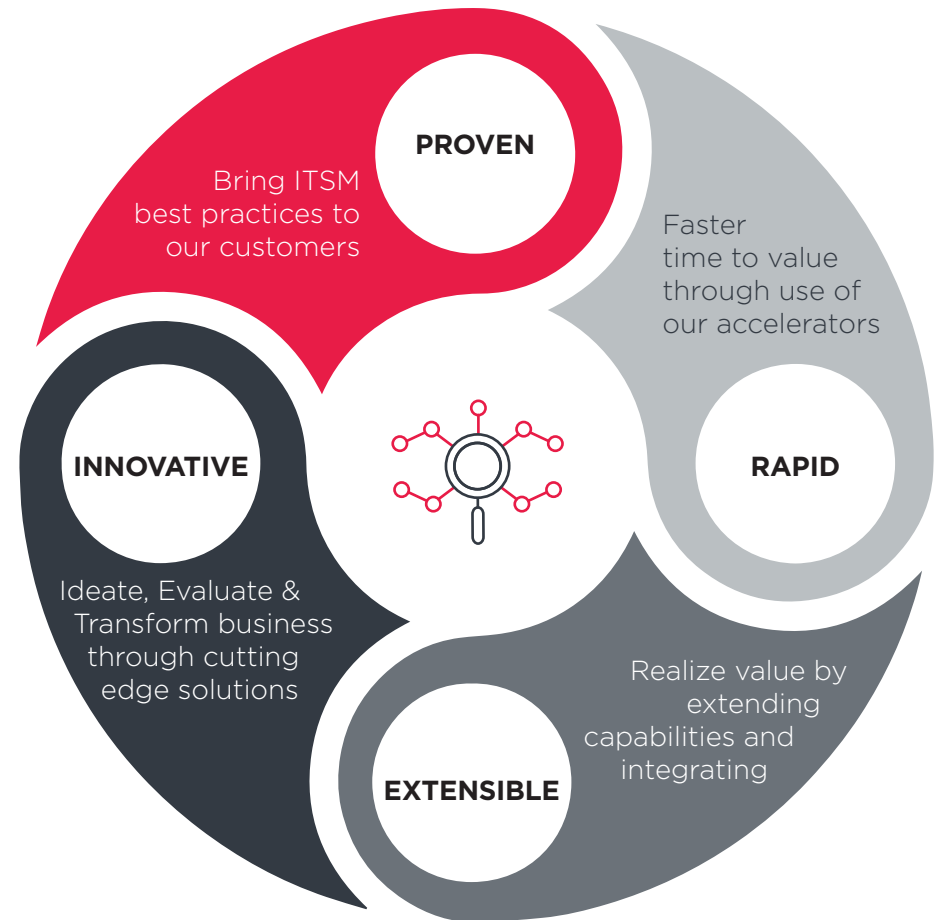
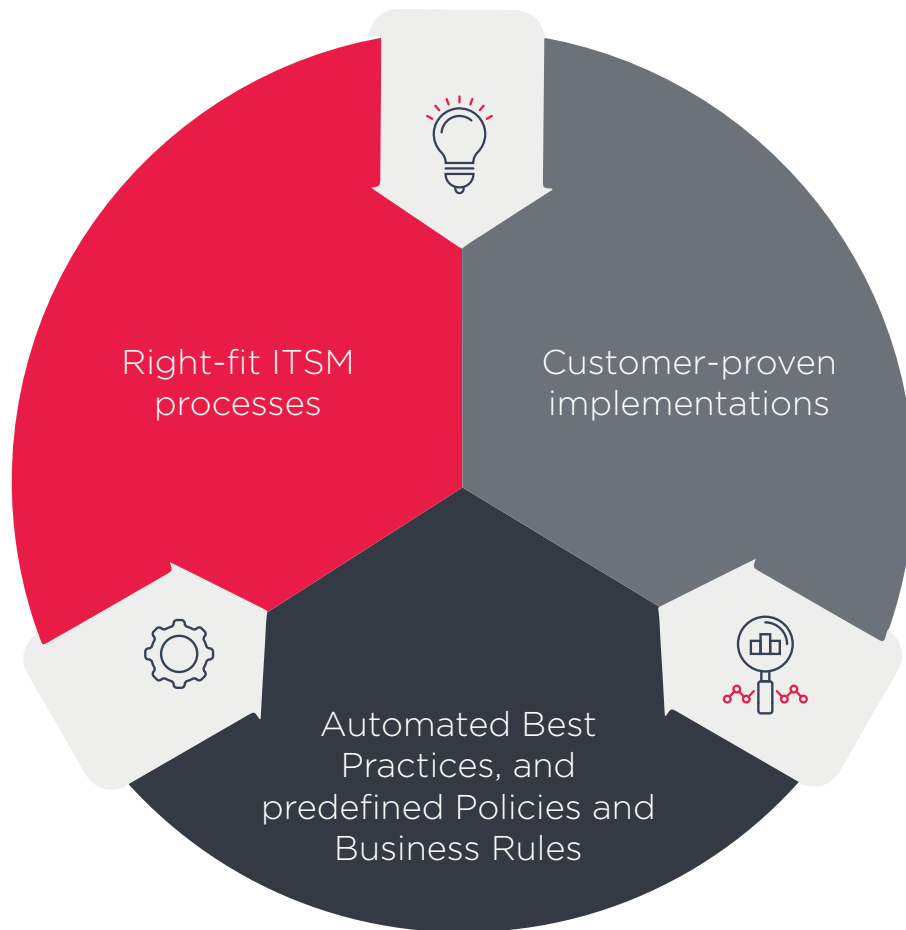


