

# DRYICE MTaaS

Business-ready hosted platform for enterprise tools



# Value of DRYiCE MTaaS

**DRYiCE MTaaS (“MTaaS”)** is the world’s first and only hosted enterprise management platform powered by the DRYiCE AI Ops framework for delivery of IT Management tools. It enables an enterprise to simplify and transform its IT operations and offers a plug-and-play mechanism to consume it on a pay-per-use basis.

**Utilizing DRYiCE products alongside a rich partner ecosystem, MTaaS brings AI Ops to reality across all layers in the IT ecosystem:**



Observability  
and Monitoring



Event  
Management



Intelligent Automation  
(Server, Runbooks,  
and Cloud)



Reporting



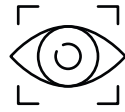
Predictive  
Analytics

All layers are tied up together by a cognitive virtual assistant delivering a seamless user experience. For an enterprise, MTaaS eliminates the hassle of tool’s SMEs shortage, challenges around tools licensing and maintenance cost, environment scalability, regulatory and process compliance, cumbersome processes for tools deployment, and regular patching/upgrade across all layers of the IT environment. With MTaaS, enterprises can simply consume tools-as-a-service without involving in administrative and maintenance activities.

# Challenges addressed



Disjointed management of IT tools & processes



No end-to-end visibility into IT operations ecosystem



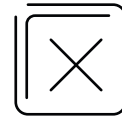
Cumbersome and time taking processes for tools on-boarding



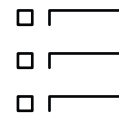
Higher MTTR (Mean-Time-To-Resolve)



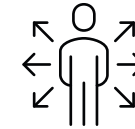
Reactive & human intensive root cause analysis



