

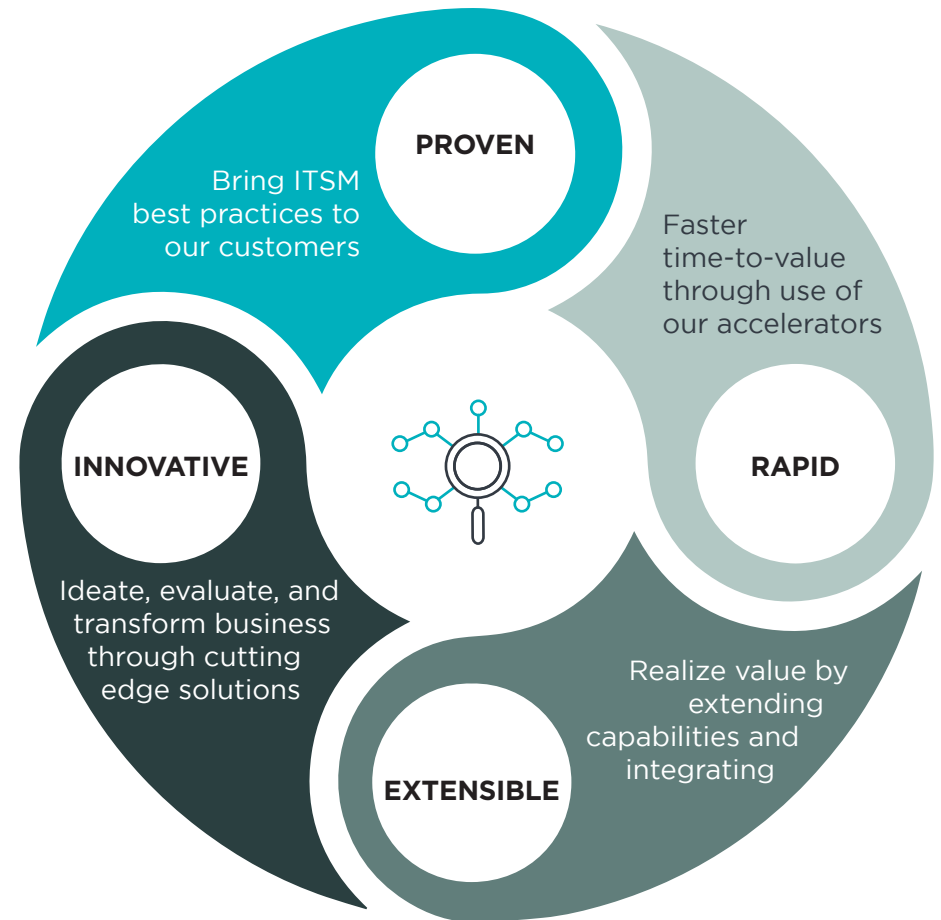
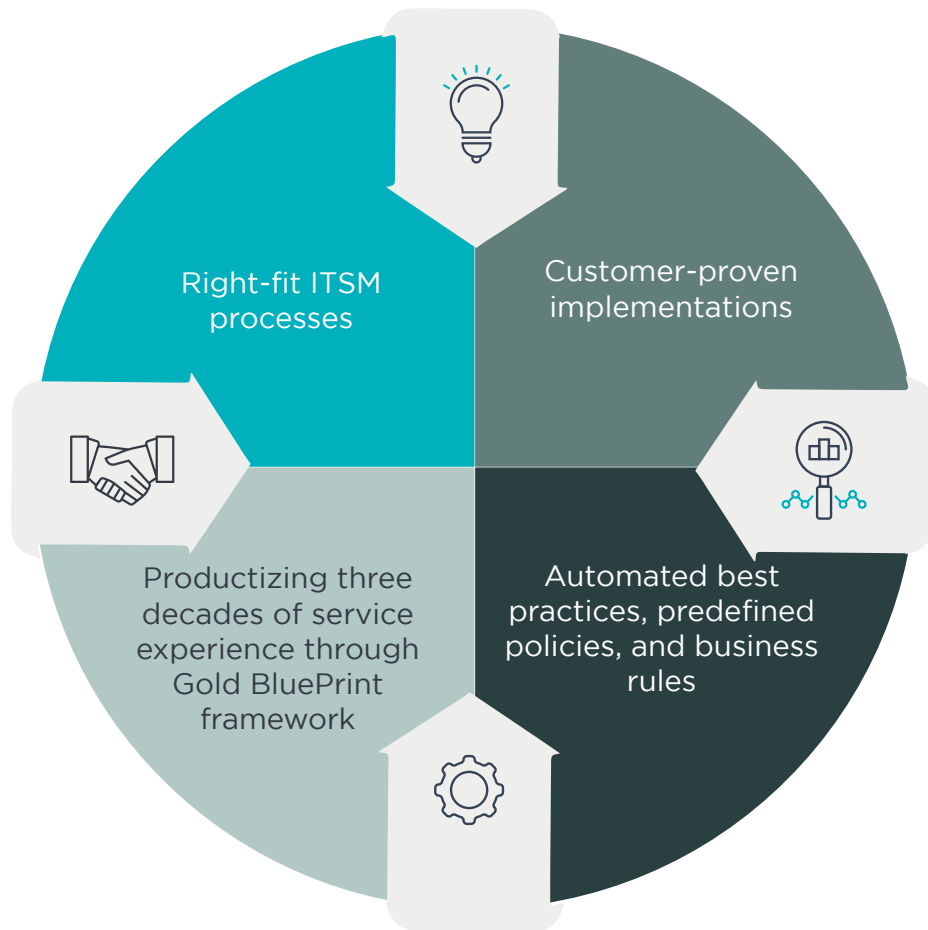
# Best practices **ITSM process ecosystem**

