

# DRYiCE™ Connect

Integrate | Orchestrate | Simplify



## Multi-sourcing can often lead to multiplicity of challenges

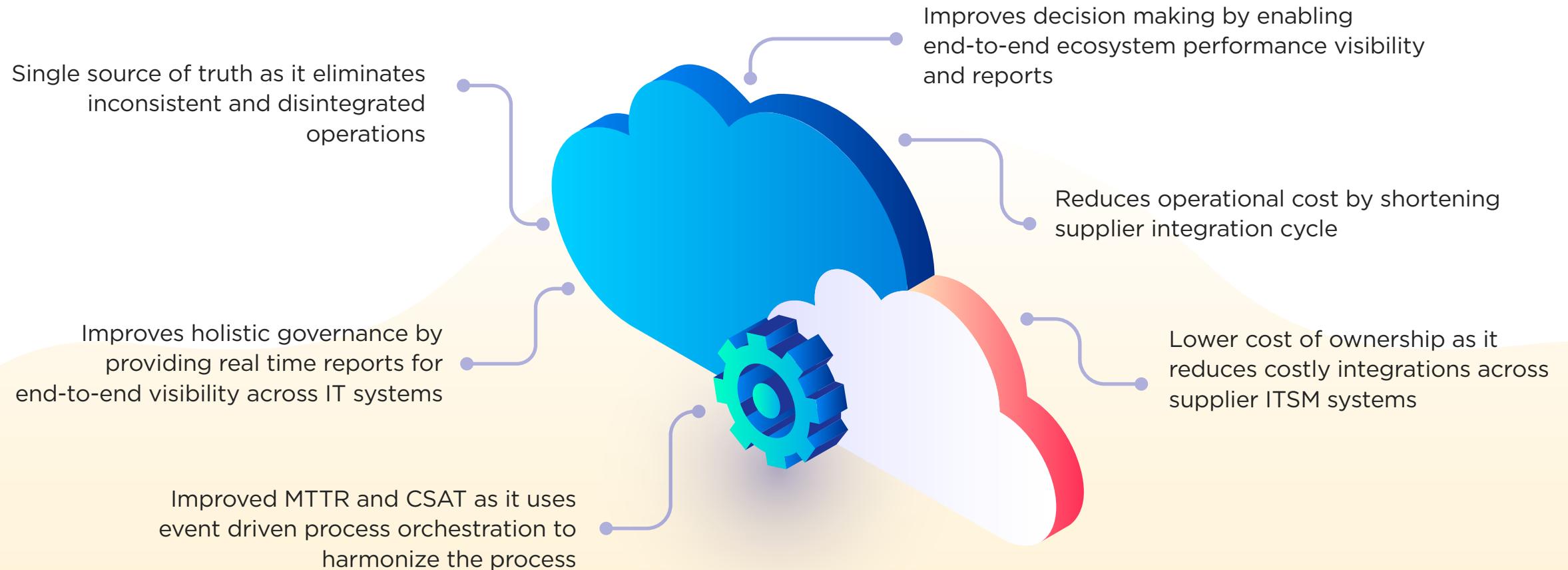
In the age of digitalization, organizations strategic focus is to make IT more agile, efficient, automated, and highly responsive which, in turn, has led them to follow the best of breed trends, but, in following these trends organizations have been driven towards a more complex IT ecosystem that consists of multiple vendors using their native service management tools, which often creates a challenge of unification of records from various systems, hence leading towards complex process orchestration, unreliable SLAs, and ineffective governance.

To be effective, you need to have services that are 'Plug and Play'

DRYICE Connect is a cloud-based integration platform that provides a scalable, highly secure, and faster way to integrate operations across multiple toolsets that ensures effective modern digital governance, orchestrates processes across customer and supplier ITSM systems by providing a single source of truth for all Service Management records and manages the overall responsiveness of a multi-supplier environment.

