DRYiCE by HCL Technologies

HCL

Best practice ITSM process ecosystem with **proven operational experience**

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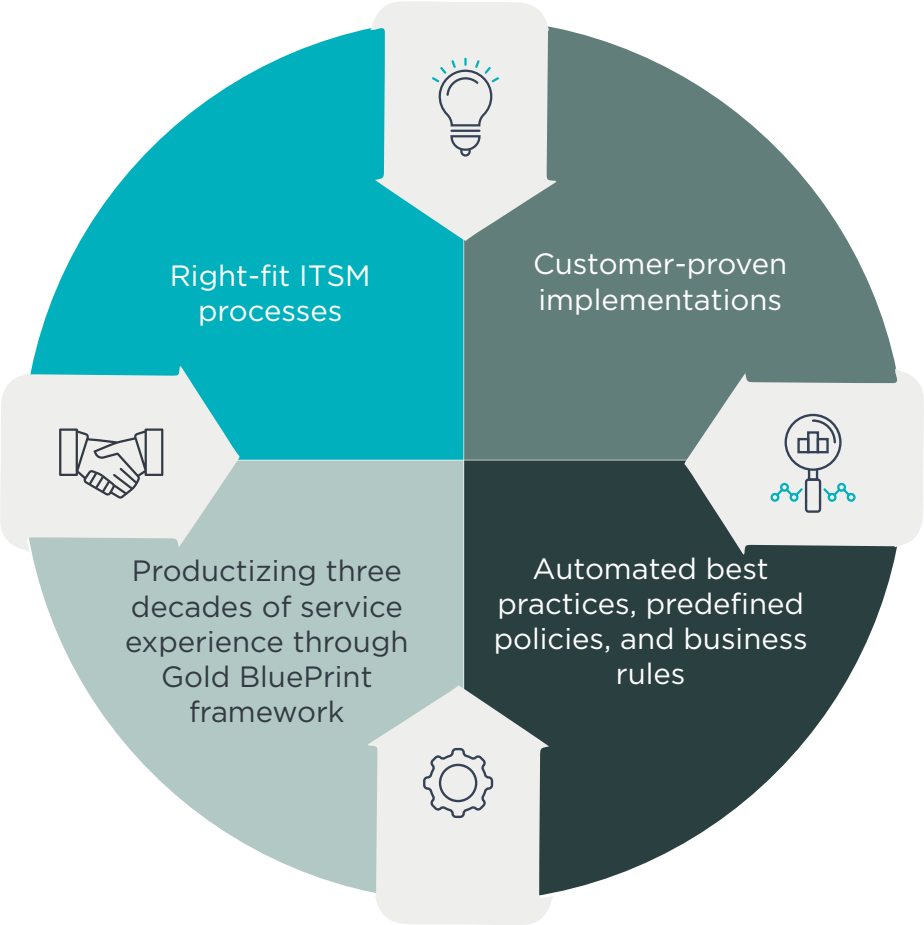
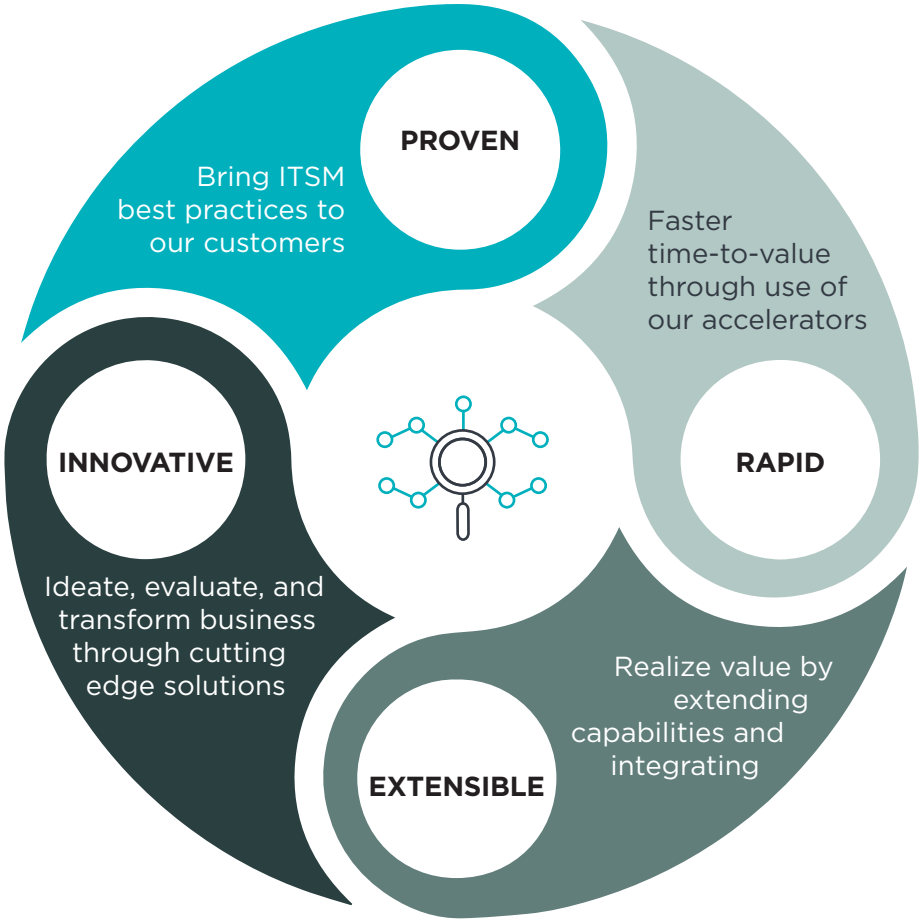
Value of DRYiCE Gold BluePrint