Absence of end-user experience monitoring



Lower CSAT



Ineffective capacity management



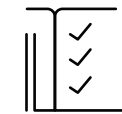
Large volume of configuration requests



Difficulties tracking transactions across the entire IT infrastructure



Time-consuming virtual asset provisioning/de-provisioning mechanism

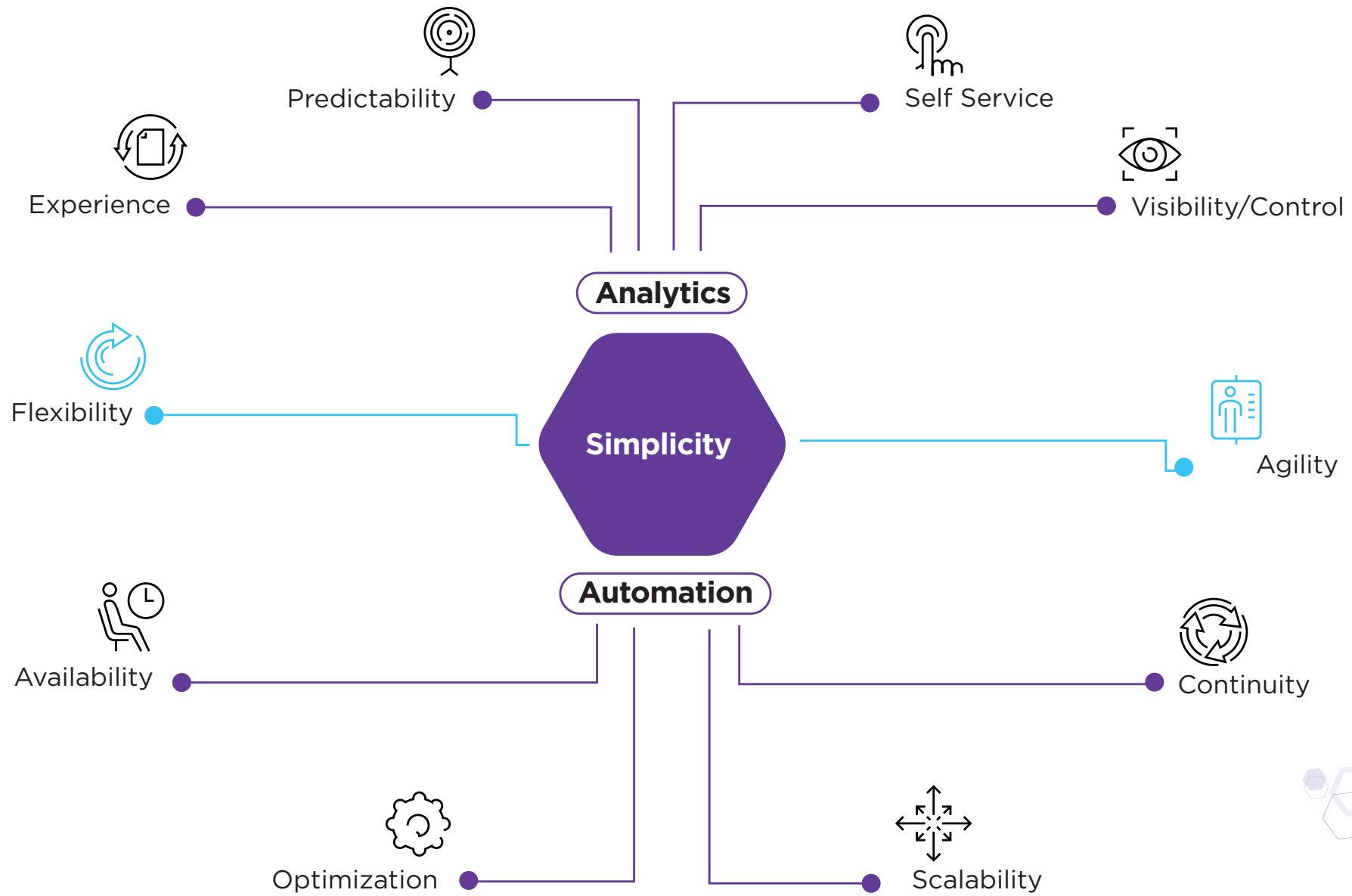


Difficulties analyzing trends and patterns across large amounts of historical data



Increasing volume of alarms in the IT environment

# Autonomics principles



# Key features



## Plug and play mechanism

Available for various enterprise tools eliminating the need for the customers to bear the initial cost of tool set-up and licensing



## Enterprise-grade security

Compliant with multiple industry standards for security and governance including ISO 27001:2013, FedRAMP, GDPR, SOC 1, and SOC 2



## Standardization

Well defined ITSM data taxonomy across processes and CMDB with a multivendor SIAM framework powered by SLAs and OLAs



## Pre-configured dashboards, views, and reports

A rich repository of pre-configured reports and dashboards covering key IT operations KPIs



## Self-service catalog based provisioning

Provisioning of IaaS and PaaS services in a multi-Cloud environment, through an intuitive self-service catalog



## Transparent and flexible pricing

Usage driven pricing on a pay-as-you-use basis



## Business ready hosted platform

Enterprise tools embedded and built-in multiple layers of an IT ecosystem to operate in tandem with the tools already existing in a customer organization. Various tracks led by certified experts



## Predictive analytics and forecasting

Insightful reports including; trending analytics, SLA breach prediction, change failure prediction, capacity forecasting, resource performance, and multiple other areas



## Automation diversity

Intelligent automation across incident remediation, service requests tasks, change requests tasks, scheduled executions, ad-hoc executions, patching, reporting, and many more



