DRYiCE™ Gold BluePrint

Best practice ITSM process ecosystem
with proven operations experience

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DRYiCE Gold BluePrint

BUSINESS PROBLEM

Poor service delivery due to lack of well-defined SLAs and loosely coupled or siloed processes has an impact on the efficiency of the overall ecosystem. The absence of audit-ready processes and non-compliance to industry-standard frameworks lead to high risk and intensive mitigation efforts. Failure to adapt to the latest technology trends for automation of processes provides a barrier to workforce productivity.

SOLUTION: DRYiCE GOLD BLUEPRINT

DRYiCE Gold BluePrint is a ready-to-use ecosystem built on the Cherwell- platform. It leverages proven IT service management (ITSM) best practices from ITIL®, ISO 20000, TOGAF, CMMI, COBIT® frameworks and agile methodologies that are coupled with HCL's vast operational experience and customer empathy.

It is a state-of-art operating environment comprising of a group of service management processes and integration with DRYiCE's indigenously built offerings like DRYiCE Lucy, an AI-powered virtual assistant; DRYiCE MyCloud, a hybrid-cloud management platform; DRYiCE iAutomate, an intelligent runbook automation product; among other DRYiCE products.

DRYiCE Gold BluePrint also offers native mobile apps for iOS and Android users.

FEATURES

- Best practice process framework and automated workflows based on three decades of HCL's experience in implementing ITSM solutions

- Tightly coupled and closely linked service management processes based on best practices leading to shorter ticket life cycle

- Well-defined ITSM data taxonomy across processes and configuration management database (CMDB)

- Supports multi-vendor process implementation through governance framework for vendor-specific service level agreements (SLA) and operational level agreements (OLAs)

- Granular level classification of categories and sub-categories to ensure quick root cause identification and resolution

- Built-in KPIs, dashboards, audit logs, and mandatory notes/remarks make DRYiCE Gold BluePrint fully compliant with industry-standard regulatory frameworks and audit-ready

- Robust security built into the design

USE CASE

DRYiCE Gold BluePrint:

- Accelerates digital transformation and reduces associated risks through powerful workflows and automation

- Reduces dependency on service desk by increased usage of highly intuitive and user-centric self-service capabilities

- Automates routing of service tickets to relevant teams aided by inbuilt granular categorization of services and their associated forms leading to shorter ticket life cycle

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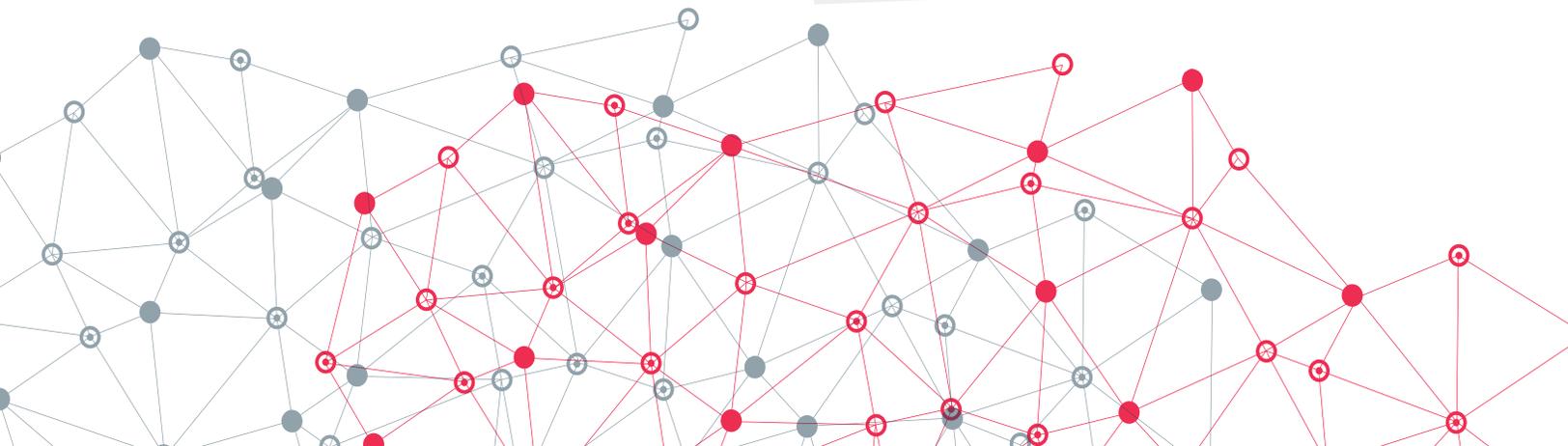
> Business Benefits

