HCLSoftware

DRYiCE iControl

Business Flow Observability Solution for Life Sciences

HCL **DRYiCE**
iControl

Understanding the Life Sciences Industry Trends

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.

Value of DRYiCE™ iControl for Life Sciences Industry

Our Vision – To empower our clients with seamless integration between their business processes and IT operations.

DRYiCE iControl (iControl) is a business flow observability solution for Life Sciences that provides real-time visualization of the full set of business processes, their integrations and associated systems, providing business and technology 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.

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

Dynamic industry regulations

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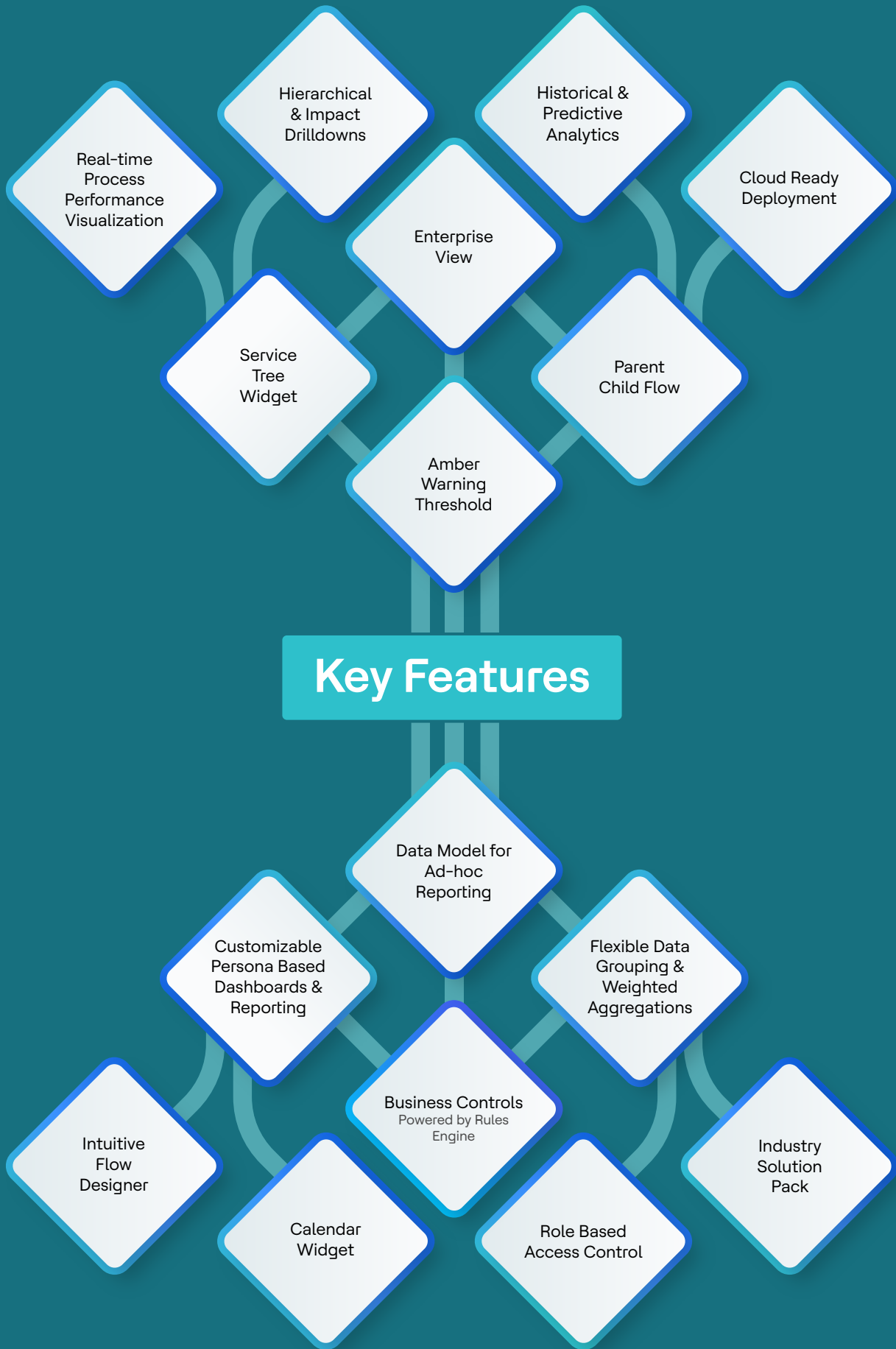
Technical monitoring

