DRYiCE by HCL Technologies

HCL

Energy and Utilities business process flow monitoring solution

Predict to prevent

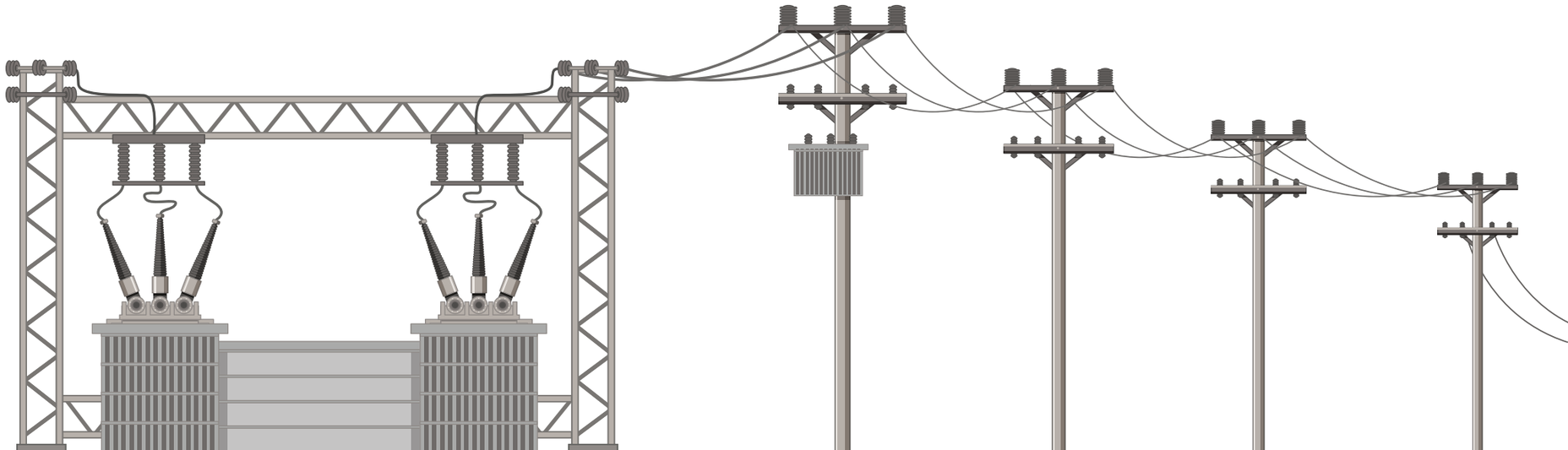
DRYiCE iControl

DRYiCE iControl

Understanding the Energy and Utilities Industry

The Energy and Utilities landscape is evolving swiftly. Rapid privatization of a traditionally public sector, new regulatory and compliance policies, advent of disruptive technologies, customer demand for a better experience, and emergence of new players in the market are the key drivers to the industry's structural transformation. To keep pace with these changes, manufacturers, suppliers, and retailers need to reinvent historic business models, gain better business insights, and operational effectiveness.

The key to achieving such differentiated business results is to recognize that while historically Energy and Utilities processes such as Metering, Billing, Collection, Operations, etc. have been loosely coupled, a higher degree of operational efficiency can be achieved with end-to-end process flow monitoring. The current siloed monitoring of each process results in ineffective decision making and high error rates. Enterprises require a holistic view of critical data and business processes across organizational boundaries to minimize operational costs, maximize revenue, pre-emptive identification and mitigation of potential risks and improve time-to-market.



DRYiCE iControl

Value of DRYiCE iControl for Energy and Utilities

DRYiCE iControl ("iControl") is a business process flow monitoring solution for Energy and Utilities that provides real-time visualization of the full set of business processes, their integration, and associated systems providing IT and Operations a granular view into process capability against key performance indicators and defined service level agreements. With iControl, stakeholders can improve the decision-making process of various business functions like Revenue Cycle Management, Asset Management, Network Management, and many more. It regulates the health of business processes with IT data, identifies potential process optimization areas, predicts and analyzes the business impact of any modifications made to the process.

iControl is embedded with industry process intelligence and is backed by decades of HCL's experience in delivering business process services to Energy and Utilities enterprises. We have funneled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view and actionable intelligence for forecasting and resolving possible risks.