## Cognitive virtual assistant

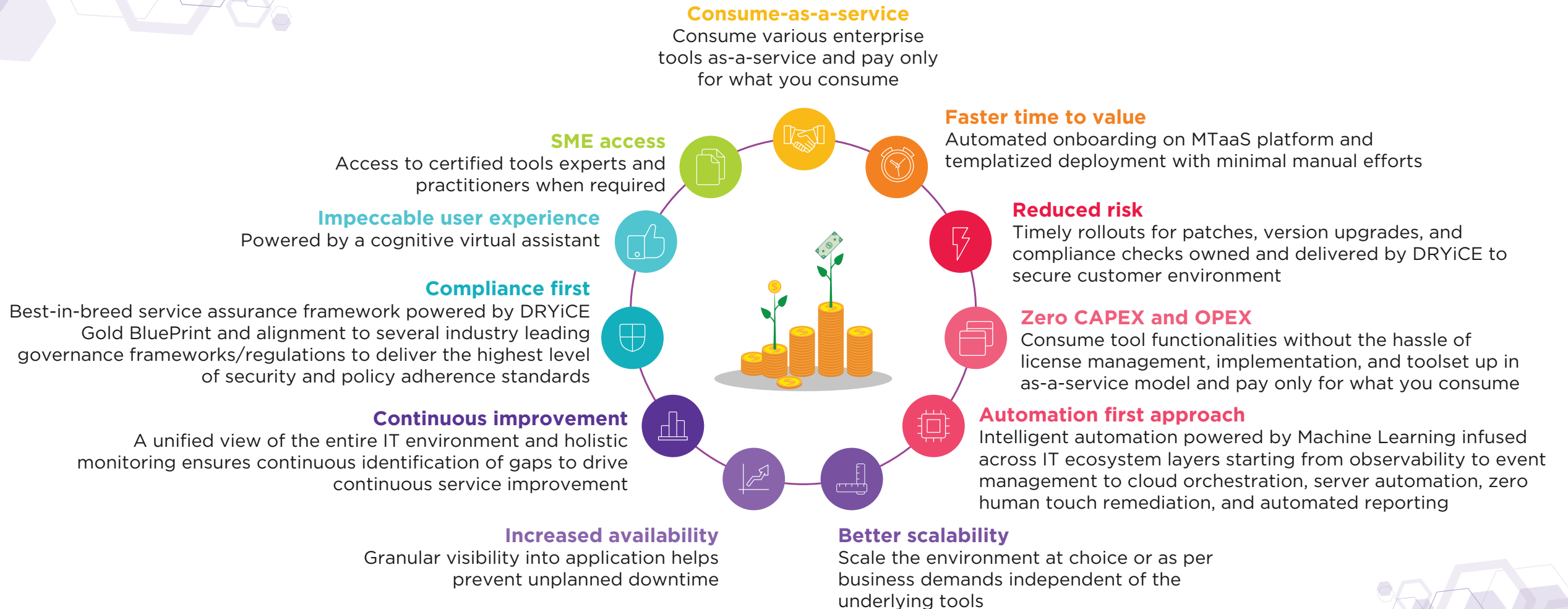
Capability to provide a conversational AI-based interface to the end-users which does the heavy lifting of integrating with different tools at the backend



