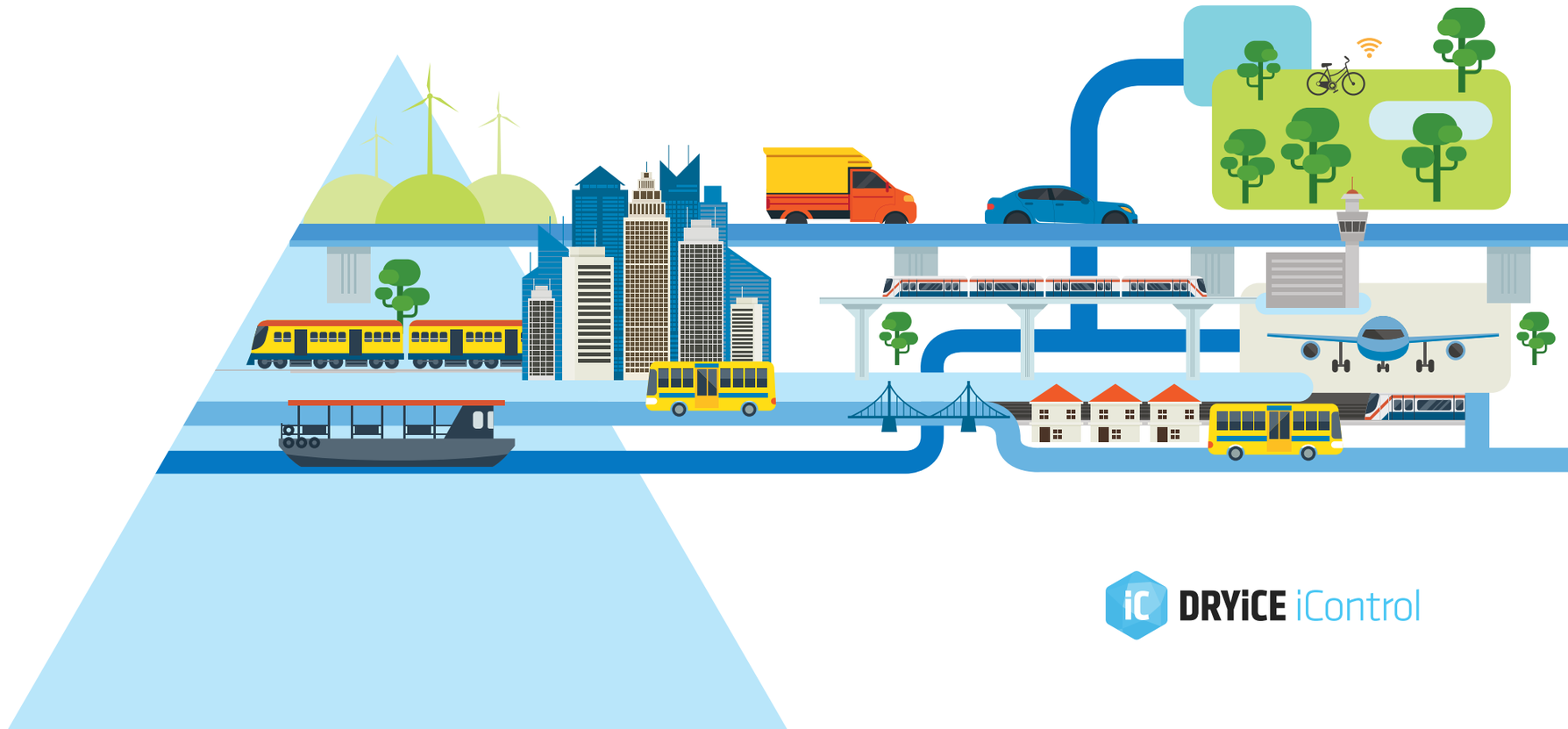
DRYiCE by HCL Technologies

HCL

Transportation and logistics **business flow** observability solution

Predict to prevent



Product brochure

DRYiCE iControl

DRYiCE iControl

Understanding the Transportation and Logistics industry

Transportation and Logistics industry is undergoing a massive evolution. Escalating customer expectations, fierce competition, and demand of lowering costs are among the factors driving this sector to reinvent business models.

