

AI-powered intelligent runbook automation



Value of DRYiCE™ iAutomate

Today, IT function plays a very crucial role for an enterprise in ensuring the availability of critical IT and business services, to avoid any financial impact, both in terms of revenue and cost. But IT teams find it difficult to identify and proactively respond to issues due to heterogeneous tools and technologies and increasing complexity of enterprise data centers. In particular, systems are currently facing unprecedented loads leading to a spike in IT-related issues, while employees are still trying to settle in the New Normal. This poses an imminent risk to the business services, and its mitigation is a challenge faced by every CIO.

A significant volume of these issues are repetitive, recurring, and mundane and require substantial human effort, multiple employees for resolving a single issue. This has a direct impact on the efficiency of the bottom-line and the employees, necessitating the invention of new approaches that can lead to a resilient enterprise.

Adopting Intelligent Automation solutions is the key to building resilience. Intelligent Automation is no longer a choice, but instead a requirement. By leveraging such solutions, enterprises can deliver a superior customer experience with significantly lower waiting time. DRYiCE iAutomate (iAutomate) is one such AI-led runbook automation solution that enables CIOs to automate runbooks driving higher efficiency and agility in their environment.

iAutomate is an Intelligent Runbook Automation product that brings Artificial Intelligence (AI) and Automation together to simplify and automate enterprise IT operation lifecycle. It leverages Machine Learning (ML) and Natural Language Processing (NLP) to comprehend issues, recommend corrective actions, and initiate automatic resolution, enabling zero-touch automation. By leveraging a repository of over 3000 configurable and reusable runbooks, it provides robust end-to-end incident remediation and task automation across the infrastructure and applications landscape.



Challenges addressed by iAutomate



IT infrastructure and strategy

Reducing operating costs is paramount while enterprises are preparing for potential financial distress in the New Normal

Automation takes precedence over other strategy line items

Lack of self-service mechanisms and limited channels of support leads to enormous strain on IT functions and service desks leading to long waiting time and inconsistent user experience



IT operations

Sudden surge in the number and age of tickets as employees try to settle in the New Normal

Shortage of Subject Matter Experts when enterprises need them the most

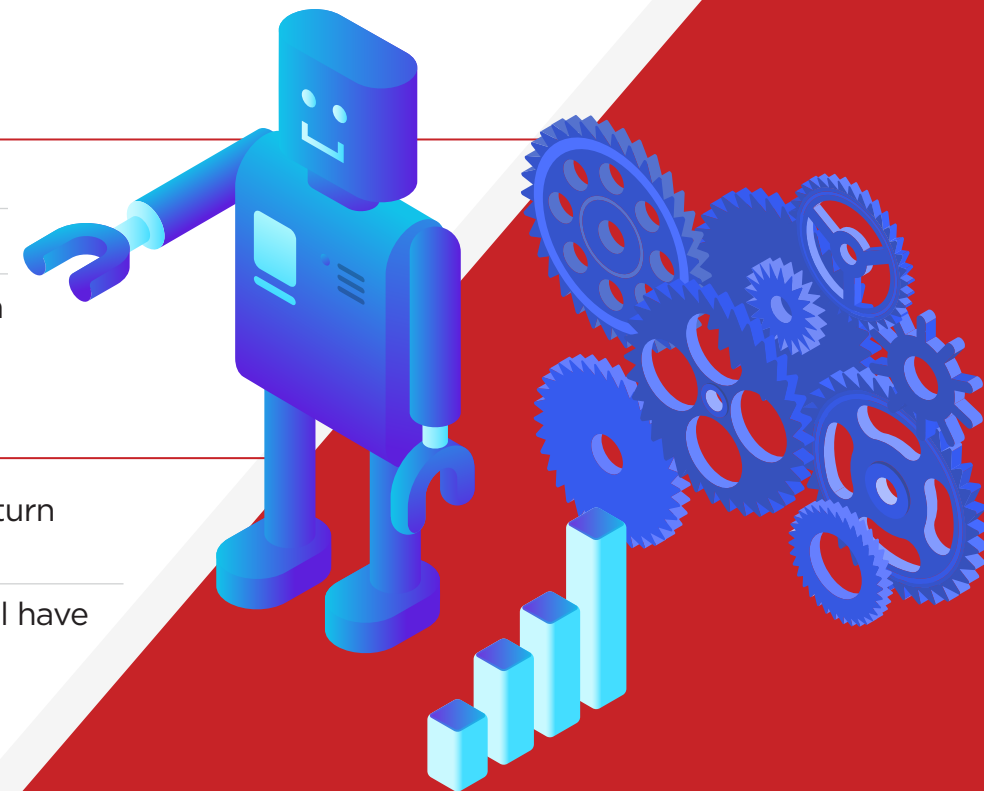
Managing influx of new category tickets while the process still requires extensive human intervention