Best practice ITSM process ecosystem with **proven operations experience**



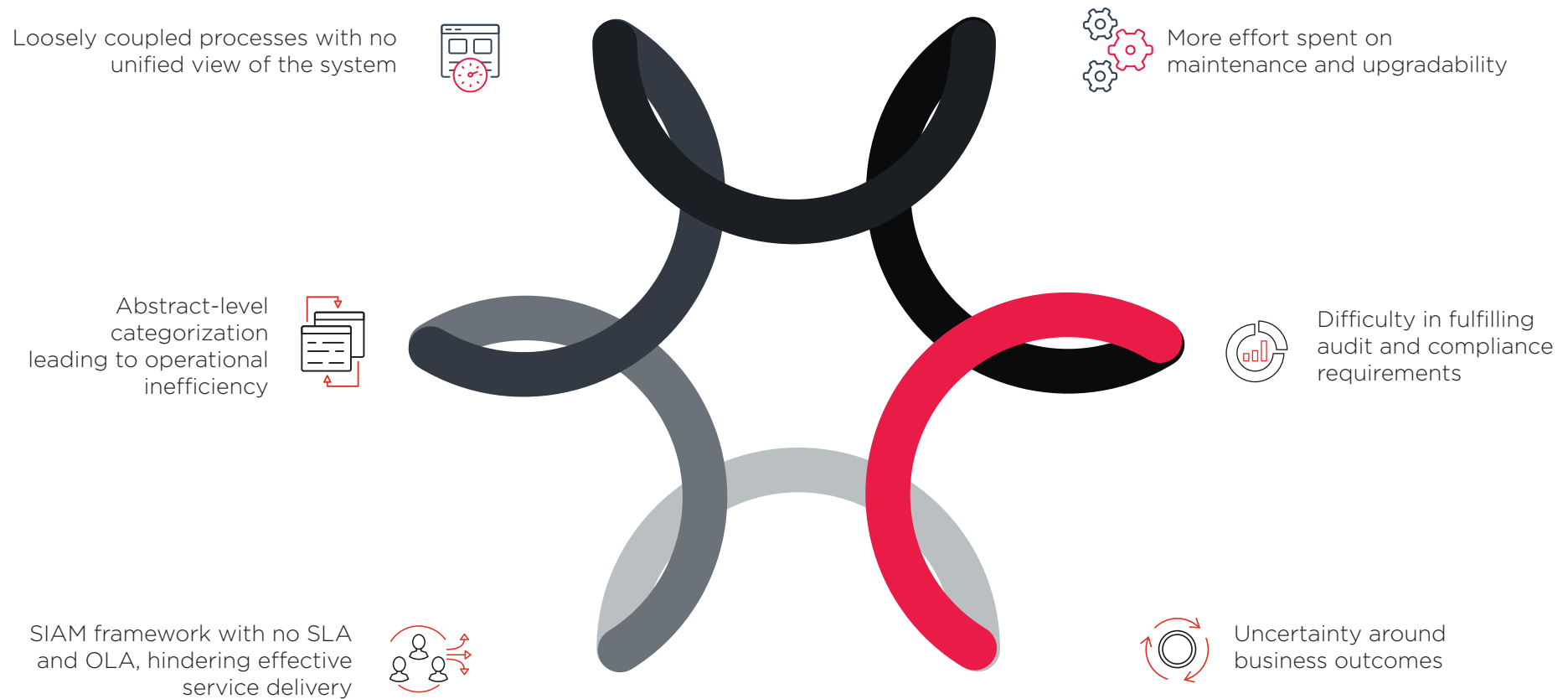
DRYICE Gold BluePrint™ is ready to use, ITIL framework based Eco System built on industry leading ITSM platforms