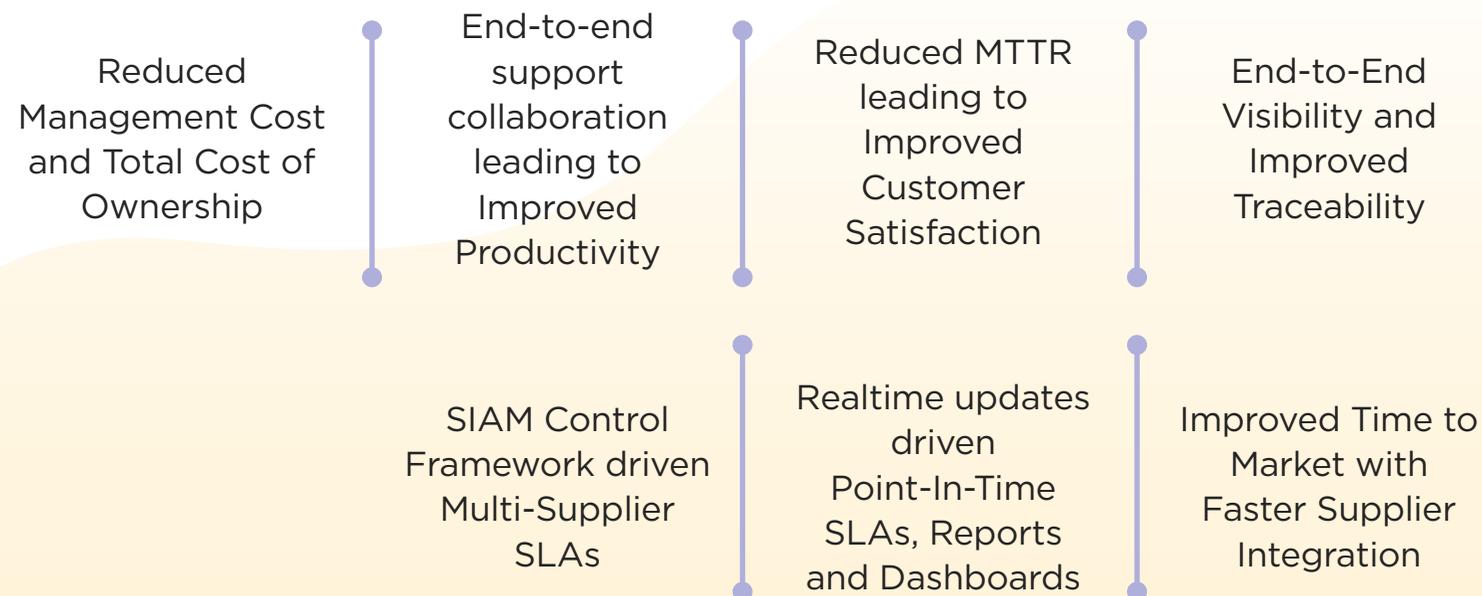


## What problems does DRYiCE Connect Solve?

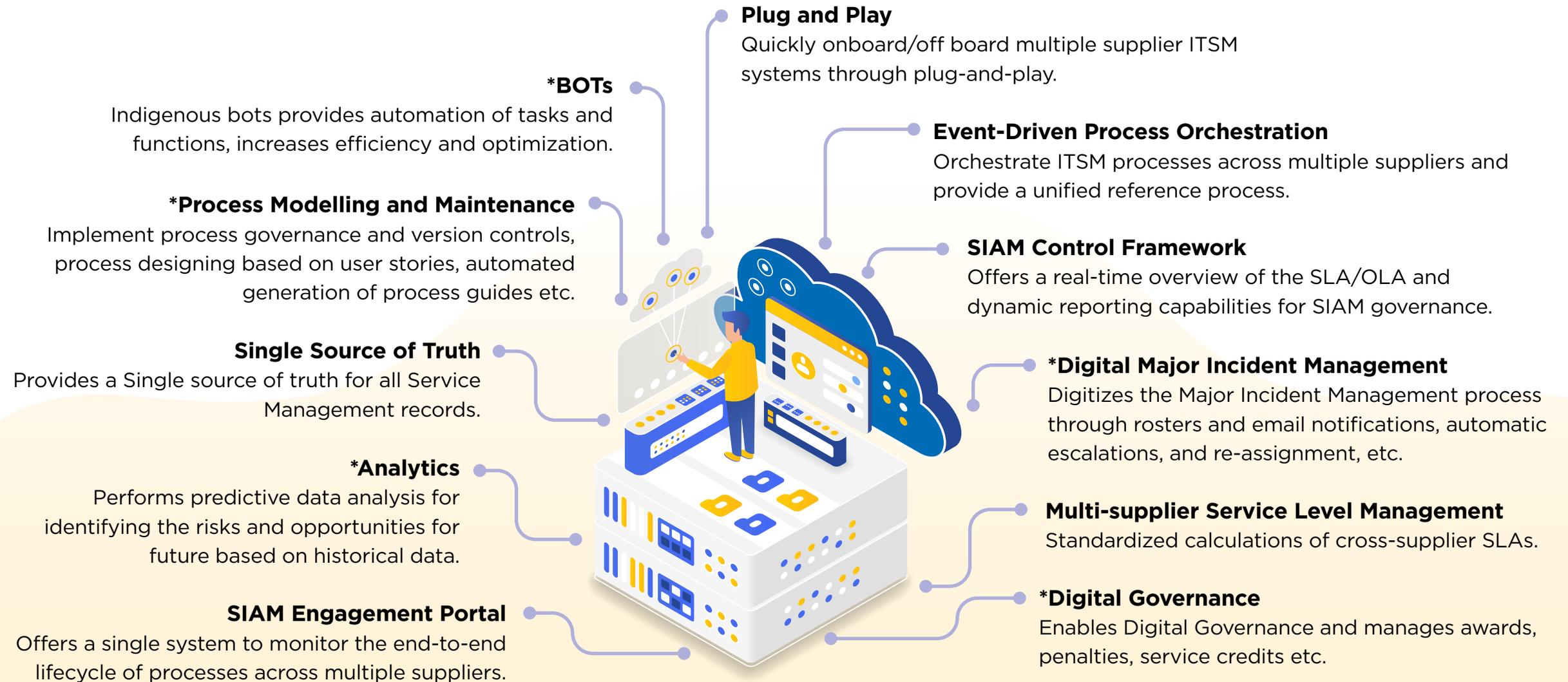


DRYiCE Connect presents enterprises with a unified 'platform of engagement' to effectively orchestrate cross-supplier service integration and management (SIAM) function. This cloud-based integration platform provides a plug-and-play solution that seamlessly integrates with multiple ITSM platforms in the ecosystem to unify processes between suppliers, provide definitive SLA computation and provide a 'single pane of glass' for key service indicators across all IT service areas and suppliers.

