

# Digital workplace solution

AI-driven and automation-powered employee experience



## WE'VE BEEN BUSY

While COVID-19 seems to have upset many an applecart, we've been prepping global fortunes for digital transformation for some time now.

- Here a dozen offerings enhanced,  
there a hundred person-hours reduced
- Delivering in-depth business process visibility in Brisbane,  
and creating an Amazon-like enterprise service platform in Boston
- Opening a new value stream in Canada,  
while closing the man-machine gap in Canterbury
- Achieving zero touch automation one day,  
and 98% customer satisfaction the next

Like we said, we've been busy.

And the fruits have started to show, as you will discover, over the next few pages.



# THE WORKPLACE IS ON A PATH OF IRREVERSIBLE CHANGE

Paradigm shifts have long been the subject of business discourse, but in 2020 the ground under our feet shifted. The New Normal is now business-as-usual.

Naturally, **change** comes with its **challenges**, faced with which, man does what he does best; build a tool to take them on.

The challenges posed by a hyper-connected, globally dispersed, always-on enterprise can only be met with a solution that is as **simple** as it is **effective**. As **flexible** as it is **agile**. A solution met not with **resistance**, but **relief**. One that will accommodate yesterday's legacy, today's reality, and tomorrow's uncertainty.

It needs to be a solution built for **drivers** as well as **adopters** of digital transformation; one that will be easily wielded in the skillful hands of Infrastructure and Operations (I&O) leaders seeking to bridge the gap between user **expectation** and user **experience**.

And that describes DRYiCE AEX™ perfectly.



## SO WHAT MIGHT AN IDEAL DIGITAL WORKPLACE SOLUTION LOOK LIKE?

An ideal solution would be the one designed around your organization's most important customers: its employees.

And, their most immediate environment: the business unit to which they belong. There is need for a solution that integrates well, implements quickly, and yields value even quicker.



# COULD DRYICE AEX BE THAT ONE-STOP SOLUTION?

DRYICE AEX (AEX) is an out-of-box digital workplace suite that addresses the new normal and reduces operating cost and complexity. It drives end user satisfaction through superior user experience and seamless predictable end-user operations.

AEX offers enterprise-wide digital agility with real-world benefits and zero risks of performance loss.

# 1

## END-USER BENEFITS

- 50+ out-of-box use cases
- 24x7 standardized support
- E-commerce like experience for IT and business requests
- Cognitive Virtual Assistant (CVA) for rapidly creating service requests

# 2

## IT AND OPERATIONS BENEFITS

- Proactive end-point monitoring
- Self-heal and auto remediation
- Reduced operational cost
- Analytics and valuable insights
- Self-service capability
- Rich knowledge base



# 3

## BUSINESS AND CIO BENEFITS

- Built-in use cases to deliver value from Day 1
- Flexibility to add custom use cases as per enterprise needs
- Scalable solution to support organization growth

# WHAT GIVES DRYICE AEX THE EDGE?

End-to-end integration that deploys quickly, reducing your time-to-market, and is built from customer-tested components with pre-figured use cases. But of course, that's what you'd expect from the pioneers of digital workplace solutions.

## ENTERPRISE DIGITAL MARKETPLACE

Pre- configured IT and business services catalog for end-user productivity

## END POINT REMEDIATION

Pro-active monitoring and automated remediation for lower operating cost



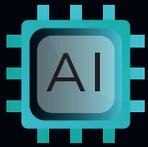
## AI-ENABLED CVA

AI and omni-channel support for superior end-user experience

## END-POINT ANALYTICS AND REPORTING

End-user experience insights with pro-active remediation for simplified IT operations

# LET'S EXAMINE THOSE SPECS UP CLOSE



## AI-ENABLED CVA

An intelligent, personable virtual assistant that can interface with both internal and external information sources.

- Infinite productivity and consistent experience
- Service Desk calls eliminated for trivial issues
- User experience transformed from a search based to a conversational model
- Service Desk agent interactions relegated only for complex issues
- Ready-to-deploy department-specific use cases



## ENTERPRISE DIGITAL MARKETPLACE

A persona-based e-Commerce like workplace experience for business and IT needs.

- Rapid service fulfilment
- Intuitive self-service capability
- Knowledge management through published articles
- Intuitive self-service capability



## AUTOMATED END-POINT REMEDIATION

An employee enablement and workplace optimization module that pre-emptively resolves system and application issues.

- Automated routine computer maintenance
- Self-healing with no IT intervention
- Self-help with "one click solution"
- Proactive resolution of issues, with minimum Service Desk calls



## END-POINT ANALYTICS AND REPORTING

A digital experience monitoring module that proactively monitors large volumes of real time EUC data to provide insights with transformative potential.

- Real time visibility into true end user experience
- Predictive analytics and forecasting
- Contextual feedback and improved employee communication
- Improved IT operations efficiency

## DRYICE AEX AT WORK



Increased revenue by improving and automating business processes for a \$25B food retailer with a human-like experience, resolving incidents, and automating manual tasks, all without leaving the chat window.

**4000+**

man hours saved

**88%**

first-time incident resolution

**98%**

customer satisfaction



Increased user and cost efficiencies for a global IT services firm by streamlining its service operational model, bridging the gap between user expectations and experiences.

Upto  
**50%**

improvement in user efficiency and operational model

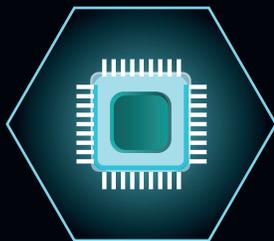
Upto  
**30%**

savings from SaaS-based offerings on hardware costs

## 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:



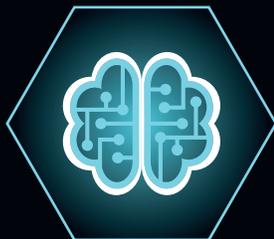
Enabling a Service Oriented Enterprise



AI-led Service Assurance



Driving Enterprise-wide Digital Agility



Business Flow Intelligence



WANT TO KNOW MORE?

Visit our website at [DRYICE.ai](https://www.dryice.ai) or write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com)