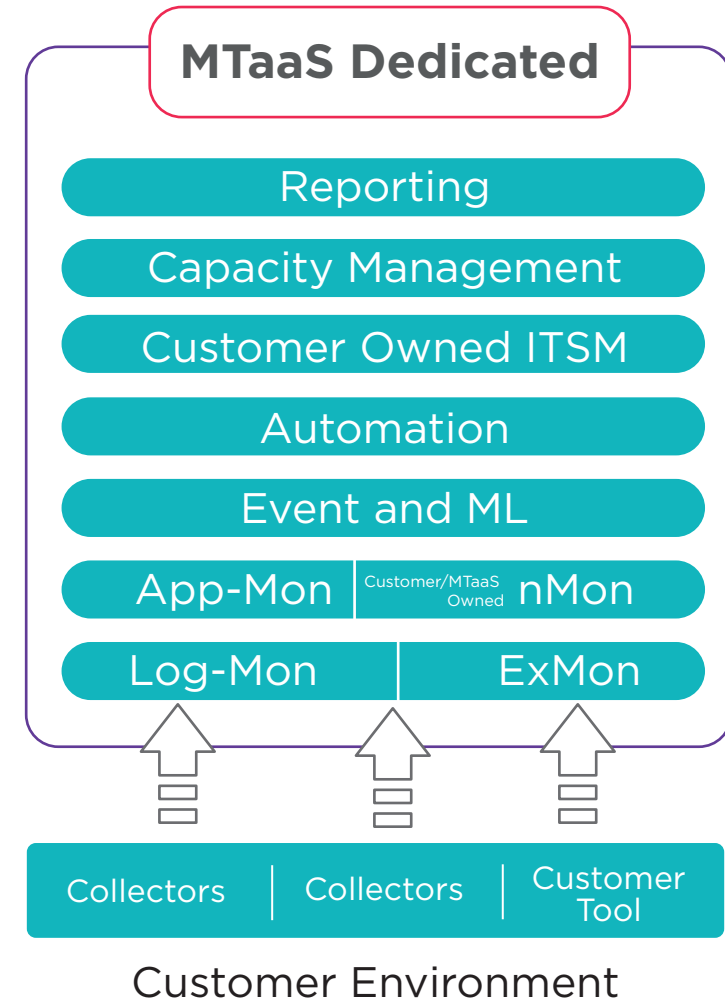
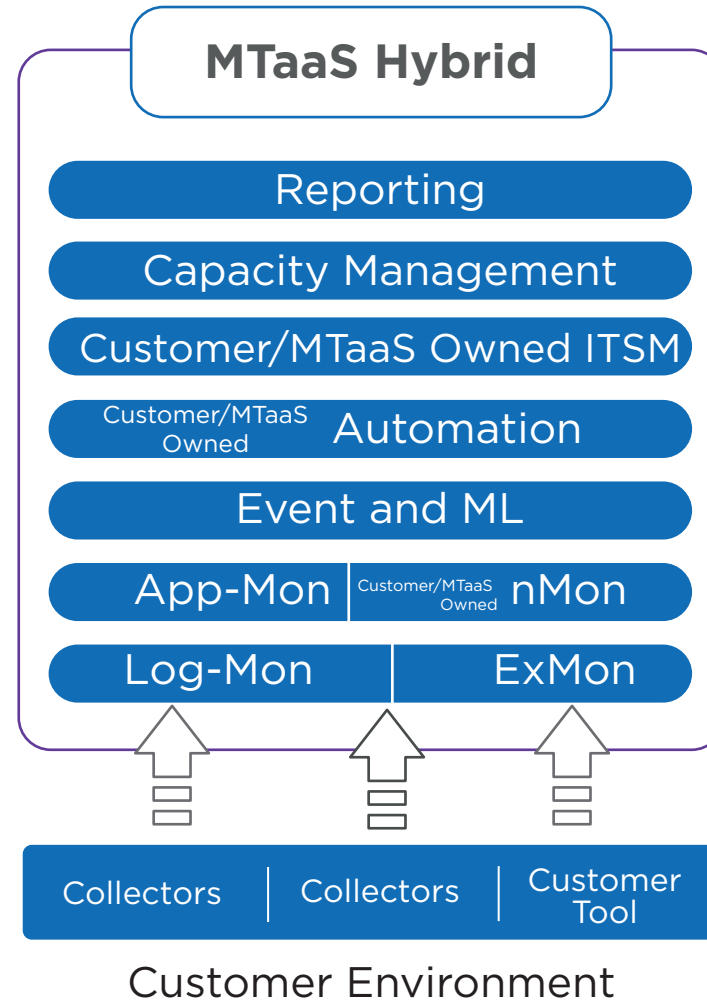
