

HCLSoftware

DRYiCE™ SX

Unified marketplace for service
delivery and consumption



Struggling to deliver services in a dynamic enterprise environment?



Lack of relevant and updated knowledge



Low ROI due to underutilized ITSM systems



Lacks the flexibility to scale services and users quickly



Delayed services due to manual workflows



Frequent customizations and maintenance



Complex implementations and upgrades Frequent



Costly to support and administer Complex



Multi-vendor catalog sprawl Costly



The growing gap between enterprise technology needs and ITSM tool capabilities

Only **20%** of organizations can manage all ITSM work on one platform

Only **31%** of organizations have a broader ESM program in place to leverage ITSM outside IT

90% of organizations handle routine ITSM tasks manually or semi-automatically

Only **5%** of organizations claim that their knowledge base is updated, crowd-sourced with relevant information

What is DRYiCE SX?

DRYiCE SX is a catalog driven service management tool for service delivery and consumption.

Core Service Management Processes

Closely coupled process ecosystem comprising of Service Request, Incident, Problem, Change, Asset, Configuration and SLA management, ensuring shorter fulfillment lifecycle

Unified digital marketplace

Serves as a single-system-of-engagement for all internal and external IT and business services

Crowd-sourced knowledge management

Allow enterprise users to create and consume knowledge

Key Proposition

Accelerate service delivery

Natively designed to aggregate and publish services from multiple suppliers automatically

Benefits

Faster time to value

- Ready to use from day 1
- Standard implementations
- Thoroughly tested and automated upgrades
- Optimized workflows to reduce cost and complexity