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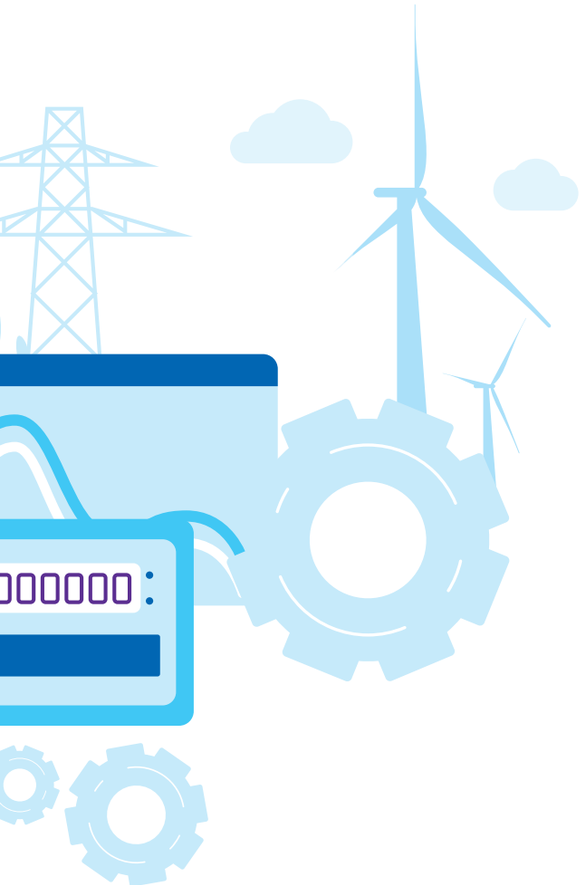
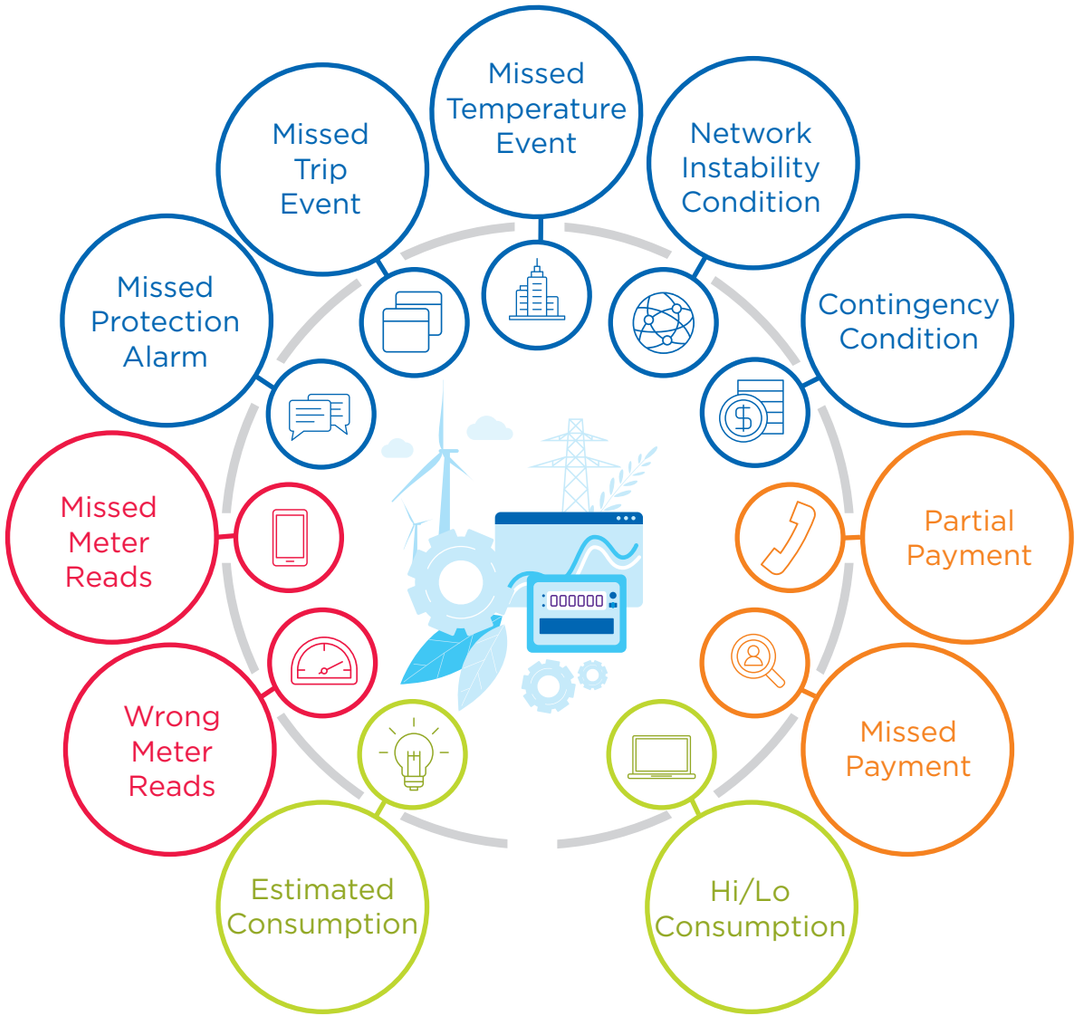
Key Industry Challenges Addressed