## Tap into the multi-fold benefits of Connect



# Key Features

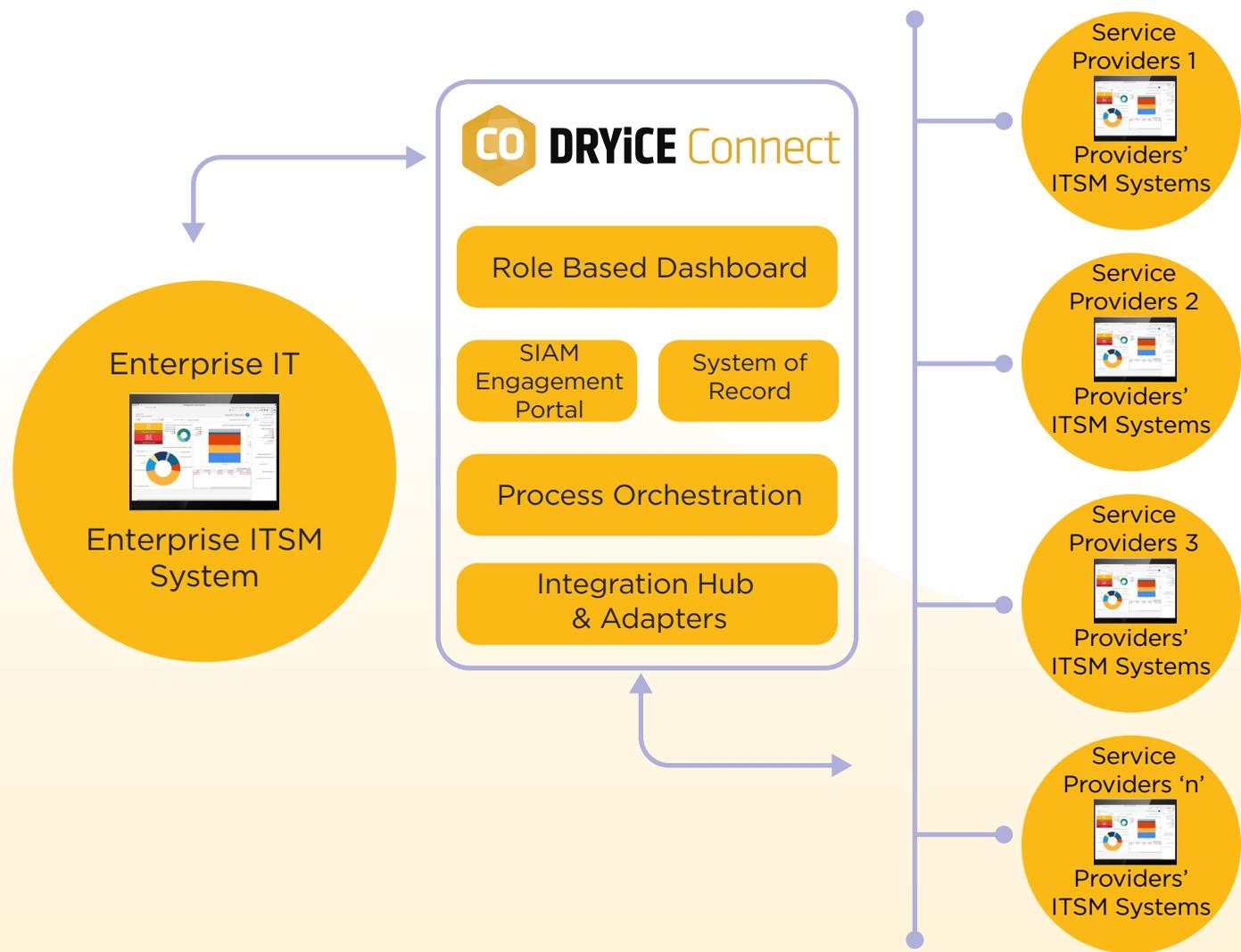


\*These features would be available in the subsequent releases

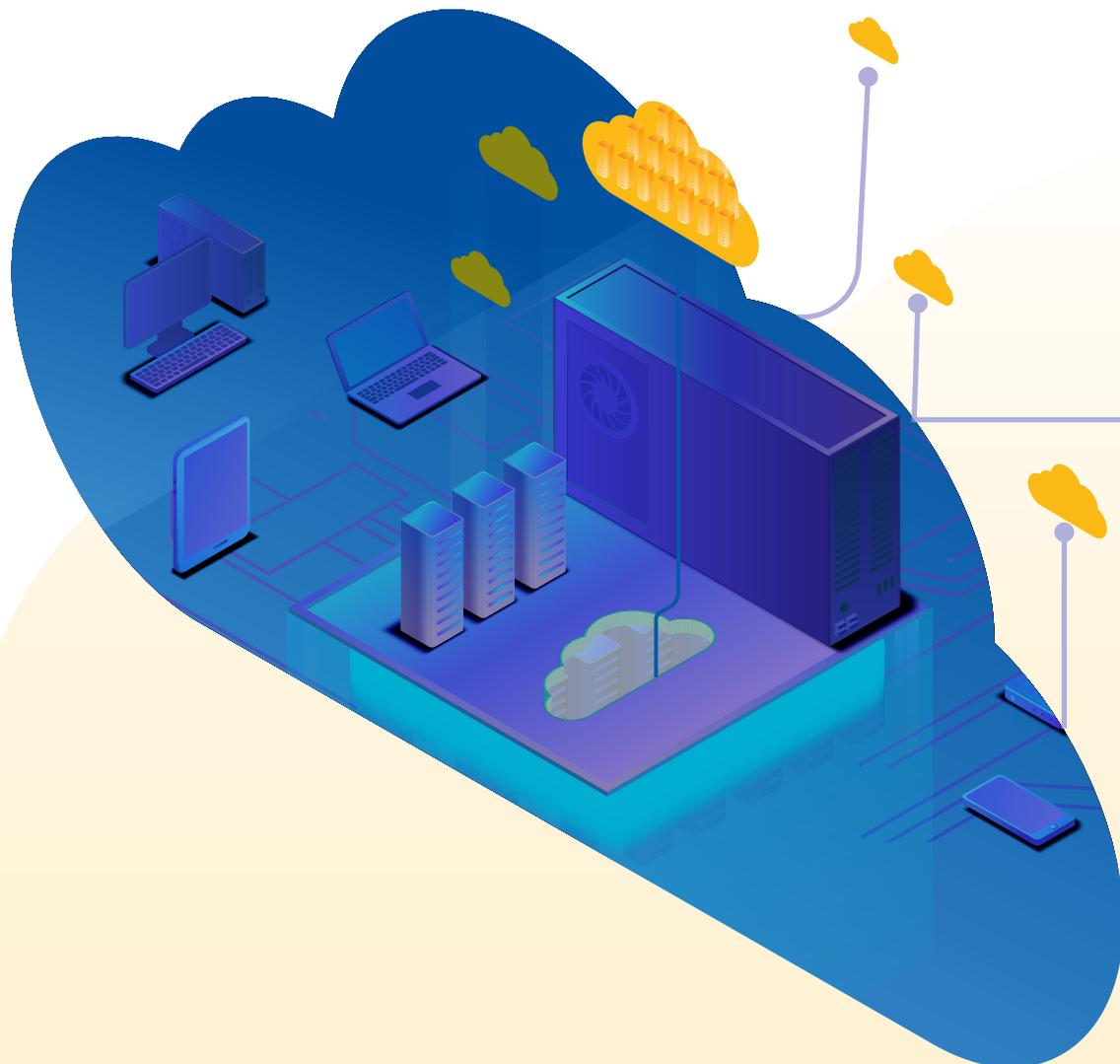
DRYiCE Connect will integrate enterprise ITSM tool with supplier's ITSM tools and provide a seamless end to end process for incident, problem, change and request management. It will achieve this by providing cross platform process orchestration capabilities (i.e. DRYiCE Connect will perform rule-based automated tickets hand-offs between various ITSM platforms).

