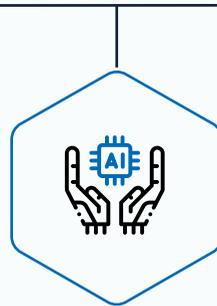
## About DRYiCE

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:



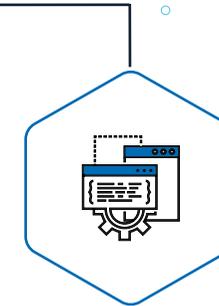
Enabling a Service Oriented Enterprise



AI-Led Service Assurance



Driving Enterprise-Wide Digital Agility



Business Flow Intelligence



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