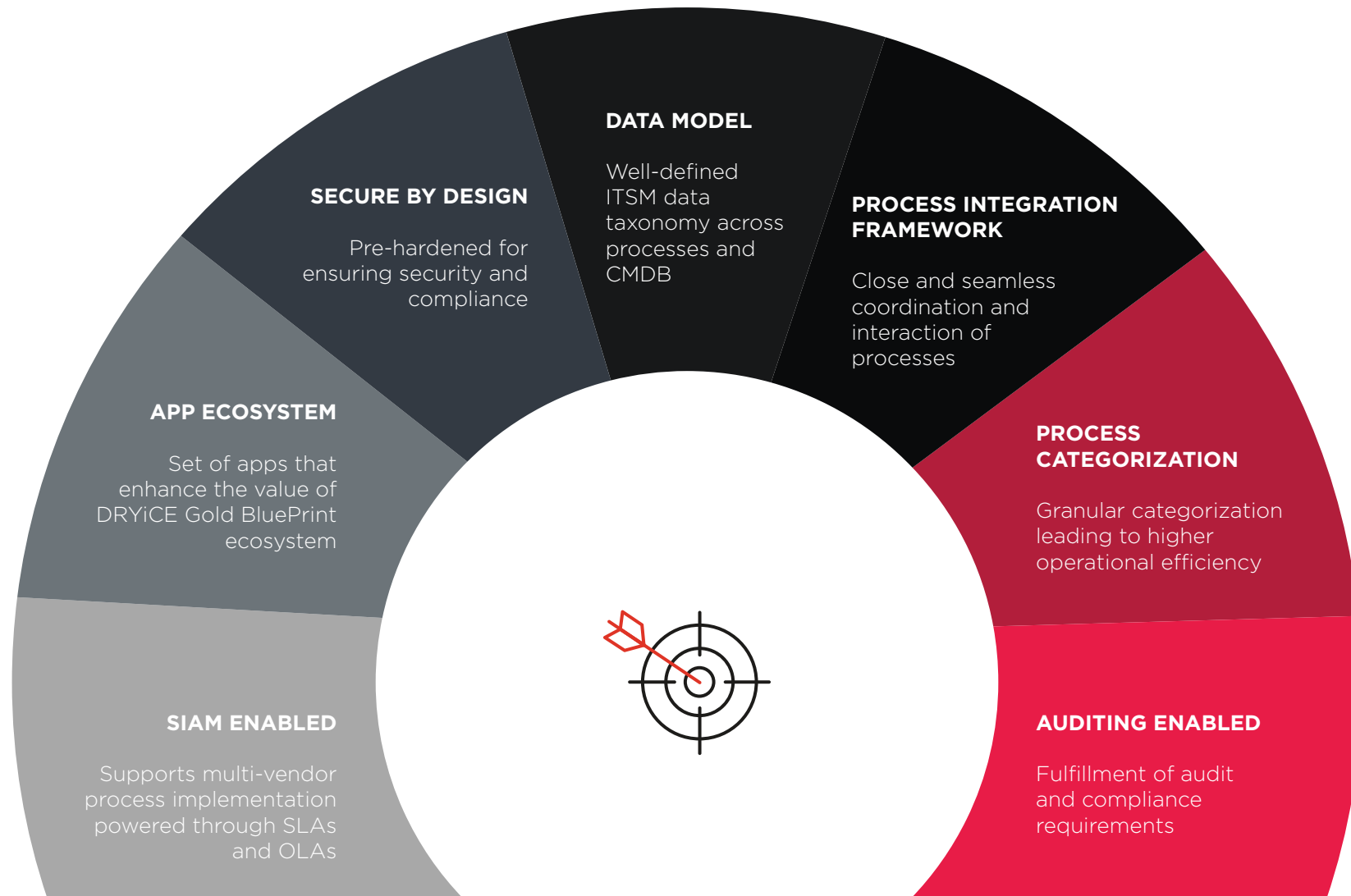
Traditional Customer Challenges

COTS vs. Custom Solutions - Which do you sacrifice? - Process Efficiency or Ease of Maintenance / Upgrades?

