HCLSoftware

DRYiCE iControl

Business Flow Observability Solution for Energy and Utilities

HCL **DRYiCE**
iControl

Understanding the Energy and Utilities Industry Trends

The Energy and Utilities landscape is evolving swiftly. Rapid privatization of a traditionally public sector, new regulatory and compliance policies, advent of disruptive technologies, customer demand for a better experience, and emergence of new players in the market are the key drivers to the industry's structural transformation. To keep pace with these changes, manufacturers, suppliers, and retailers need to reinvent historic business models, gain better business insights, and operational effectiveness.

The key to achieving such differentiated business results is to recognize that while historically Energy and Utilities processes such as Metering, Billing, Collection, Operations, etc. have been loosely coupled, a higher degree of operational efficiency can be achieved with end-to-end business process flow observability. The current siloed monitoring of each process results in ineffective decision making and high error rates. Modern day enterprises require a holistic view of critical data and business processes across organizational boundaries to minimize operational costs, maximize revenue, pre-emptive identification and mitigation of potential risks, and improve time-to-market.
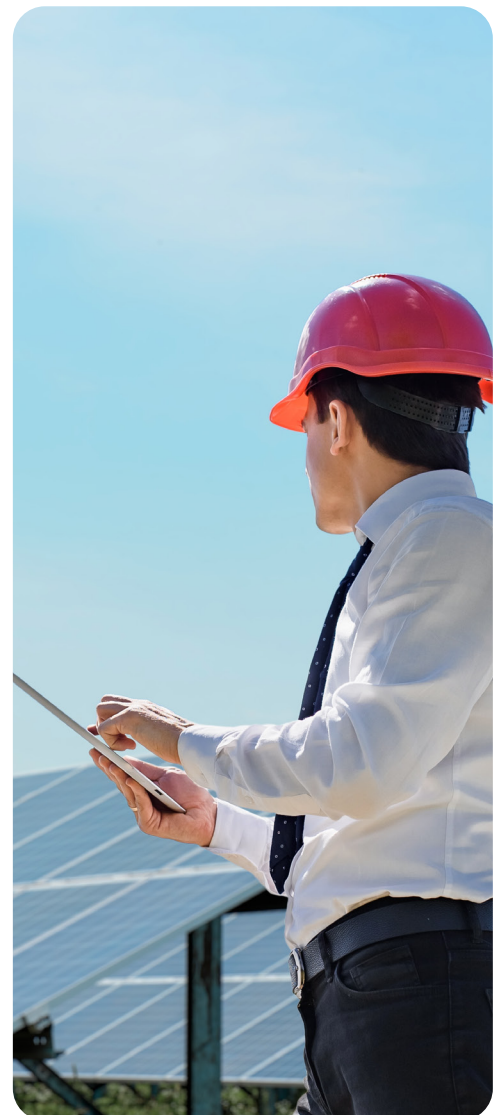
Value of DRYiCE™ iControl for Energy and Utilities Industry

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 Energy and Utilities that provides real-time visualization of the full set of business processes, their integration, and associated systems, providing business and technology operations a granular view into process capability against key performance indicators and defined service level agreements. With iControl, organizations can go beyond the traditional monitoring of business processes and leverage next-gen observability to provide actionable intelligence to predict, prevent, and correct potential issues and performance bottlenecks.

It enables the stakeholders to improve the decision making process of various business functions like Revenue Cycle Management, Asset Management, Network Management, and many more. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and identifies potential process optimization opportunities.

