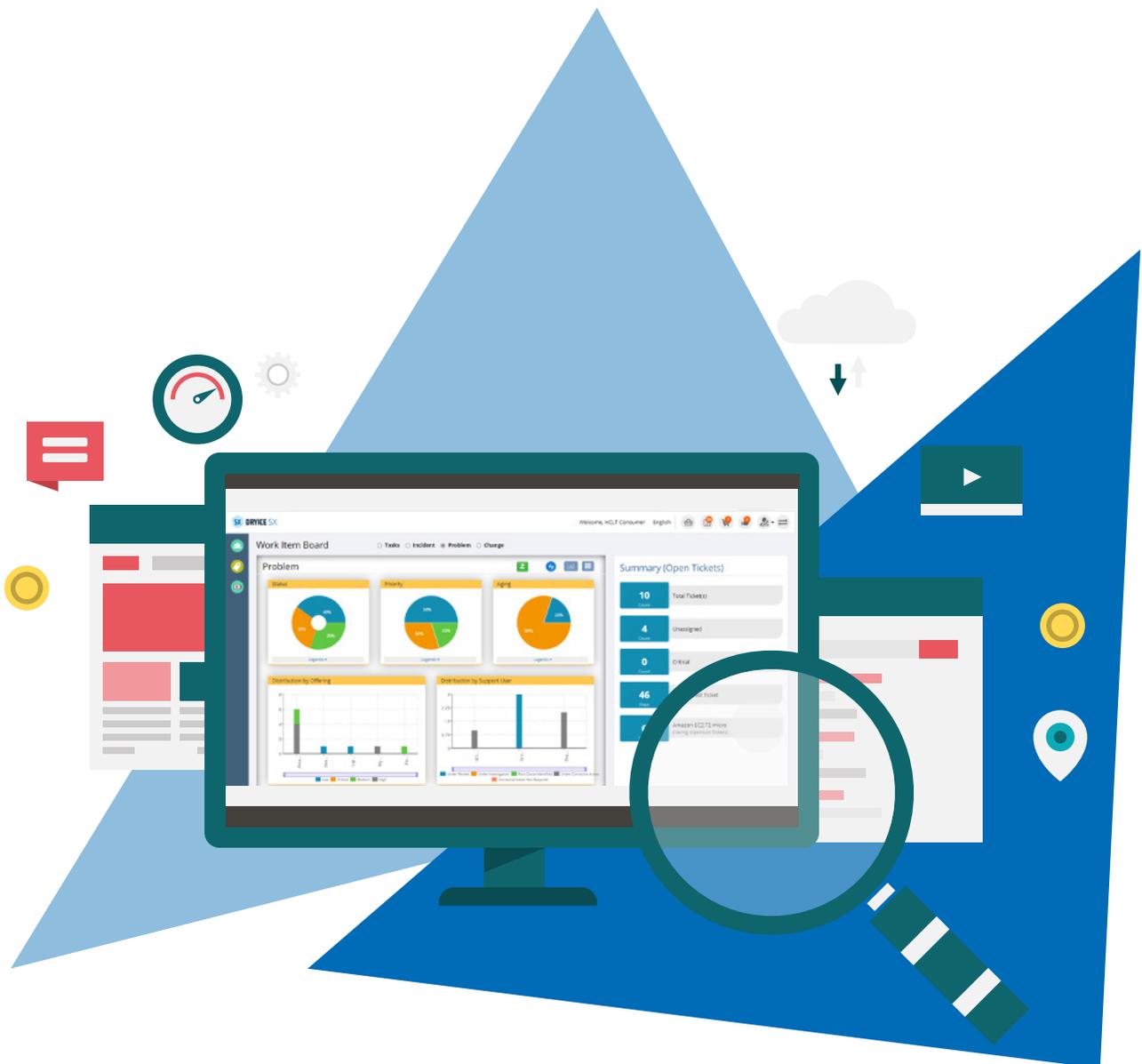


DRYiCE SX™ with service management

Accelerating service delivery by seamlessly aggregating catalogs creating single system of engagement





> Business Problem

The lack of a consumer-like service catalog to access products and services leads to a poor workplace user experience. The time and effort required for building catalog items from multiple partners, along with complex approval processes, compromises business agility by increasing time to market new services as well as the turnaround time of existing services.

Manual routing of service requests and tickets by the service desk to the service provider or supporter leads to inefficient service delivery and poor service experience.