Proven operations expertise

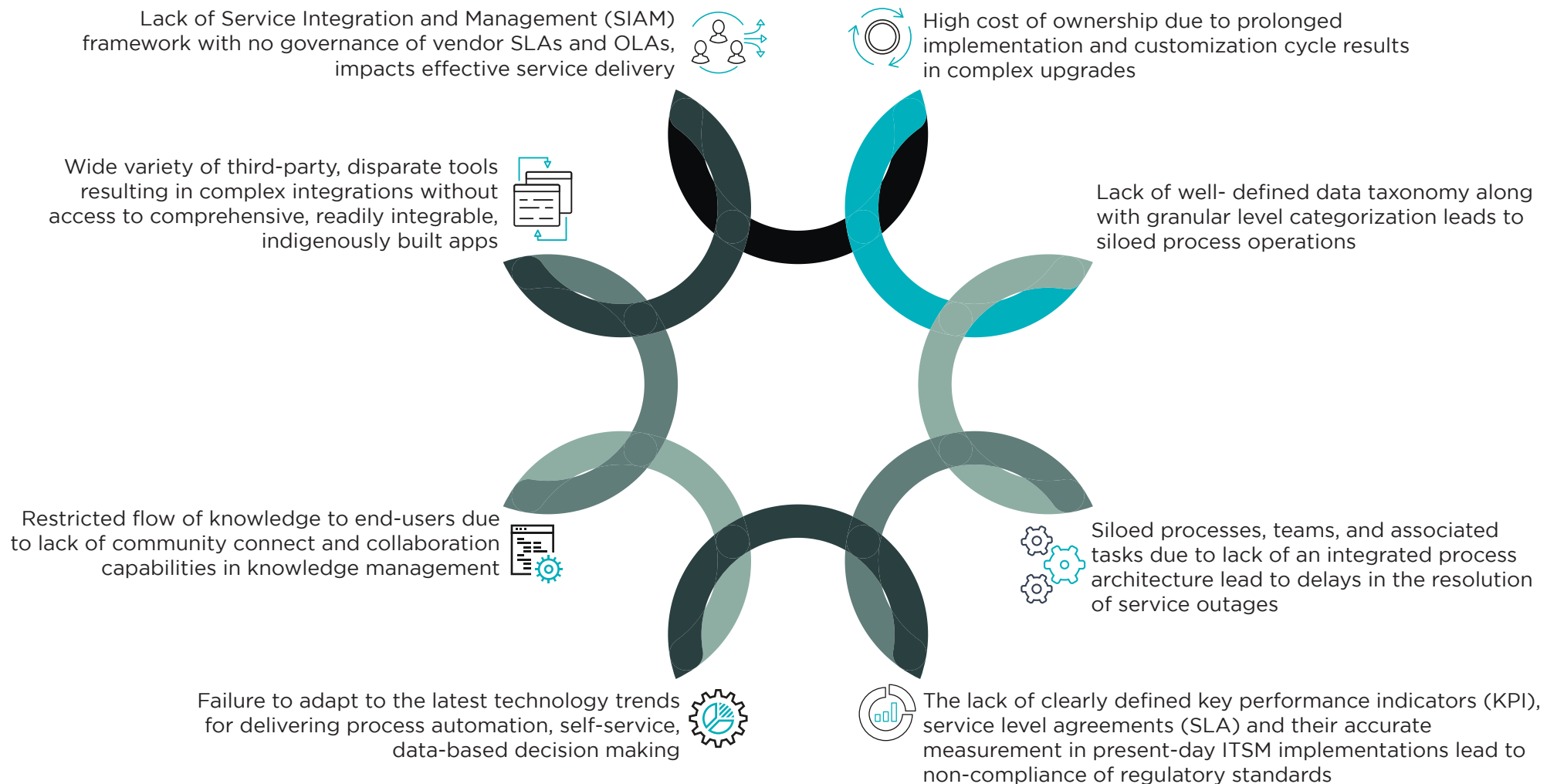


## Value of DRYICE™ Gold BluePrint

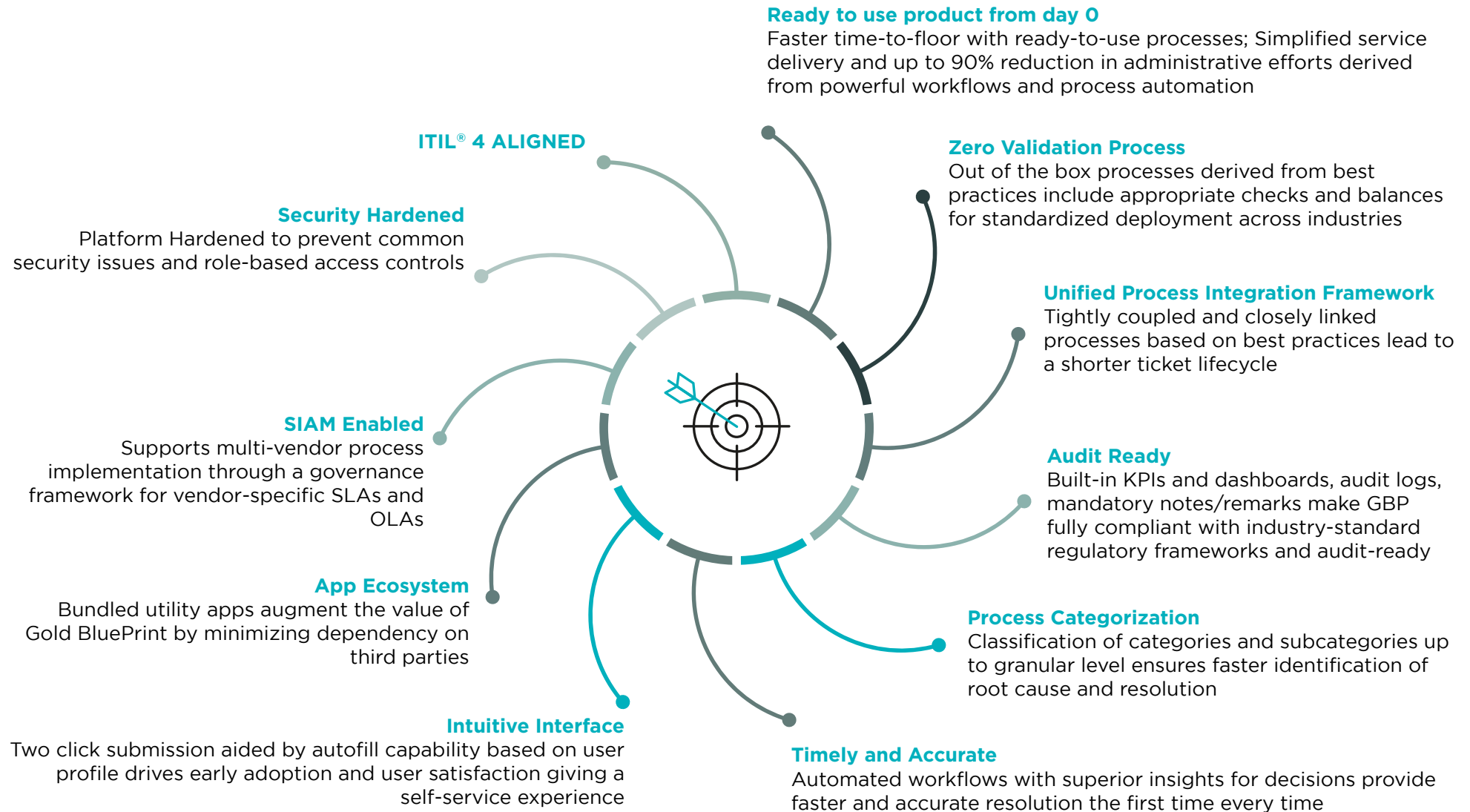
DRYICE Gold BluePrint (Gold BluePrint) is a ready-to-use ecosystem built on the ServiceNow platform. It leverages proven IT service management (ITSM) best practices from ITIL®, ISO 20000, TOGAF, CMMI, and COBIT® frameworks, coupled with three decades of HCL's service management experience.