DRYiCE Gold BluePrint is a ready to use, ITIL framework-based ecosystem built on ServiceNow platform.





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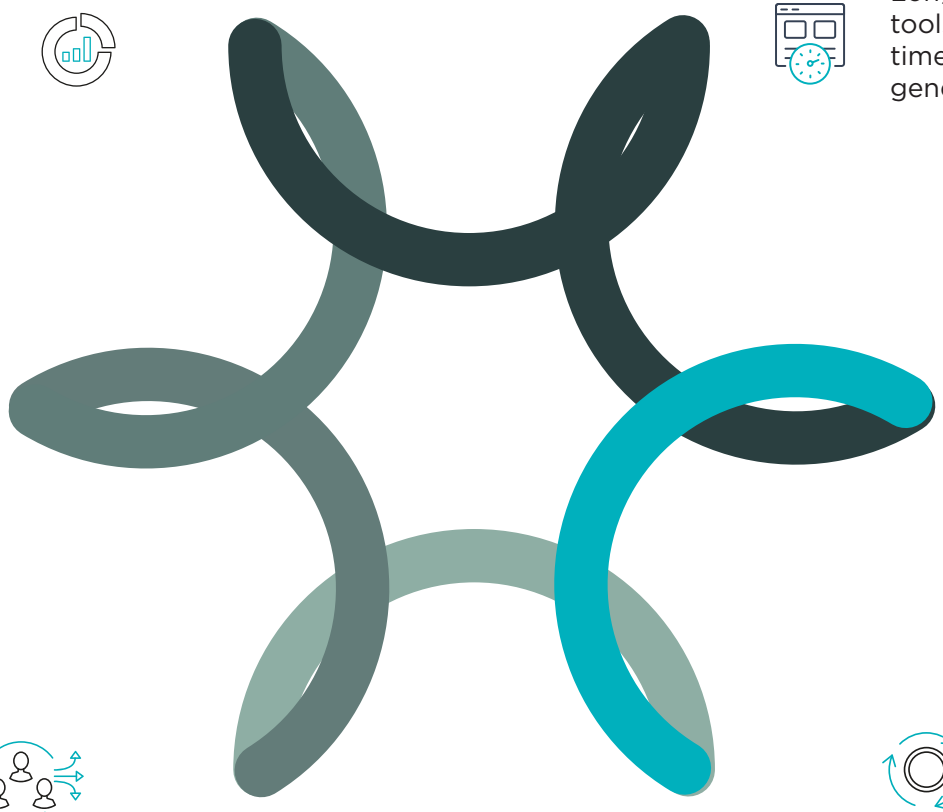
Traditional Customer Challenges