- Technical Network Operations
- Collection Operations
- Billing Operations
- Metering Operations

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Key Features

Standard KPI/Target Types

- Six standard KPIs/target types to measure impact of IT performance on business outcomes

Business Schedule

- Set daily, monthly, rolling processing cycles
- Set custom calendars, based on time zone, region, and business profile

Real-time Performance

- Set thresholds for different time periods
- Rules engine to calculate real-time performance

Operational Reporting

- Provide reporting of KPI performance for flow and dimensions over time
- Create views of business operations by user type

Flow Designer

- Create and store business flows and process steps

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Control Measures

- Operators and owners linked to business KPIs to provide transparency on responsibilities

Anomaly Detection

- Periodic behaviour monitoring
- Flagging of unusual deviations/patterns

Dashboarding

- Glass table dashboarding for real-time end-to-end visibility

Impact Drilldown

- Identify impacted clients
- Analyze and understand extent of breaks

Service Intelligence

- Visualize performance of the business flow
- Provide additional business context reporting

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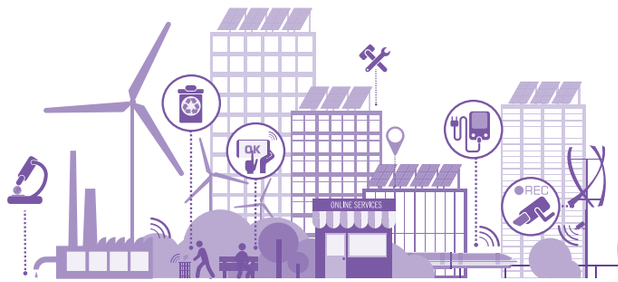
Key Benefits

- Rapid fulfilment of new connection requests
- Efficient utilization of meter data
- Effective billing
- Reduced cost-to-serve
- Reduce upfront cost of automation
- Improve stability and MTTR (Mean Time To Response)
- Detect business-critical issues proactively and boost MTTI (Mean Time to Identify)
- Achieve rapid agreement between business and IT on root cause identification
- Consistently meet regulatory performance needs
- Reduce IT and business manual workarounds
- Provide transparency on agreed performance statistics for both IT and business
- Identify business process areas which are risk prone
- Improve customer experience and retain business



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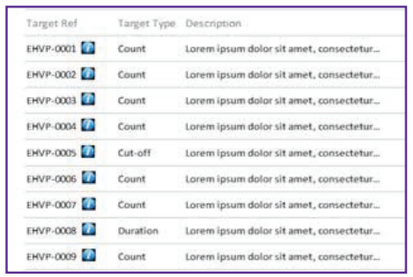
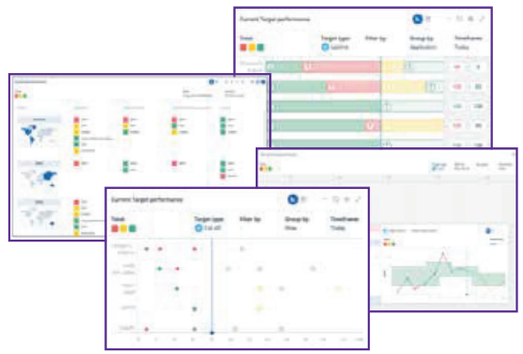
iControl Methodology