## New Age Customer Challenges



## Key Features



DRYICE Gold BluePrint Solution Suite



## DRYICE Gold BluePrint App Ecosystem

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



### iMigrate

Smart Data Migration App for migrating transactional data to GBP with reliability and accuracy



### iLicense

Intelligent license management system that optimize your fulfiller license cost



### Eagle Eyes

Encourage collaboration in between cross-functional teams and reducing mean time to resolve service disruptions encapsulated in a task management app.



### Bagheera

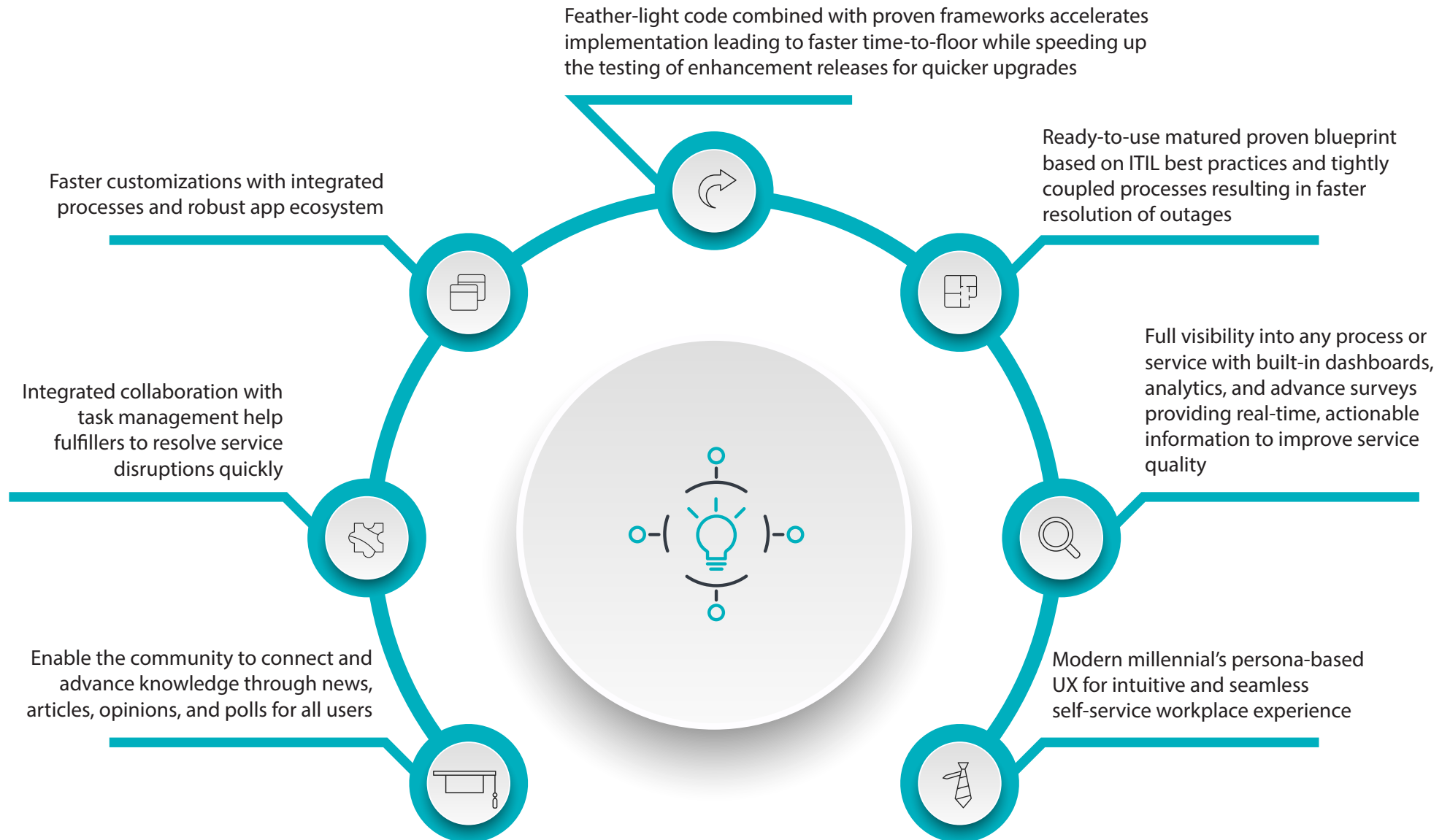
An administration automation engine that automate admin and data management tasks reducing manual effort by 80%