SIAM framework with no SLA and OLA, hindering effective service delivery

Long implementation cycle of ITSM tools resulting in delayed time-to-market and limited value generation



Abstract-level categorization leading to operational inefficiency

Loosely coupled processes with no unified view of the system

Inefficient service management

More effort spent on out-of-the-box customization, maintenance, and upgrades

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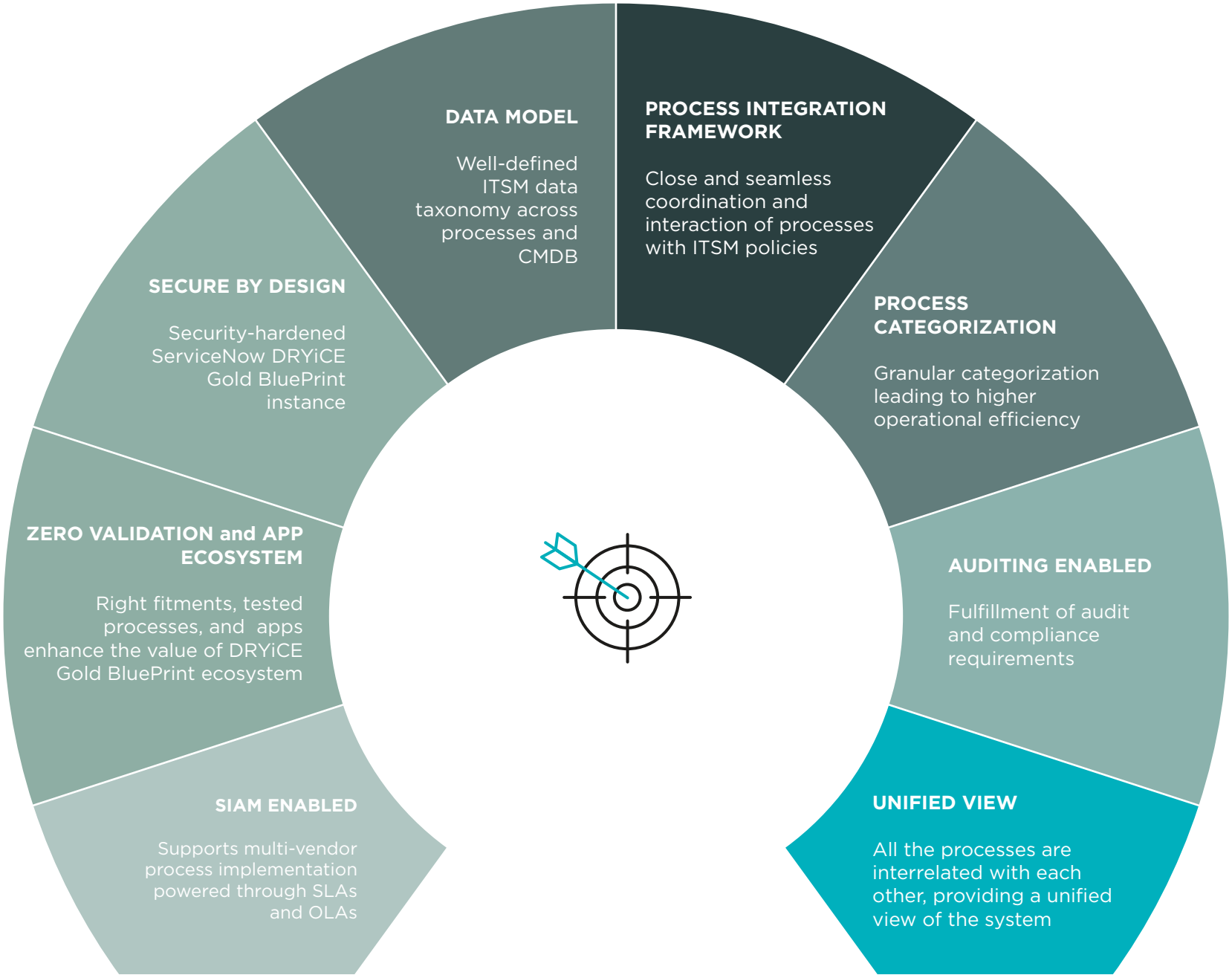
Key Features