With DRYiCE Gold Blueprint - Neither!



Key Features



Gold BluePrint Proven Methodology



Key Differentiators

INCIDENT MANAGEMENT

- Easy navigation/fewer clicks
- Defined process outputs for problem and knowledge management
- Enhanced reporting with centralized (CMDB-driven) categorization

PROBLEM MANAGEMENT

- Dynamic formation of Problem Investigation Team (PIT)
- Close-loop integration with knowledge management
- Documented RCA technique (process and outputs) within problem record

CHANGE MANAGEMENT

- Business / Technical risk evaluation
- Defined access controls for Change Managers, Approvers, Implementers and Creators
- Built in process checks for review, CMDB update and PIR

SERVICE REQUEST MANAGEMENT

- Pending customer action, meeting appointment options
- Differentiated 'Requested by' and 'Requested for' roles and actions
- Pre-configured notifications and surveys

KNOWLEDGE MANAGEMENT

- Version comparison and roll back
- Instant publish and recall
- Refer back function for reviewers
- Access restrictions by group

ASSET MANAGEMENT

- Enhanced asset / CI lifecycle with additional statuses and logical transitions
- Auto creation and synchronization of asset to CI records
- Built-in process controls and validations

Gold BluePrint Solution Suite

DRYiCE Gold BluePrint introduces self-service concepts and automates routine administrative tasks freeing developer / admin time for high value added tasks

iMigrate

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

iUpdate

Automates the Update Sets migration process by controlling the accessibility of Update Sets from DRYiCE Gold BluePrint to customer instance

iLicense

Easily manage platform license types and license counts enabling optimal utilization and cost saving

iAssign

Automates assignments for incidents and other tickets (tasks) - its a policy/criteria based routing engine