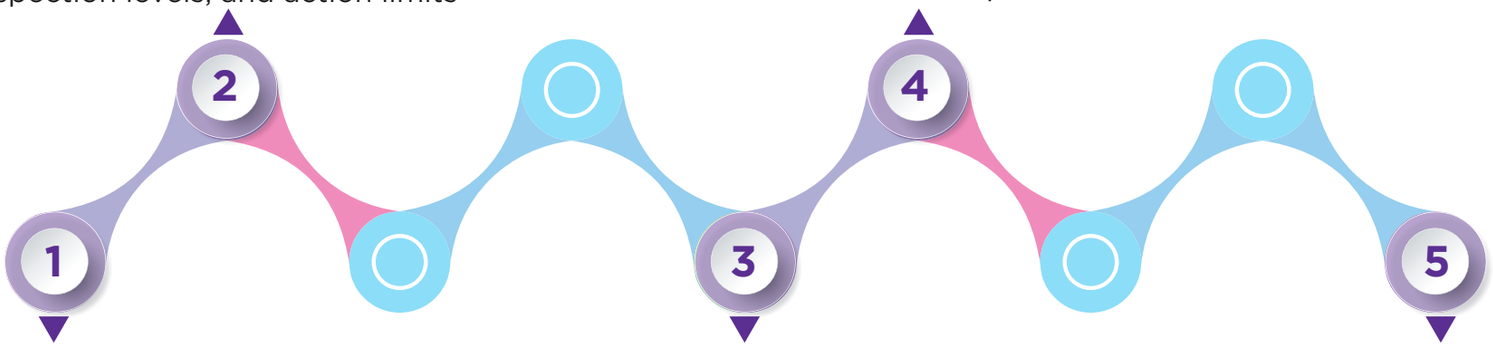


Target Ref	Target Type	Description
EHVP-0001	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0002	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0003	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0004	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0005	Cut-off	Lorem ipsum dolor sit amet, consectetur...
EHVP-0006	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0007	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0008	Duration	Lorem ipsum dolor sit amet, consectetur...
EHVP-0009	Count	Lorem ipsum dolor sit amet, consectetur...

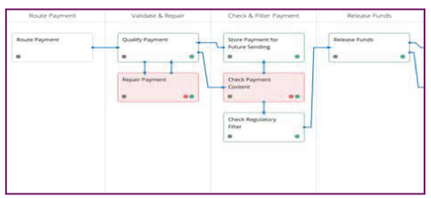
Ingest data – Add monitoring points, inspection levels, and action limits



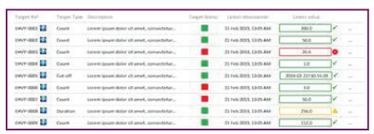
Generate actionable predictions



Digitally map business processes



Monitor and report business performance



Make business decision

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Industry Use Cases

Metering related errors requiring manual intervention

Error in metering status

iControl monitors

- Meter read cycle check
- Meter read upload check
- Cycle read reconciliation
- Process stage drilldowns
- Transaction details
- Map of affected business areas

Billing Discrepancy

Billing needs to know

iControl displays

- Read / Consumption errors
- EoD cut-off proximity and risk
- High consumption alerts
- High bill value alerts
- Comparison breaches YoY
- Unusual behaviour

Payment Abnormalities

Collection needs to predict

iControl learns

- Persona-based summaries
- User metrics
- Predictive leading indicators
- Historical analysis
- Payment breaches

Technical Operations

Operation needs to view

iControl presents

- Critical alarm goes unnoticed
- Alarm not addressed in time
- Trip – downtime is long
- Load is not served – large outage duration
- Equipment historical analysis
- Count and severity of breaches

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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

Want to know more?
Visit our website at dryice.ai or
write to us at dryicemarketing@hcl.com

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