The product will also maintain a copy of all tickets that transact between enterprise and supplier ITSM platforms - thus operate as a 'definitive source of record' for all incidents, problem, change and service request tickets. This will allow DRYiCE Connect to run SLA measurements reliably and provide accurate operational reports.

All of this can be achieved using DRYiCE Connect's low-code configuration requiring minimal development effort - thus making Supplier Integration very fast and easy.



# DRYICE CONNECT at Work



Accelerated service fulfillment  
Improved Productivity  
**Operational Cost**

**50%**  
Less

**15%**  
Higher

**50%**  
Faster

**27%**  
Faster

**Customer Satisfaction**

Faster response time  
End-to-End transparency

**Supplier Onboarding**

Plug and Play supplier ITSM  
Unified ITSM process for all

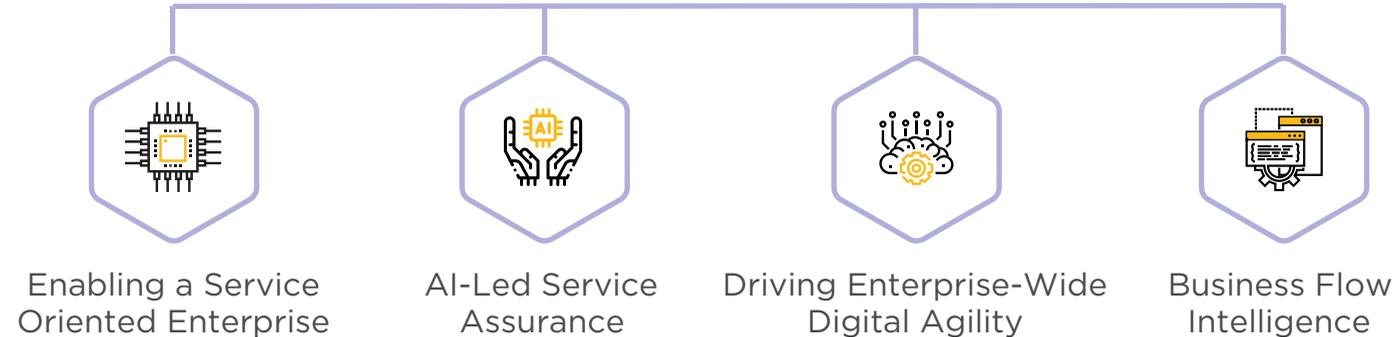
**Mean Time to Resolve**

Automated Collaboration  
Single Point of Control

## 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:



Want to know more?  
Visit our website at [dryice.ai](https://dryice.ai) or  
write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com)