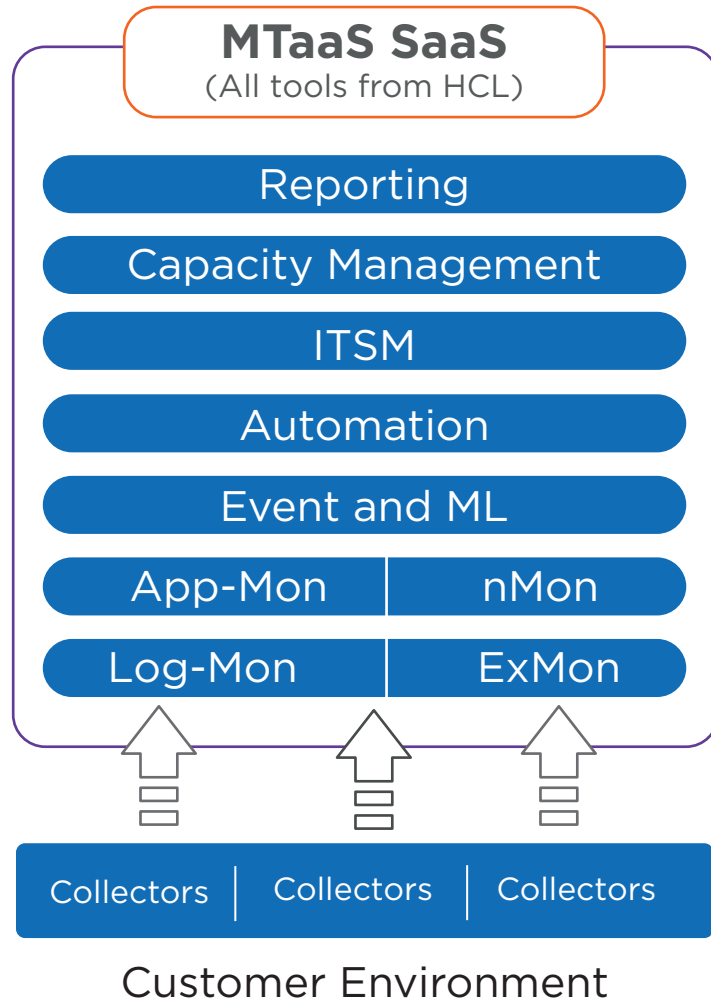
## Robust governance model