### Spider

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

## Key Benefits



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



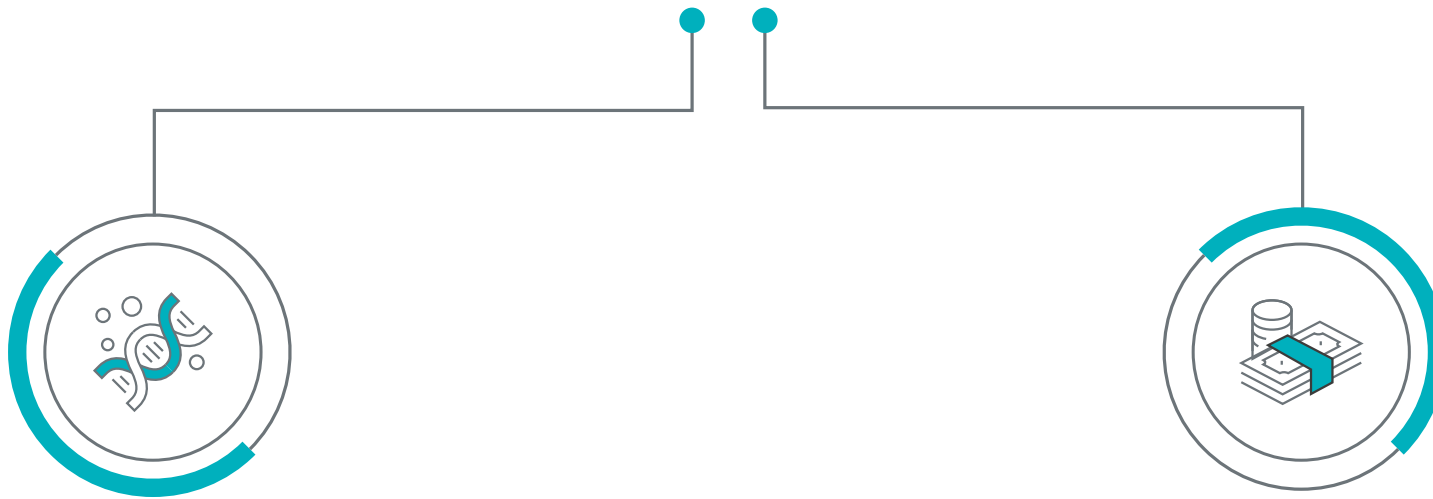
Automated workflows and approval in Service Request Management relating to pending customer actions, scheduling appointments, pre-configured notifications, and surveys



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.

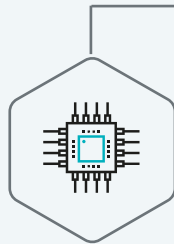
Implemented ITSM governance function to enable strategic direction and guidance for run-time and one-time activities for an American multinational manufacturer of cleaning and consumer chemical supplies.

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

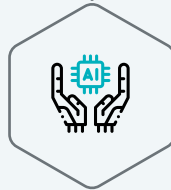
## About DRYICE Software

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.

### OUR VISION FOCUSES ON:



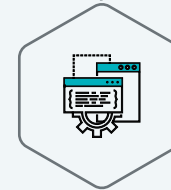
Enabling a Service Oriented Enterprise



AI-led Service Assurance



Driving Enterprise-wide Digital Agility



Business Flow Intelligence



For more information  
write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com) or visit our website at [dryice.ai](https://dryice.ai)