

# Digital workplace solution

AI-driven and automation-powered employee experience



# THE WORKPLACE HAS CHANGED IRREVERSIBLY

Enterprises are facing unprecedented **workplace productivity** and **employee experience** degradation due to Covid-19 rendered remote workplaces.

During the early stages of the pandemic, these enterprises reacted to workplace transformation by deploying a myriad of solutions to get work-from-home initiatives off the ground rapidly. However, these solutions addressed only parts of workplace issues and required significant integration and customization efforts.

Now, as the new normal of a **hybrid work environment** becomes permanent, enterprises are recognizing the value of **long-term, sustainable Digital Workplace solutions** to manage growing IT complexity, always-on workplace, and spiralling service desk and operational costs.



## BUILDING A PRODUCTIVE DIGITAL WORKPLACE

A productive solution that delivers real-world benefits would be the one designed around an enterprise's most important customers: it's employees.

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

### VALUE DELIVERED



Simplified User Experience



Reduced Operational Cost



Improved Enterprise Productivity

# SUPERCHARGE YOUR EMPLOYEE EXPERIENCE WITH DRYICE AEX

DRYICE AEX (AEX) is an end-to-end digital workplace solution that enables an always-on, intuitive employee experience through AI, automation, and self-help capabilities.

AEX drives employee satisfaction and productivity by enabling always-on personalized support to employees, irrespective of their location and device. It proactively monitors and automatically remediates end-user device issues while generating actionable endpoint and employee experience insights.

## END-USER BENEFITS

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

## 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



## BUSINESS AND CIO BENEFITS

- Built-in use cases to deliver value quickly
- Flexibility to add custom use cases as per enterprise needs
- Scalable solution to support enterprise growth

# ACCELERATE YOUR WORKPLACE TRANSFORMATION WITH AEX

With 250 out-of-box use cases, pre-configured customer-tested IT and business catalogs, and the flexibility to customize use cases on-the-go, AEX delivers business value quickly. The solution can integrate with standard service management tools to protect current investments.

AEX enables enterprises to be digitally resilient, engaging, and ultimately more productive.

## ENTERPRISE DIGITAL MARKETPLACE

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

## END-POINT REMEDIATION

Automated resolution of system and application issues for lower operating cost



## AI-ENABLED CVA

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

## END-POINT MONITORING AND REPORTING

Pro-active monitoring and insights into the end-user experience for effective decision making

# 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
- 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



## AUTOMATED END-POINT REMEDIATION

An employee enablement and workplace optimization module that pre-emptively resolves system and application issues through unassisted automation and self-heal mechanism.

- 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 MONITORING AND REPORTING

A digital experience monitoring module that proactively monitors large volumes of real time end-user computing (EUC) data to provide insights with transformative potential.

- Real time visibility into true end-user experience
- Predictive analytics and forecasting
- Improved IT operations efficiency

## AEX LEADS FROM THE FRONT



Enabled automated remediation for a F500 Oil & Gas enterprise with 71,000+ employees to achieve pre-emptive resolution through unassisted automation for repetitive issues.

**9000+** **90%**

man hours saved through enhanced user experience

reduction in Mean-Time-To-Resolve (MTTR)

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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

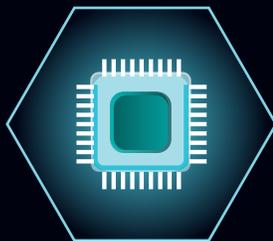
Upto  
**30%**

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.

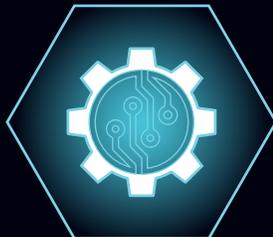
Our vision focuses on:



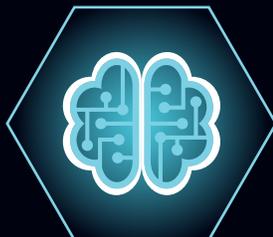
Enabling a Service Oriented Enterprise



AI-led Service Assurance



Driving Enterprise-wide Digital Agility



Business Flow Intelligence



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