Best Practices

IT process ecosystem design based on ITIL framework coupled with HCL's vast implementation experience and inputs from focused user groups and real users, providing a set of best practices that increase the real-life use of the product

Proven ROI

Quicker time-to-floor with ready to use service management process

Simplified service delivery and up to 90% reduction in administrative effort derived from powerful workflows and process automation

Improved Relevancy and Utility

Continuous enhancement of workflows and process models to keep abreast with the latest trends in the market while maintaining data integrity and quality by clearly defined data tables

Ease of Use

Empower users with enhanced UI/UX and easy access to knowledge articles resulting in quick logging of relevant ticket and service request

Faster and Easy Upgrade

Thoroughly tested upgrade sets available in the form of readily deployable mergeable apps (mApp) to the customer along with their corresponding documentation for faster and easy implementation

With DRYiCE Gold BluePrint, the customers don't have to bother about platform upgrades and its impact on the existing features and workflows, eliminating the need to test the environment
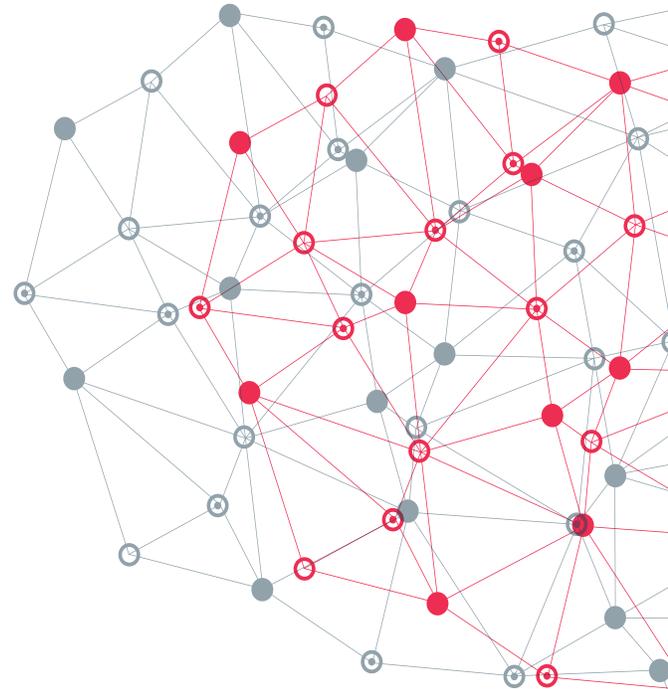
> Technology

DRYiCE Gold BluePrint and other applications in its ecosystem are developed in the form of pre-built mergeable apps that can be quickly applied on Cherwell's out-of-the-box ITSM platform.

Cherwell Service Management is a code less platform that enables the development and modifications of apps using visual editors and is governed via meta-data configuration files.

Several configurations are encapsulated in the platform components using automated workflows in the form of one-step triggers (defined events like sending email notifications), expressions (logic functions), dashboards, process workflows, and supporting tasks that are integrated to create a readily deployable industry best practices framework.

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.

If you want to evaluate the practical impact of DRYiCE Gold BluePrint on Cherwell
for your enterprise please reach out to us at dryicemarketing@hcl.com for an introductory call.

To know more about the DRYiCE Software portfolio, please visit **dryice.ai** or write to us at **dryicemarketing@hcl.com**