

# DRYiCE™ ROAR

Unified data-driven business decisions



## VALUE OF DRYiCE ROAR

Data is the cornerstone of an organization's commercial success. Organizations worldwide are becoming pro-data when making business decisions. Data-driven decisions are rational and accurate, allowing organizations to be more agile, identify new business opportunities, and respond rapidly to market changes. A data-driven approach contributes to increased transparency, accountability, and continuity across various functions of an organization.

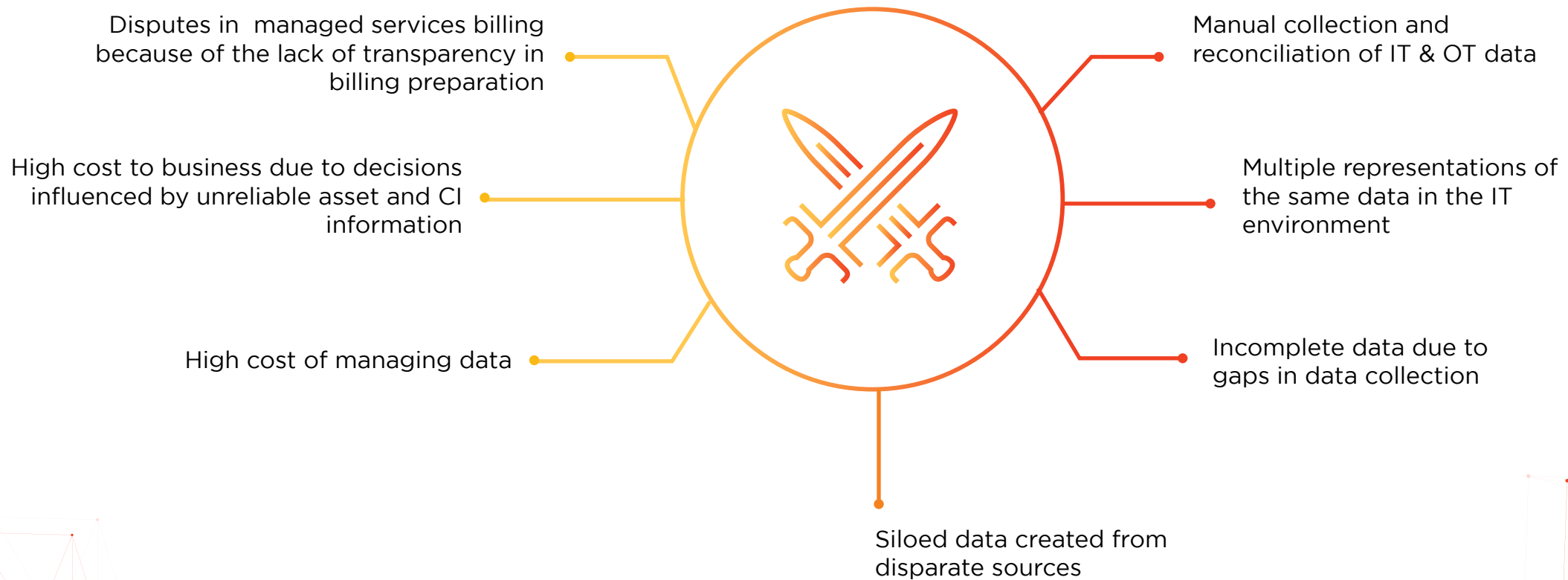
Although the growing value of data cannot be ignored, the inability of enterprises and Managed Service Providers to maximize data quality and reliability is leading to poor IT and business outcomes. Diverse data sources bring a range of data types and complex data structures resulting in ineffective data integration and analysis.

To ensure that the correct data is available to business decision-makers in the right way and at the right time, organizations require a robust product that can effectively combine and validate data from a broad range of sources.

**DRYiCE ROAR** (ROAR) is a product that processes data from the enterprise IT environment to create a single-source-of-truth for delivering business services.

This source called the Golden Dataset can populate downstream applications in billing, service management, and asset management.