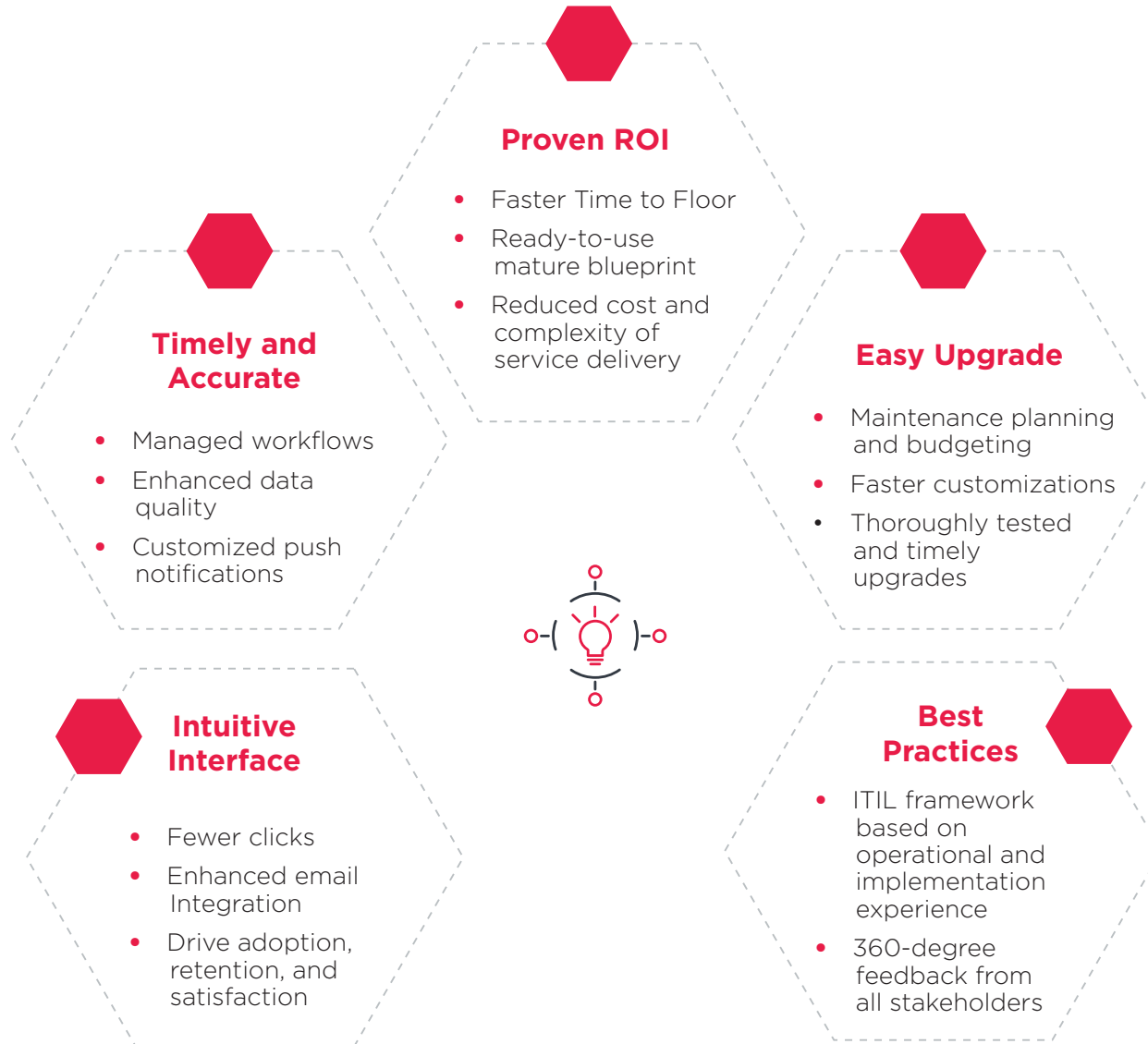
Bagheera

Bagheera is an administration automation engine. It automates configuration and data upload tasks for users by introducing self-serviceability.

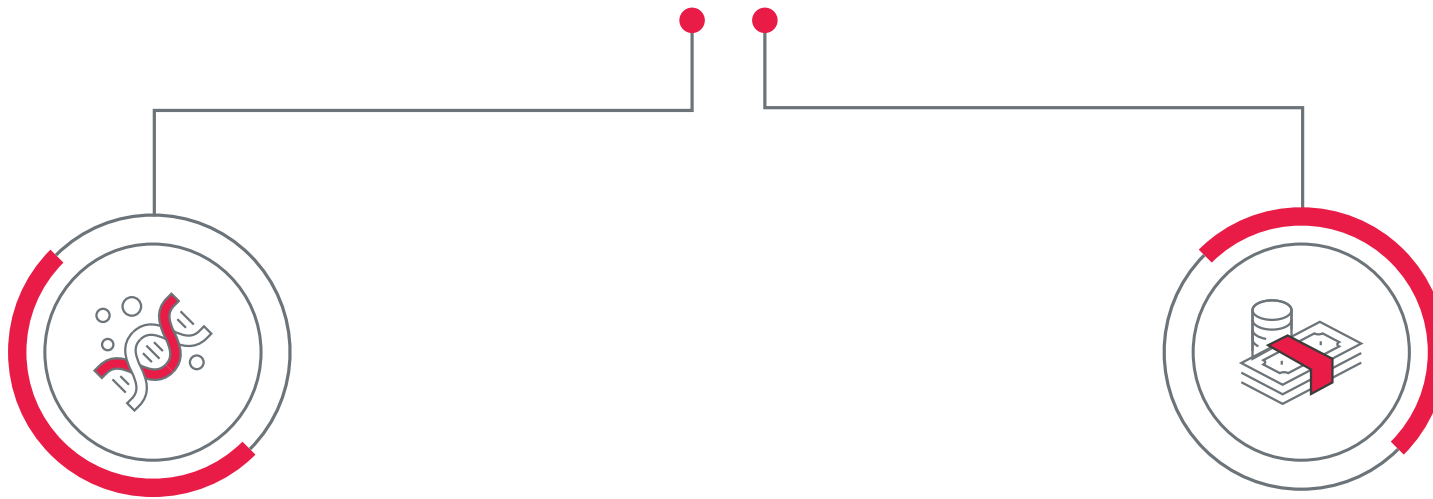
Spider

Automates to minimize the effort required to perform integrations between DRYiCE Gold BluePrint and other IT service management systems used by customers and their ITSM vendors

Key Benefits



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

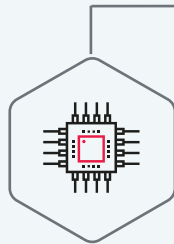
Implemented ITSM governance function to enable strategic direction and guidance for run-time and one-time activities for an American multinational manufacturer of cleaning and consumer chemical supplies

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

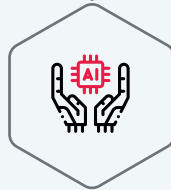
About DRYiCE

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**



For more information
write to us at dryicemarketing@hcl.com or visit our website at dryice.ai