Transportation and Logistics companies are adopting the disruptive technologies (AI/ML, Blockchain, Control Tower, etc.) to get the real-time insights enabling the organizations to improve the operational efficiency, enhance the visibility, and sustain in this dynamic market.

Backed by the diverse technology stack, Transportation and Logistics business processes often span across multiple business functions that complicates tracking, avoidance of non-compliance, on-time deliveries, and refining the business processes to plug any revenue leaks. Thus, enterprises require a holistic view of critical data and business processes across organizational boundaries to minimize operational costs, maximize revenue, pre-emptively identify, and mitigate potential risks, and improve the time-to-market.

DRYiCE iControl

Value of DRYiCE™ iControl for Transportation and Logistics

DRYiCE iControl (iControl) is a business flow observability solution for Transportation and Logistics industry that provides real-time and actionable visualization of the full set of business processes, their integration, and associated systems, providing business and technology operations a granular view into process capability against key performance indicators and defined service level agreements. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and identifies potential process optimization areas.

iControl enables the stakeholders to improve the decision-making process of various business functions like Route Planning, Vehicle Planning, Freight Planning, Rescheduling, Pickup Management, and many more. With iControl, organizations can go beyond the traditional monitoring of business processes and leverage next-gen observability to provide actionable insights to predict, prevent, and correct potential issues and performance bottlenecks.

iControl is embedded with industry process intelligence and is backed by HCL's experience in delivering business process services to Transportation and Logistics enterprises. We have funnelled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view with comprehensive insights for forecasting and resolving possible risks.

DRYiCE iControl

Key industry challenges addressed

- Limited end-to-end real-time shipment visibility
- Inaccurate operational metrics
- High or low inventory in the warehouse
- Limited insight into actual shipment costs and savings opportunities
- Sub-optimal transportation planning leading to poor use of shipment capacity
- Stations work in silos, no unified or defined process
- Slow recovery from operational disruptions, leading to missed SLAs, customer dissatisfaction and higher costs
- Adherence to complex transport regulatory compliances

DRYiCE iControl

Key features

Realtime Process Performance Visualization
Ability to track business flows and provide real-time performance view of critical business controls

Hierarchical & Impact Drilldowns
View performance of critical business controls at the highest level with the ability to drill-down through increased levels of granularity

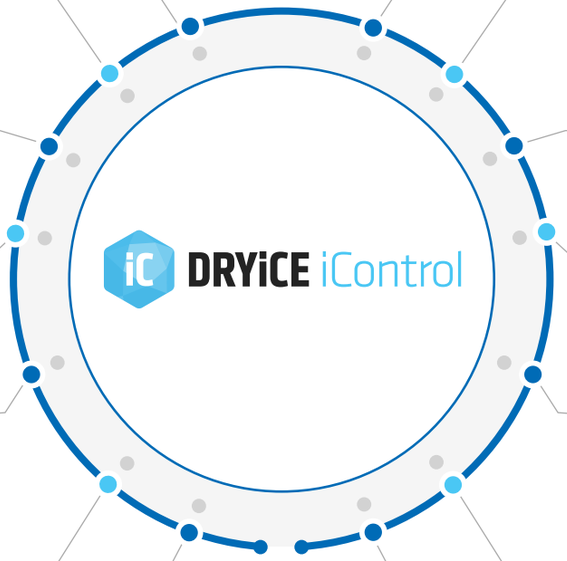
Predictive Analytics
Leverage machine learning engine to provide trend prediction based on historical data

Enterprise View
Ability to roll-up status of controls (using weightings) to provide a holistic view of functions, geographies and other key reporting groups

Cloud Ready Deployment
Splunk Cloud Certified

Flexible Data Grouping & Reporting
Ability to define 'custom' reporting groups for further analysis

Weighted Aggregations
Ability to assign weighting to critical controls that are taken into consolidated target and flow dashboards and reporting to provide views at multiple levels



Customizable Persona Based Dashboards
Personalized view of critical controls and performance for faster decision making

Operational View
Provide reporting of KPI performance for flow and dimensions over time
Create views of business operations by user type
Explore KPI performance data for deep dive analysis

