DRYiCE by HCL Technologies

HCL

Life sciences
business process flow monitoring solution

Predict to prevent

Product Brochure

DRYiCE iControl

DRYiCE iControl

Understanding the Life Sciences industry

The technological advancements in the pharmaceutical and biotechnology sectors are revolutionizing the way research and development are conducted by life sciences organizations. This growth is exciting but results in insecure collaboration and significant challenges to operational efficiency. Add to it the complex regulatory and compliance initiatives that are increasingly being introduced by industry bodies, and the result is organizations seeking real-time, proactive monitoring solutions. Such solutions will enable them to stay ahead of complications, minimize costs, and drive operational excellence to enhance compliance and produce a competitive advantage.

The current localized and siloed monitoring of many business functions renders it incapable to predict the impact of a breakdown on the overall business. In addition to identifying compliance violations, an efficient monitoring solution would enable organizations to gather intelligence and track all business processes to create an end-to-end holistic view across organizational boundaries.

DRYiCE iControl

Value of DRYiCE iControl

DRYiCE iControl (iControl) is a business process flow monitoring solution for Life Sciences that provides real-time visualization of the full set of business processes, their integrations and associated systems providing IT and operations a granular view into process capability against key performance indicators and defined service level agreements. It enables organizations to leverage the data for regulatory requirements and flag any potential non-compliance. It regulates the health of business processes with IT data, recognizes process enhancement opportunities, predicts, and analyses 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 Life Sciences 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

Localized data view

Life Sciences offerings go through multiple linear processes, from R&D to development to dispensing, before they are launched commercially. The end-to-end chain of operations involves multiple information systems, each with its own monitoring stack producing localized data flow views

Technical monitoring

Most of the monitoring tools track only technical parameters of jobs and processes and are incapable of drilling-down to business impact of a breakdown

Dynamic industry regulations

Life Sciences industry operates under the ambit of complex and dynamic regulatory and compliance requirements

Lack of proactive alerts:

Industry-leading monitoring solutions generate alters after a breakdown, leading to loss in revenue and increase in time-to-market

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Key features

Customisable Home Screen
Customisable home screen to define views

Widgets
Visualise performance of flows, targets, and other drop down filters using selectable widgets

Domain Pack
Ready template flows to accelerate creation of Life Sciences specific flows

Flow Performance
Visualise the performance of the business flow (by target/KPI or last observation stream)

Set thresholds for different time periods

Rules engine to calculate real-time performance

Predictive Analytics
Enable machine learning algorithms to provide trend predictions

Flow Designer
Set thresholds for different time periods

Rules engine to calculate real-time performance

Standard KPI/Target Types
Six standard KPIs/target types to measure impact of IT performance on business outcomes

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

Impact Drilldown
Identity impacted clients
Analyze and understand extent of breaks

Service Intelligence
Visualize performance of the business flow
Provide additional business context reporting

Control Measures
Operators and owners linked to business KPIs to provide transparency on responsibilities

Operational Reporting
Provide reporting of KPI performance for flow and dimensions over time

Create views of business operations by user type

Anomaly Detection
Periodic behavior monitoring

Flagging of unusual deviations/patterns

Business Schedule
Set daily, monthly, rolling processing cycles

Set custom calendars, based on time zone, region, and business profile

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Key benefits

Accelerated time-to-market

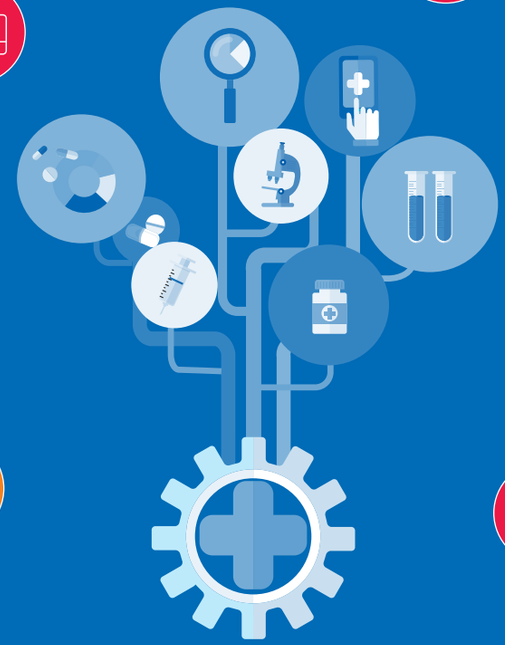
Improve customer experience and retain business