Cultural transformation

Remote working could become the New Normal; 20% workforce may never return to their working locations!

The “Tap the Shoulder” approach is not going to work anymore; employees will have to be enabled and empowered to operate independently



Key features



Self-Service driven identification of Automation candidates

Intelligently analyze ticket data from IT Service Management platform to identify potential automation candidates



Machine Learning and NLP-enabled

Leverage NLP to understand and analyze the context of the issue, recommend the most relevant solution from its repository, trigger it automatically for remediation



Automation diversity

Supports different types of automations -

- Incidents,
- Service Requests Tasks
- Change Requests Tasks
- Event-driven remediation
- Scheduled Executions
- Ad-Hoc Executions, and many more



OOB runbook repository

More than 3000 reusable and configurable runbooks available out of the box

Customizable based on client's existing processes and other requirements

Build non-existent automated workflows on the fly



Knowledge assistance

Aggregates knowledge from multiple enterprise sources, internal and external to build a unified knowledge base

Proactive Knowledge Assistance to human agents for faster resolutions



Real-time updates

Track the actions performed by automations on target end points on a real-time basis

Leverage the data for auditing and governance for future knowledge recommendation

Proactive mail notifications to detect stopped / paused jobs for better visibility and troubleshooting



Dashboard

Capture metrics for your automations and track the performance of the automation platform



Enterprise-grade security

Ensure security of your closed-loop automations through various mechanisms, like:

- Data encryption
- Token-based authentications for integrations
- SAML-based authentications
- Key rotation mechanism to avoid eavesdropping

Business benefits



Rapid time-to-value

Quick implementation in 6 to 8 weeks*

Leverage 3000+ reusable and configurable runbooks out of the box

Achieve zero-touch automation state in 4 to 5 months*



Reduce costs

Achieve up to 30% reduction in service desk related costs

Quick and high ROI



Mitigate risks

Avoid operational risks and ensure compliance by avoiding critical outages

Reduce escalations and improve SLA compliance by up to 20%

Achieve up to 85% reduction in Mean-time-to-resolve



Drive higher efficiency

Automate redundant tasks and let employees focus on high-value activities

Reduce manual effort by 30% to 60%

Improve customer satisfaction by up to 50% by providing faster incident and service request resolutions



Success stories



\$ 209B supermajor Oil and Gas company embeds end-to-end incident resolution software to halt ticket escalation and increase “One Touch” interactions with DRYICE iAutomate



DRYICE iAutomate enables end-to-end Automation for a \$17B F500 Medical Technology company with with 70,000+ employees

Processed
19000+
incidents autonomously

1300+
man hours saved

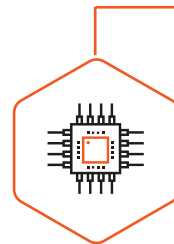
149,000+
tickets resolved automatically

~88%
reduction in MTTR
for in-scope tickets

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:



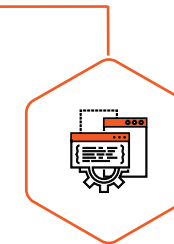
Enabling a Service Oriented Enterprise



AI-led Service Assurance



Driving Enterprise-wide Digital Agility



Business Flow Intelligence



Want to know more?
Visit our website at dryice.ai or
write to us at dryicemarketing@hcl.com