Intuitive Flow Designer
Create and store business flows and process steps
Expand process steps into sub-flows

Business Controls Powered By Rules Engine
Business KPIs linked to operators and owners to measure performance and provide transparency on responsibilities

Industry Solution Pack
Ready templated flows to accelerate creation of Banking, Retail, Life Sciences and Healthcare, Energy and Utility, Oil and Gas, Insurance, Manufacturing, Transportation & Logistics, Travel, Aerospace & Defense, and IT Service Management specific new flows

Intelligent Alerts
Granular control over alerts that integrate anomaly detection with alert systems

Role Based Access Control
Restrict access to edit controls to authorized personnel to maintain an audit of change history

DRYiCE iControl

Key benefits

Enhanced customer satisfaction and service reliability

Proactive identification of early/delayed shipments

Reduction in manual errors and subjectivity

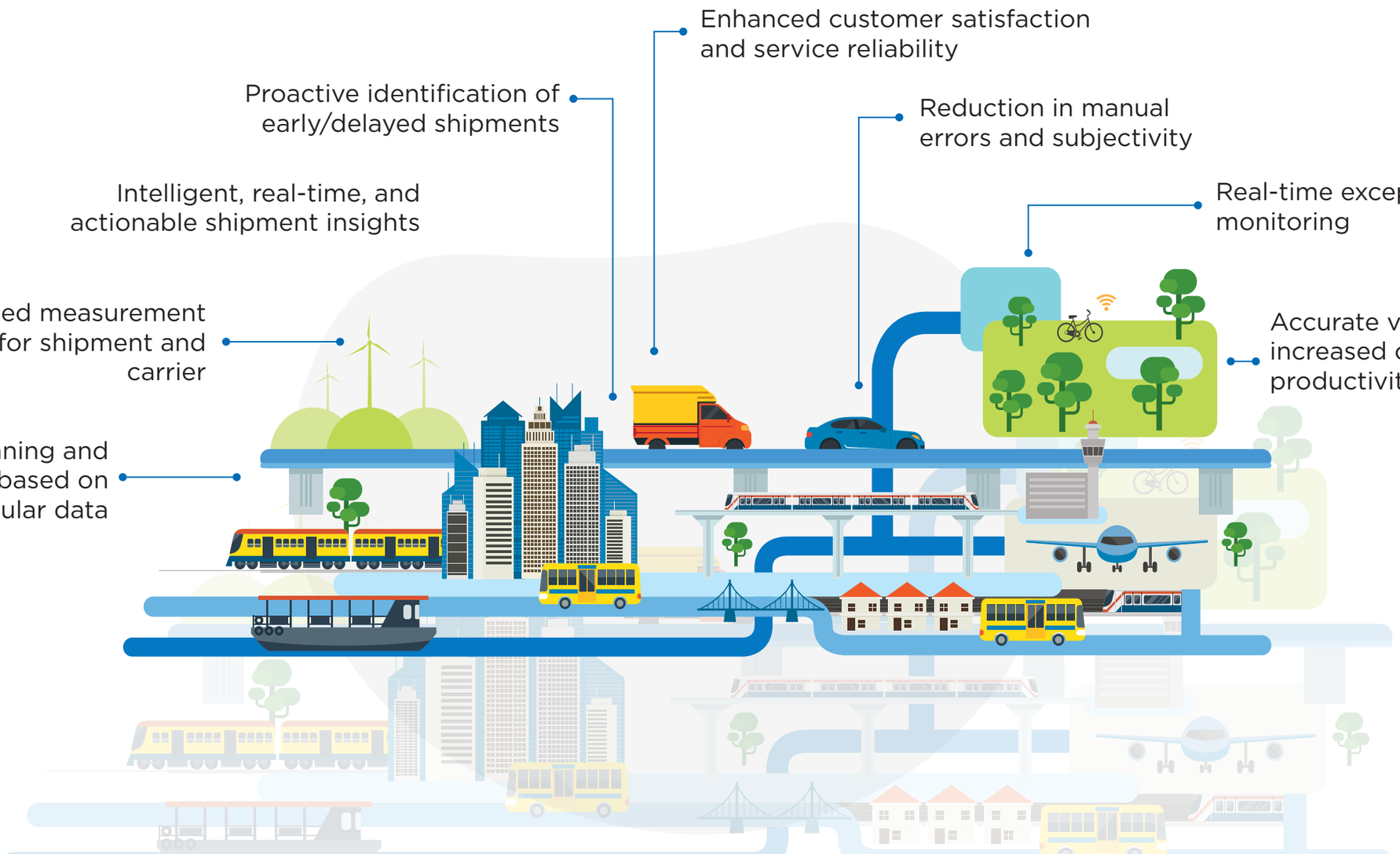
Intelligent, real-time, and actionable shipment insights