Similarly, the absence of a process-oriented approach to Service Management leads to a lack of standardized delivery of IT services within the organization resulting in cost escalations and operational inefficiencies. The lack of end to end integrated process ecosystem provides a myopic approach to service management where the focus of the business is more on incident tickets rather than on problems impacting business outcomes



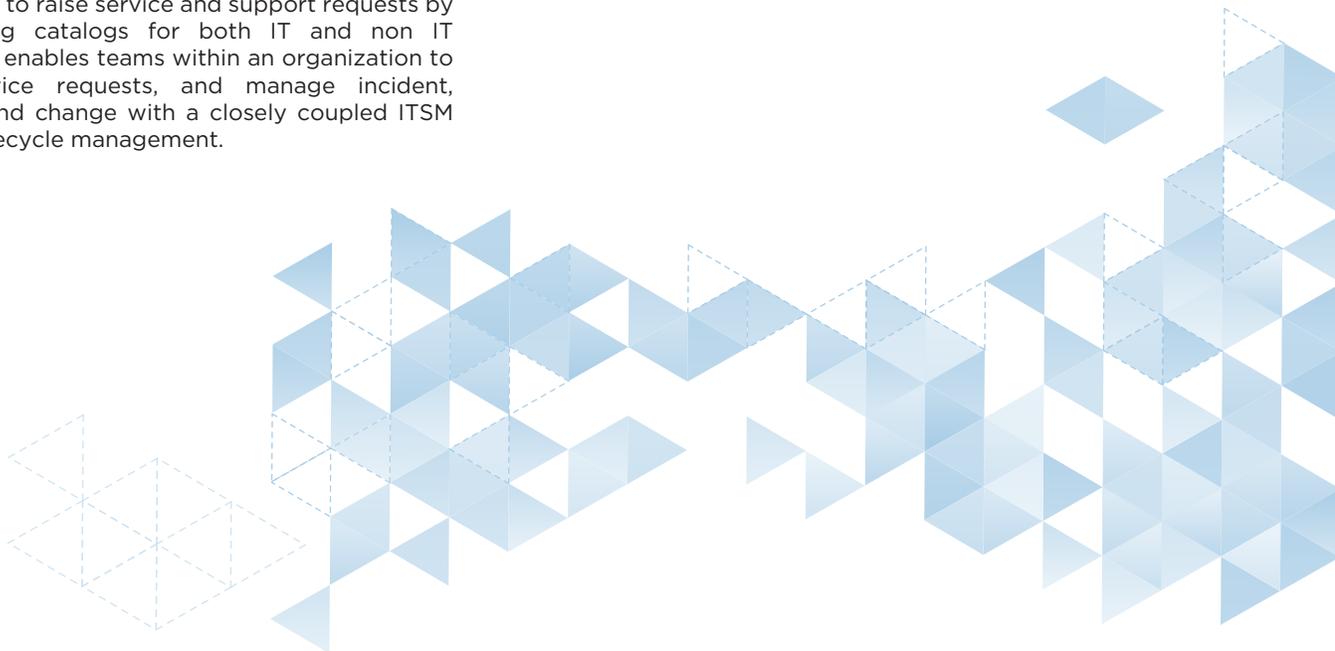
> Solution

DRYICE SX™ with Service Management (SXSM) is a cloud-native service management system designed to manage the lifecycle of XaaS (“Everything” as a Service) delivery model by aggregating multiple catalogs to provide a single unified interface. It offers all the basic ITSM processes while providing a single engagement platform for enterprise consumers to raise service and support requests by aggregating catalogs for both IT and non IT services. It enables teams within an organization to fulfill service requests, and manage incident, problem and change with a closely coupled ITSM process lifecycle management.



> Product Features

- Single system of engagement that aggregates services from multiple service providers and automates orchestration for fulfillment across the service supply chain
- Service providers can publish self-serviceable components while creating a service, which empowers the users to self-service actions on a subscribed service
- Entitlement, by default, governs the right to consume a service as opposed to approval-based systems
- End-to-end management of service support lifecycle - Incident, Problem, and Change Management processes
- Incident assignments are done based on supply chain roles and not defaulted to the service desk
- Task engine for creating multiple tasks processed sequentially or parallelly against a ticket
- Automatic release of service enhancements and fixes according to a pre-defined schedule
- Knowledge Management through knowledge articles for services and Community Knowledge Assistance
- Provides descriptive dashboards and reports for all ITSM processes
- Multilingual capabilities catering to a globally distributed workforce





> Business use cases

- Ready to use, ITSM processes aligned with industry best practices that can be configured to suit an organization's needs and policies
- Reduce the dependency on service desks by orchestrating automated ticket routing to relevant service supply chain roles
- Service providers without their own service management systems can utilize the processes of SX for end-to-end ITSM lifecycle management



> Business Benefits

- IT aligned to business
- Faster time to value due to ready to use ITSM processes
- Improved user productivity with self service and tightly coupled processes focused on business needs
- Increased efficiency by automating ticket routing to the appropriate service provider or supporter role
- Increased collaboration with automatic assignation of multiple tasks from a single ticket
- Highly scalable with the ability to handle variable demand
- Improved SLA Management and performance
- Current crowdsourced and enterprise community knowledge contribution

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 SX with Service Management 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