Identify risk prone business processes

Provide transparency on agreed performance statistics for both IT and business

Reduce IT and business manual workarounds

Consistently meet regulatory performance needs



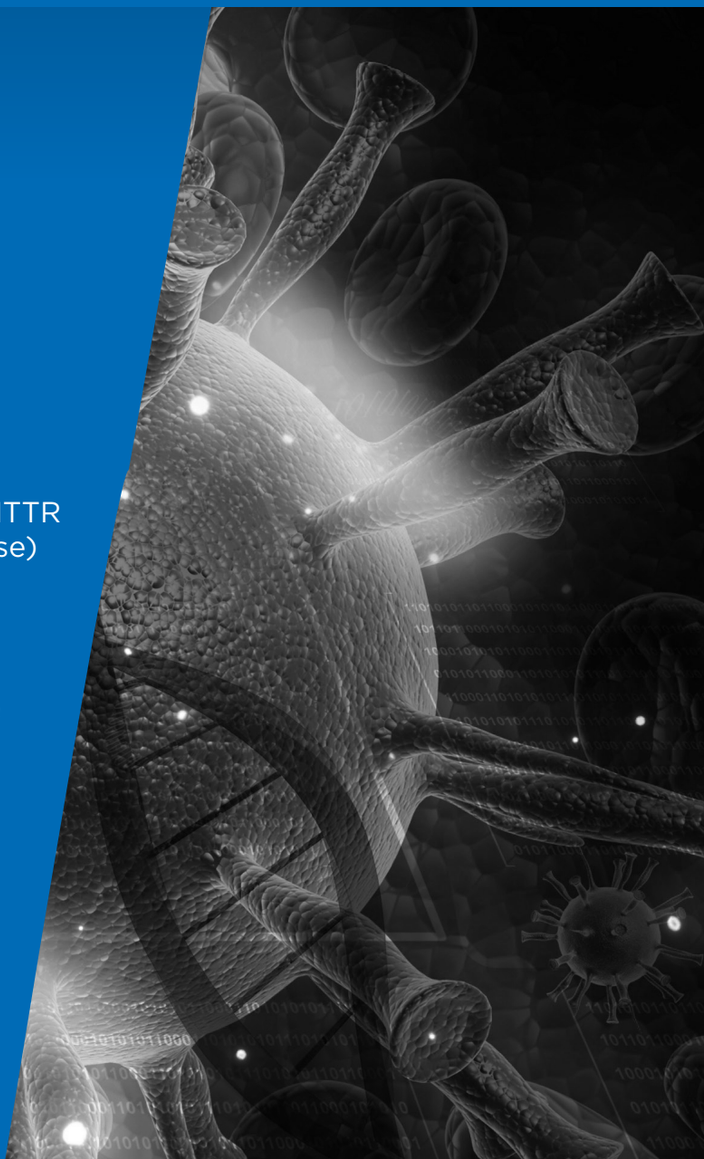
Reduced cost-to-serve

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



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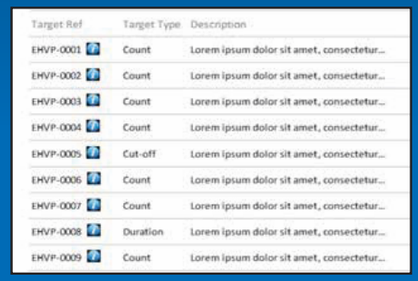
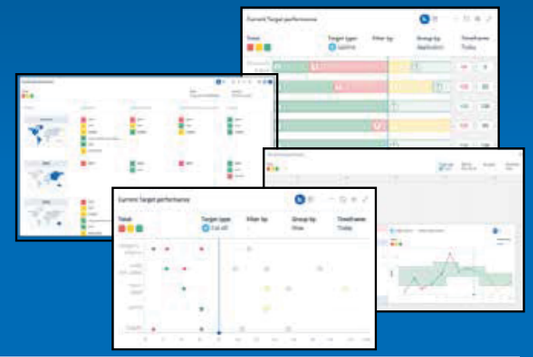
iControl Methodology



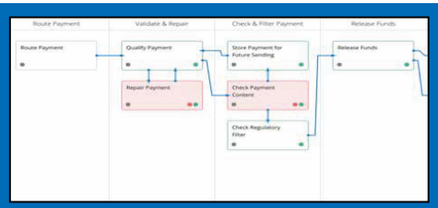
Target Ref	Target Type	Description
EHVP-0001	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0002	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0003	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0004	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0005	Cut-off	Lorem ipsum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

1. Digitally map business processes



3. Monitor and report business performance

5. Make business decision

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Lifesciences Use Case : Monitoring laboratory equipment

In-process quality control

When the business needs performance analytics, iControl presents:

- Persona-based summaries
- User metrics
- Predictive leading indicators
- SLA performance
- Flow performance and cut-offs

Missed SLA cut-offs

When Operations needs to predict, iControl learns:

- Issue counts
- Resolution rates
- Historical analysis
- Threshold attainment

Abnormalities

When Operations needs to know, iControl displays:

- Equipment inactivity
- SLA cut-off proximities
- Alerts

Summaries

When equipment are in error status, iControl monitors:

- Equipment status in manual repair/ fatal status
- Process stage drilldowns
- Log details
- Map of affected business areas

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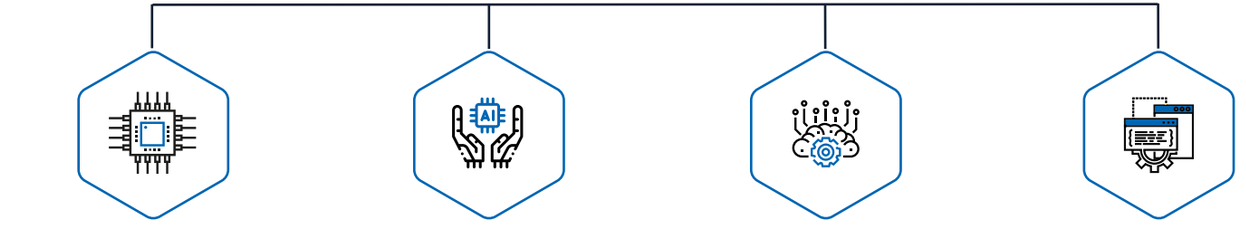
About DRYiCE Software

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:

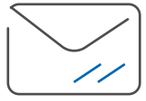


Enabling a Service Oriented Enterprise

AI-Led Service Assurance

Driving Enterprise-Wide Digital Agility

Business Flow Intelligence



Want to know more?
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