Real-time exceptions monitoring

Automated measurement of KPIs for shipment and carrier

Accurate visibility and increased operational productivity

Accurate planning and forecasting based on granular data



DRYiCE iControl

Industry use cases

Transportation/logistics cost reduction

Operational cost reduction iControl observes

- Timely equipment driver availability and assignments
- Idle time of transportation resources (i.e., dwell times)
- Trailer capacity utilization
- Faster shipment order processing, and transportation planning

E2E supply chain visibility

E2E supply chain visibility iControl displays

- Network bottleneck detection and derive alternative path
- Full cycle shipment tracking (order initiation through financial settlement)
- Analyze broader network impacts and root analysis

Financial reconciliation

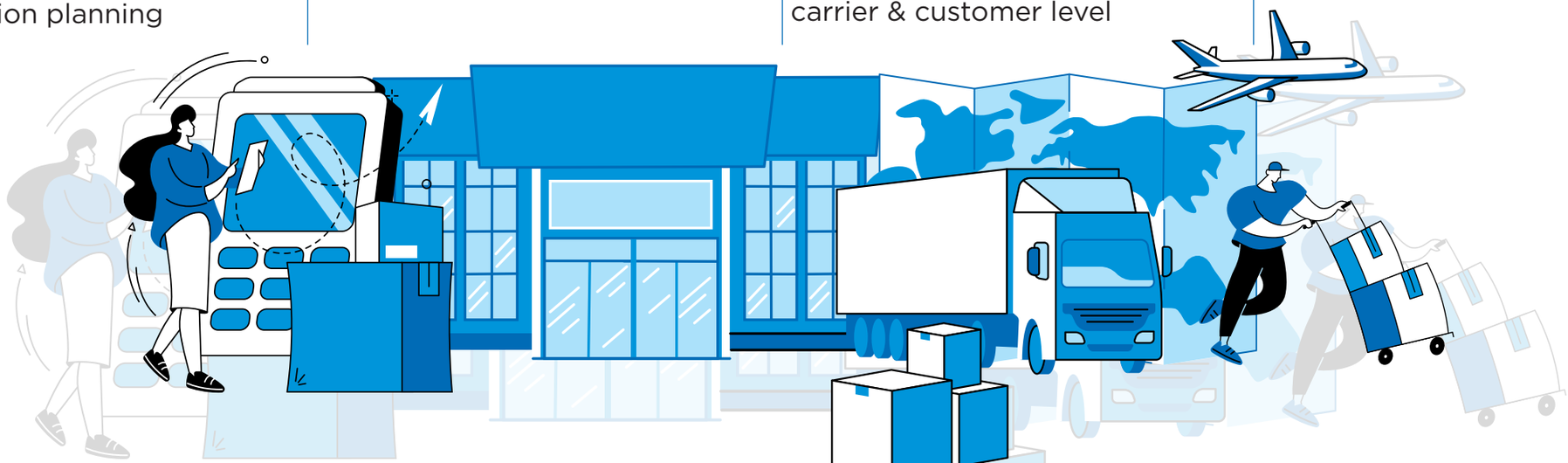
Accurate and timely financial reconciliation iControl learns

- Procure-to-pay cycle breaches (i.e. variance between shipment invoice and quote)
- Timely claims processing
- Timely financial settlement (posting to GL)
- Profitable analysis at shipment, carrier & customer level

Improved customer service

Customer service assurance iControl presents

- Customer ETA variance alerts
- Shipment performance history
- Timely customer receipt and acknowledgement
- Customer level real-time tracking and reporting



DRYiCE iControl

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