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DRYiCE Gold BluePrint

DRYiCE Gold BluePrint Solution Suite

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DRYiCE Gold BluePrint

DRYiCE Gold BulePrint App Ecosystem

DRYiCE Gold BluePrint provides automated processes and powerful work-flows enabling developers and admins to perform high-value tasks.

iMigrate

Automates migration from existing ITSM systems - extracts, transforms, and loads foundation-level data from any source to DRYiCE Gold BluePrint

iLicense

Manages the different licensing models of ServiceNow like - ServiceNow ITSM, ITBM, and many more

Eagle Eyes

A task management application designed to drive operational excellence by managing and tracking tasks, fixing accountabilities, motivating collaboration among employees, and acting on insights derived from tasks

Bagheera

An administration automation engine that automates configuration and data upload tasks for users by introducing self-serviceability

Spider

Automates to minimize the effort required to perform integrations between ServiceNow and various IT service management systems used by customers and their ITSM vendors

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Key Benefits

360-degree feedback from all stakeholders

Faster time-to-floor with powerful workflows and process automation

Optimum maintenance planning and budgeting with tested and timely upgrades

Ready-to-use mature blueprint based on proven ITIL best practices and DRYiCE Gold BluePrint framework

Faster customizations with integrated processes and robust app ecosystem

Reduced cost and complexity of service delivery

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Key Differentiators

Role-based access controls and platform hardening for preventing common security issues

Quick updates with automated test suite

Remote Infrastructure Management enabled by SIAM

Intuitive Self-Service Portal, one click request/ticket submission, and integrated email notification

Process-specific value-add and differentiation

Planning and scaling support for VIP users and major incidents in Incident Management

Built-in RCA techniques and facilitating on-demand Problem Investigation Team (PIT) in Problem Management

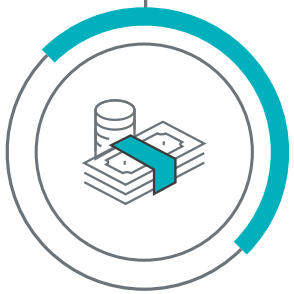
Streamlining and standardizing processes in Change Management with built-in process checks, timely CMDB updates, and tighter integration of change tickets with Problem Management

Automated workflows and approval in Service Request Management relating to pending customer actions, scheduling appointments, pre-configured notifications, and surveys

Built-in capabilities in Knowledge Management like version comparison and roll-back, instant publish, and recall

Case Studies

Leveraged configuration management capabilities to ensure accurate ticket routing, resulting in a reduction of unplanned costs by over 60% for a global manufacturer and marketer of beauty and makeup products.



Implemented ITSM governance function to enable strategic direction and guidance for run-time and one-time activities for an American multinational manufacturer of cleaning and consumer chemical supplies.

Measured service provider SLAs across suppliers in real-time leading to an 80% reduction in incidents.

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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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