## CHALLENGES ADDRESSED BY ROAR



# ROAR METHODOLOGY

ROAR seeks to store relevant operational data from various data sources and subjects it to a Four Step Process to build a data repository that can be considered as a single-source-of-truth.

## Step 1: Validation

- Refines raw data by eliminating NULL values, junk values, and special characters based on predefined application rules

## Step 2: Normalization

- Standardizes data by replacing alternative representation of the same data entity with normalized values
- Homogenizes records for data consistency

## Step 3: Aggregation

- Converts data from multiple sources into single source of consolidated and accurate records

## Step 4: Reconciliation

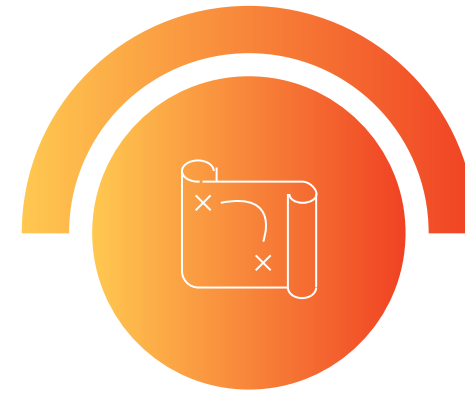
- Identifies billing components by pairing resource components with correct resource units
- Resource Unit Management Database (RUMDB), a data repository of discrete units of consumption of billing components or Resource Unit (RU) is created



## KEY DIFFERENTIATORS

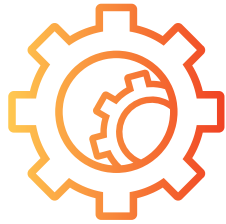


A library of commonly used RU definitions that can be customized by a business user to provide faster time to value



A Resource Unit Management Database (RUMDB) that is used for the storage of Resource Unit (RU) counts calculated by the reconciliation of golden CI datasets against predetermined RU definitions. The RUMDB provides information about the billable components in the environment

## KEY BENEFITS



### Process benefits

- Shorter execution time with auto-invocation of data processing jobs sequentially
- Improves data's usability as it is presented in an industry acceptable format
- Increases the completeness of data by filling the missing attributes from multiple sources of IT & OT data
- Validation of quality before data is processed, by detection and correction of corrupt values



### People benefits

- Business users have higher confidence in the data as automation removes human errors
- Single source of truth of the IT environment for all stakeholders



### Business benefit

- Stronger data governance
- Accurate tracking and reporting of billables
- Better decisions based on better quality of data
- Rapid response to threats and outages with accurate analysis based on reliable asset and CI data



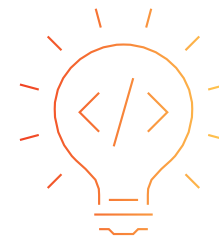
## CASE STUDY

**An IT services organization supporting a global network of 70 independent pharma companies drives billing accuracy from a single validated source-of-asset information.**



### Business Problems

- Multiple disparate sources of data
- Manual inventorying of CIs
- False representation of billing components leading to inaccuracies and leakages



### Solution Highlights

- DRYiCE implemented ROAR to automate the tasks of collection, normalization, aggregation, and reconciliation of multiple sources of data into a single source of asset information
- ROAR provided a validated and accurate representation of CIs in the IT environment
- With this the volume of manual errors was reduced while also increasing the contribution of data sources for accurate inventorying of CIs in the CMDB



### Business and Technical Benefits

- Discovered 50% additional CIs compared to manually discovered inventories
- Contribution of other source tools in billing consolidation was 90% more than manual inventorying
- 500+ billing man hours saved
- Achieved 100% auditability by getting a clear view of deployed CIs due to enhanced transparency from a single-source of truth and automated processing making sure all CIs in environment are accounted for

## 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:

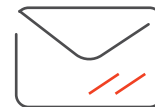


Enabling a Service  
Oriented Enterprise

AI-Led Service  
Assurance

Driving Enterprise-Wide  
Digital Agility

Business Flow  
Intelligence



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