Templated world-class governance practices and processes for an IT ecosystem that is efficient, compliant, secure and ready for audit

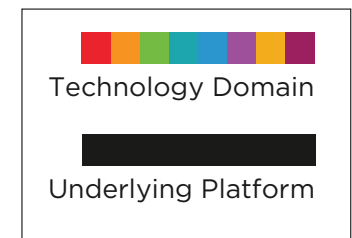
# Key benefits



# Variants

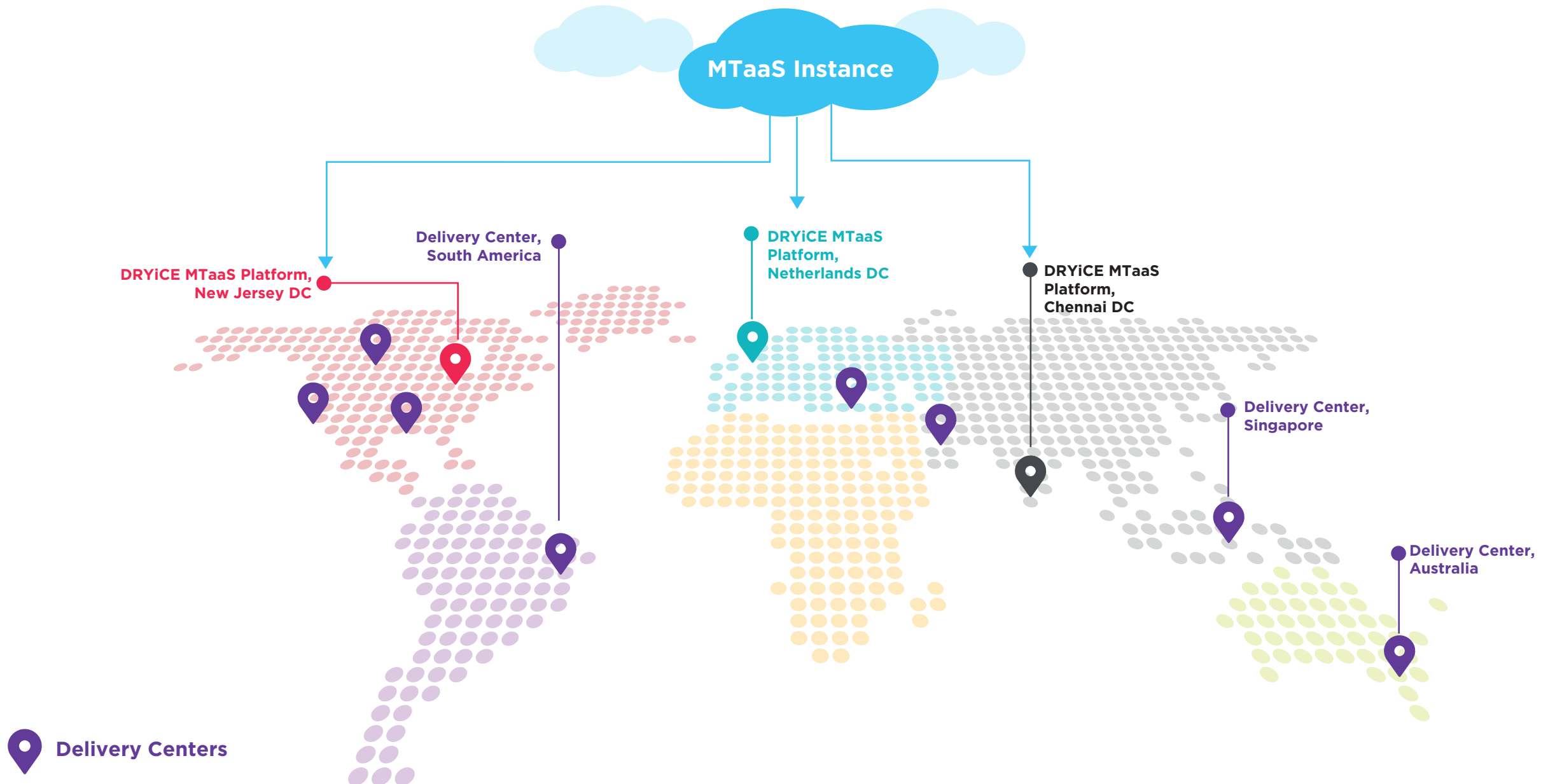


# Technology Ecosystem





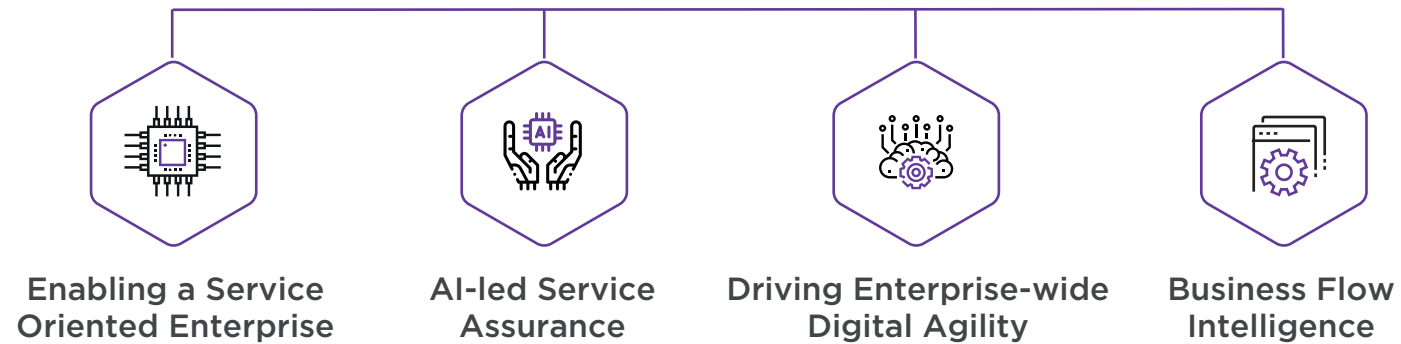
# Deployment and delivery centres



# 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:



Want to know more?  
Visit our website at [dryice.ai](https://dryice.ai) or  
write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com)