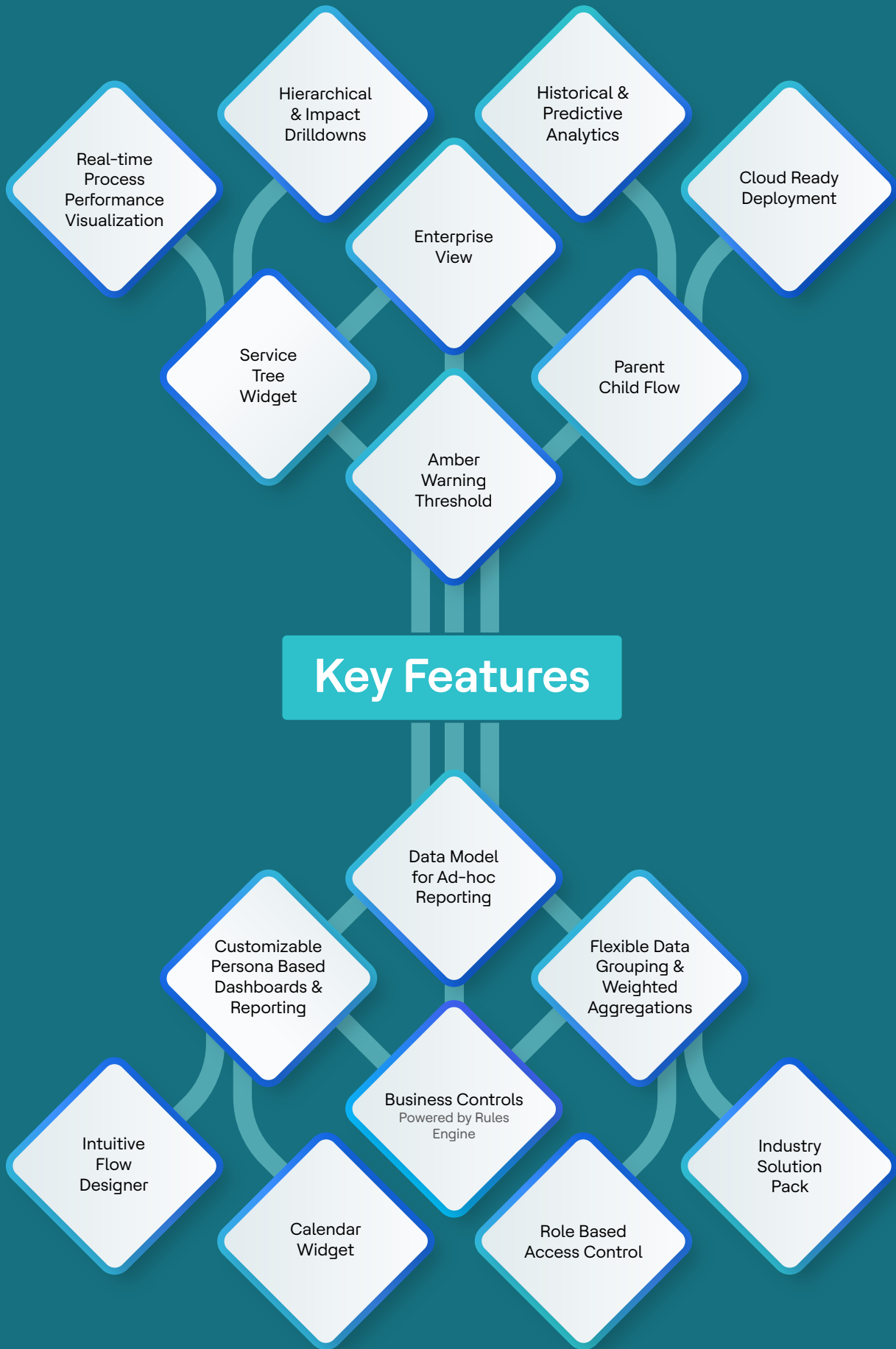iControl is embedded with industry process intelligence and is backed by decades of HCL's experience in delivering business process services to Energy and Utilities enterprises. We have funneled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view and actionable intelligence for forecasting and resolving possible risks.

Key Industry Challenges Addressed

Technical Network Operations	Missed Protection Alarm	Network Instability Condition
	Missed Trip Event	Contingency Condition
	Missed Temperature Event	

| **Metering Operations** | Wrong Meter Reads | Missed Meter Reads |

| **Collection Operations** | Partial Payment | Missed Payment |

| **Billing Operations** | Hi/Low Consumption | Estimated Consumption |

Key Features

- 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
- 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

Rapid fulfilment of new connection requests

Efficient utilization of meter data

Effective billing

Reduce cost-to-serve

Reduce upfront cost of automation

Improve stability and MTTR (Mean Time To Response)

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

Achieve rapid agreement between business and IT on root cause identification

Consistently meet regulatory performance needs

Reduce IT and business manual workarounds

Provide transparency on agreed performance statistics for both IT and business

Identify business process areas which are risk prone

Improve customer experience and retain business

Typical Industry Use Cases

Metering related errors requiring manual intervention

Error in metering status

iControl observes

- Meter read cycle check
- Meter read upload check
- Cycle read reconciliation
- Process stage drilldowns
- Transaction details
- Map of affected business areas

Payment Abnormalities

Collection needs to predict

iControl learns

- Persona-based summaries
- User metrics
- Predictive leading indicators
- Historical analysis
- Payment breaches

Billing Discrepancy

Billing needs to know

iControl displays

- Read / Consumption errors
- EoD cut-off proximity and risk
- High consumption alerts
- High bill value alerts
- Comparison breaches YoY
- Unusual behaviour

Technical Operations
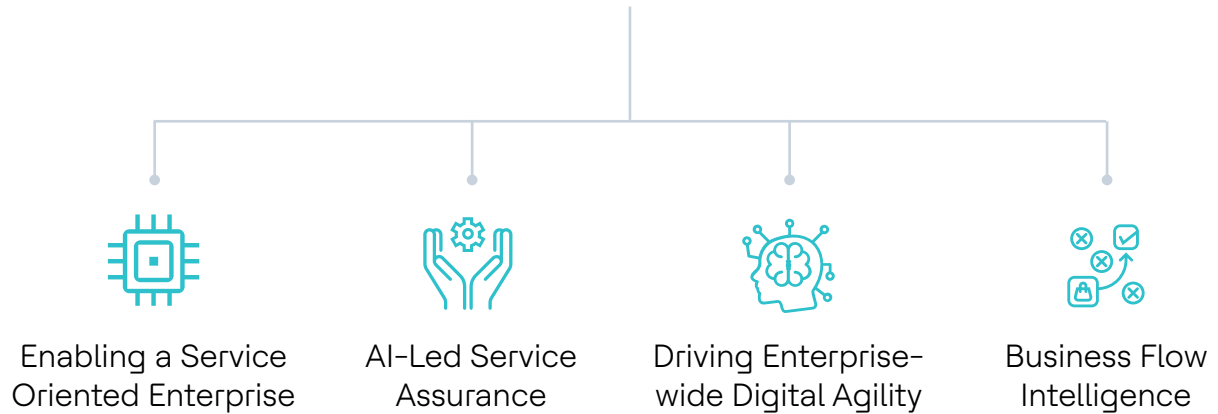
Operation needs to view

iControl presents

- Critical alarm goes unnoticed
- Alarm not addressed in time
- Trip – downtime is long
- Load is not served – large outage duration
- Equipment historical analysis
- Count and severity of breaches

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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