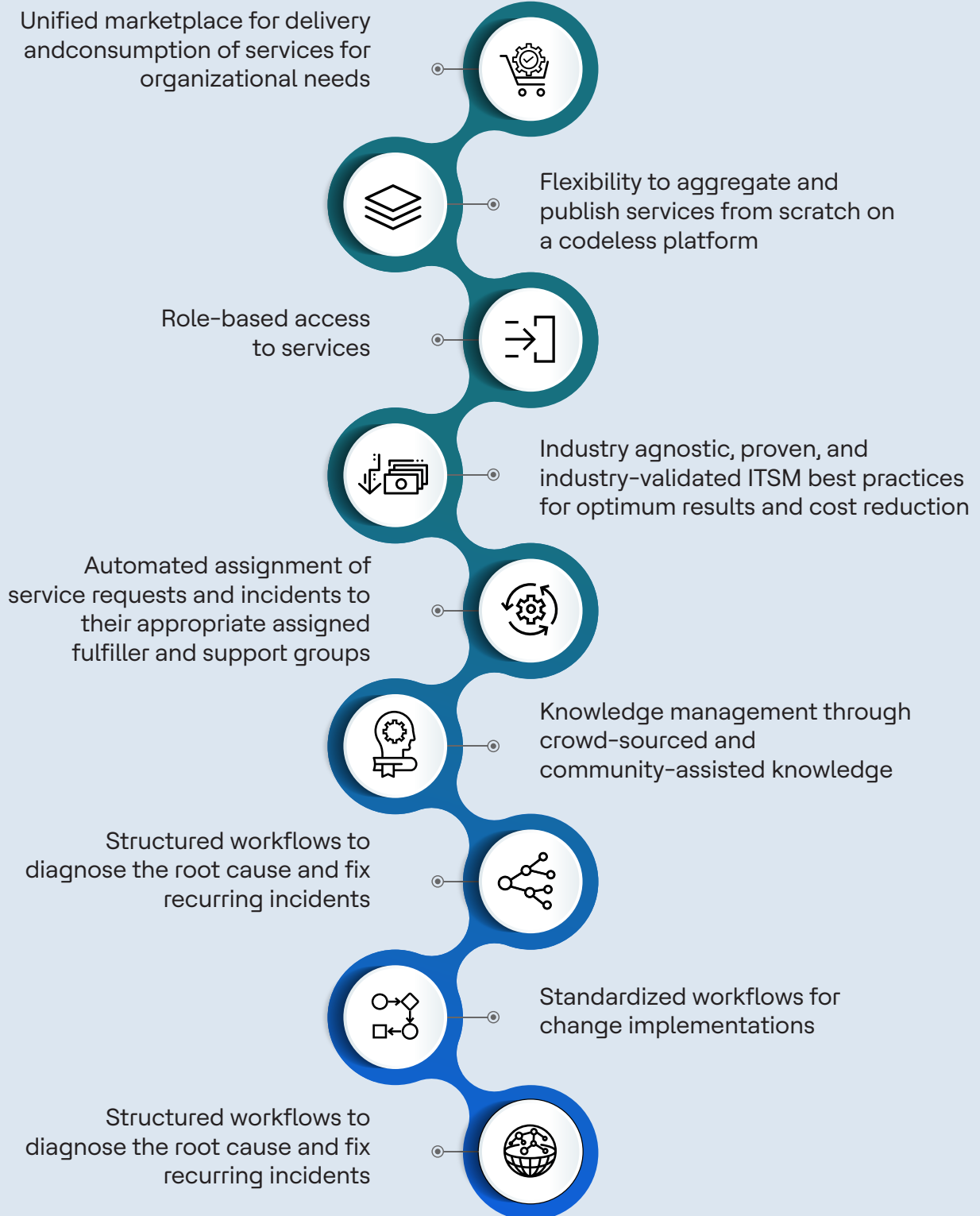
Enhanced employee experience

- Intuitive by design
- One-stop shop for all services
- Single click ordering
- 24/7 Availability
- Enhanced user experience with interactive chatbots

Operational efficiency

- Reduce the cost and complexity of upgrades
- Empower users to routine self-service issues
- Restore services quickly and prevent recurring issues
- Improved velocity of work while reducing the impact of unplanned changes

Key features





Success Story

A leading IT services company with **208 K** employees and **\$11 billion** in revenue was able to optimize its catalogs with DRYiCE SX Results



Results

1200+ services consolidated to 200

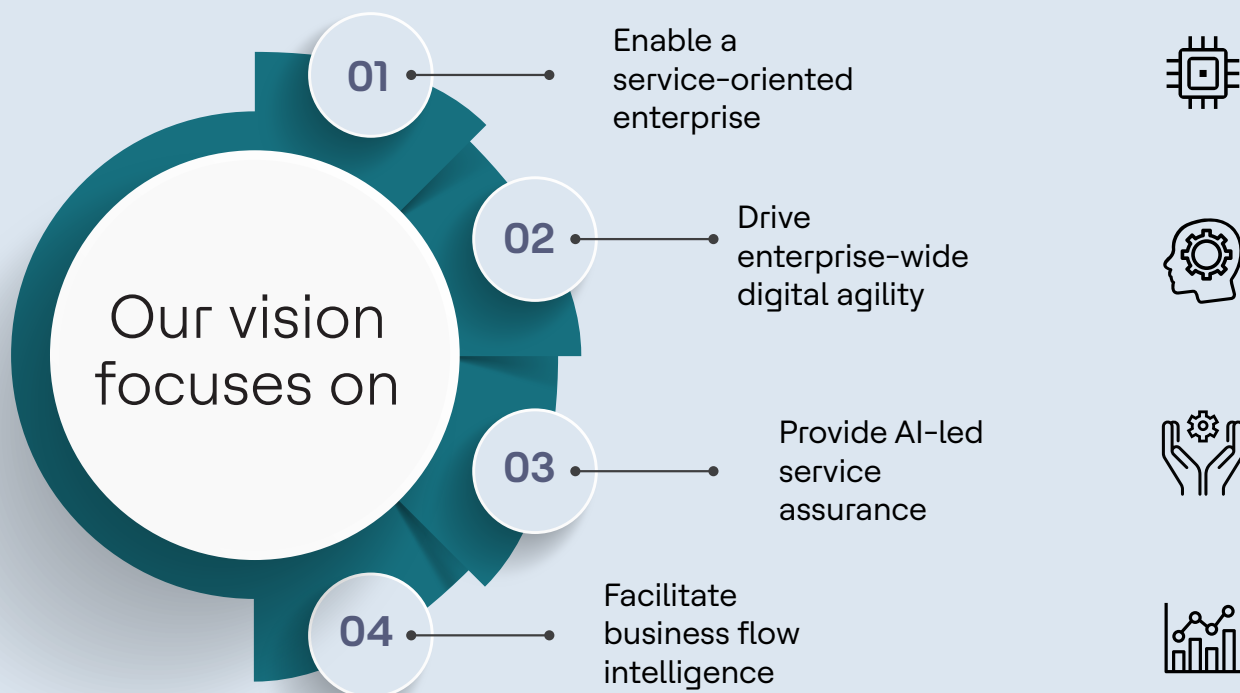


Benefits

Up to 50% improvement in user efficiency and operational model

Up to 30% savings from SaaS-based offerings on hardware costs

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



Want to know more?

Visit our website at dryice.ai or write to us at dryicemarketing@hcl.com

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