

# DRYiCE™ Gold BluePrint

Best practice ITSM process ecosystem with proven operational expertise



# DRYiCE Gold BluePrint



## > BUSINESS PROBLEM

Poor service management due to lack of well-defined key performance indicators (KPI) and service level agreements (SLA) is a major concern for organizations across industries. The absence of audit-ready service management processes and noncompliance to industry frameworks lead to higher business risks. Similarly, the long implementation cycles due to the lack of ready to use industry-validated processes leads to high cost and operational inefficiencies. Unfortunately, most enterprise IT solutions fail to adapt to the latest technology trends for automation of processes and provide minimal self-service capability with limited or no data insights making the system less user-friendly for new-age millennials who form a sizable portion of the workforce.



## > SMART ENGINE TO AUTOMATE OPERATIONS

Gold BluePrint is a ready-to-use ecosystem built on the ServiceNow platform. It leverages proven IT service management (ITSM) best practices from ITIL®, ISO 20000, TOGAF, CMMI, and COBIT® frameworks, coupled with HCL's three decades of operational expertise.



## > PRODUCT 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 processes based on best practices lead to a shorter ticket lifecycle
- Well-defined ITSM data taxonomy across processes and configuration management database (CMDB)
- Automatic creation of problem tickets and knowledge article from unresolved priority incidents based on predefined rules, policies, automated workflows
- Classification of categories, sub-categories up-to-the granular level ensures faster identification of root cause and resolution
- Analytical insights and reports generated through customized dashboards for different processes and users
- Fulfiller-to-fulfiller task management collaboration app for improved efficiency and enterprise-wide cross-functional synergy



## > BUSINESS USE CASE

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.



## > BUSINESS BENEFITS

### Accelerated implementation

NextGen's feather-light code makes implementation less complicated while improving time to market by providing business users with immediate access to a bunch of new features

### Proven ROI

Faster time to floor with ready to use service management processes. Simplified service delivery and up to 90% reduction in administrative effort derived from powerful workflows and process automation

### Improved relevancy and utility

Continuous refinement of workflows and process models to keep abreast of the current industry developments while retaining data integrity and consistency through clearly defined data tables

### Ease of use

Empower users with enhanced UI/UX and intuitive self-service, with easy access to knowledge articles and known errors, which results in faster logging of relevant tickets, service requests

### Faster upgrades

Provides thoroughly tested enhancement releases through an automated testing suite for faster upgrades



## > TECHNOLOGY

GBP and the applications in its ecosystem are developed using a combination of JavaScript code and Glide elements on the Now platform.

Several configurations are encapsulated within the platform components such as Business Rules, Client Scripts, UI Actions, UI Macros, and Portal pages. GBP web experience configurations use the industry-standard HTML5 and AJAX and the mobile experience is designed using the standard Android and iOS applications released on the respective app stores.

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 for your enterprise please reach out to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com) for an introductory call.

To know more about the DRYiCE portfolio, please visit [dryice.ai](https://dryice.ai) or write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com)