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

Lack of proactive alerts

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

Real-time Process Performance Visualization

Hierarchical & Impact Drilldowns

Historical & Predictive Analytics

Cloud Ready Deployment

Enterprise View

Service Tree Widget

Parent Child Flow

Amber Warning Threshold

Key Features

Data Model for Ad-hoc Reporting

Customizable Persona Based Dashboards & Reporting

Flexible Data Grouping & Weighted Aggregations

Intuitive Flow Designer

Business Controls
Powered by Rules Engine

Industry Solution Pack

Calendar Widget

Role Based Access Control

Now available on

Google Cloud Platform | splunk>cloud | splunk>enterprise

Key Benefits

Improve customer experience and retain business

Identify risk prone business processes

Provide transparency on agreed performance statistics for both IT and business

Reduce IT and business manual workarounds

Consistently meet regulatory performance needs

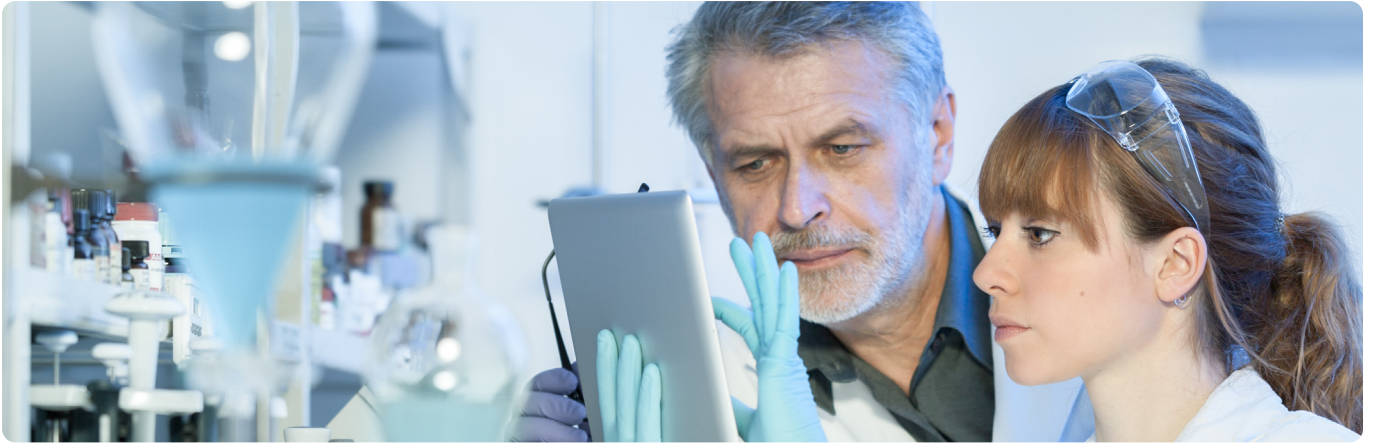Achieve rapid agreement between business and IT on root cause identification

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

Improve stability and MTTR (Mean Time To Response)

Reduce upfront cost of automation

Reduce cost-to-serve

Accelerate time-to-market

Typical Industry Use Cases

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**

Abnormalities

When Operations needs to know

iControl displays

- **Equipment inactivity**
- **SLA cut-off proximities**
- **Alerts**

Missed SLA cut-offs

When Operations needs to predict

iControl learns

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

Summaries
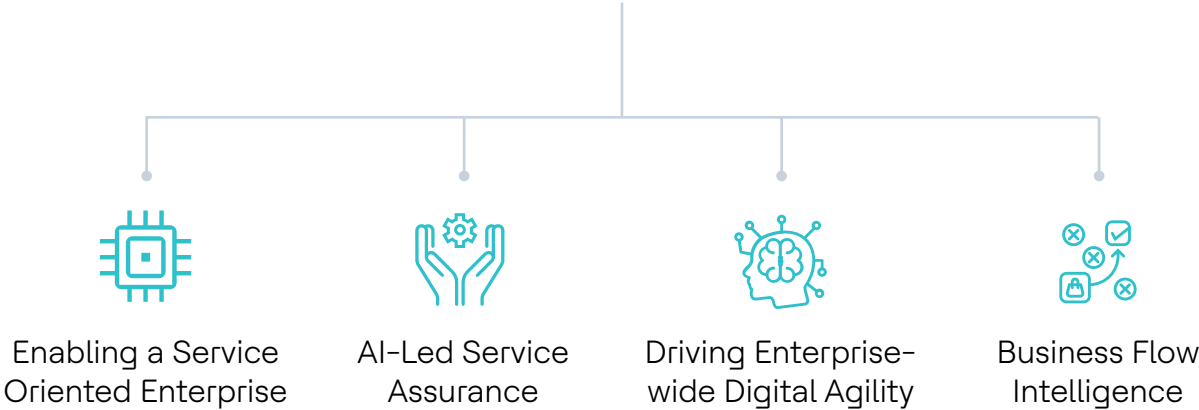
When equipments in error status

iControl observes

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

About DRYiCE

DRYiCE™ is HCLSoftware's foray into the world of AI and Intelligent Automation, focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster, and cost-efficient manner while ensuring superior business outcomes.

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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