

# Digital workplace solution

AI-driven and automation-powered employee experience



# THE FUTURE OF WORK IS CHANGING. ARE YOU?

In a digital world with increasing transparency and the growing influence of millennial's, Employee Experience has become more important than ever before as modern day employees expect a productive, engaging, and seamless work experience.

With unprecedented changes taking place in our society, economy, and businesses. Employee Experience has become a C- suite priority as enterprises continue to face unprecedented degradation in workplace productivity and employee experience.

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 is an end-to-end digital workplace solution that transforms employee experience and fosters productivity while optimizing costs through AI, automation, and self-help capabilities.

With AEX, enterprises can build positive digital employee experience that improves job satisfaction, retention, and bottom line.

## 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.



# 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 software installation with deployment engine integration



## 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



## LIVE CHAT:

A conversational way to provide immediate resolution through easy-to-use live chat features which provide remedies to critical and repetitive queries anytime and anywhere.

- 24\*7 Support
- Seamlessly loop in service desk agents for critical queries and escalations
- Get immediate resolution to your query
- Happier and Productive Employees



## PASSWORD RESET:

Ease the burden of endless, repetitive reset tasks on your service desks by empowering employees to reset or change their passwords to manage their account access.

- Enables users to reset the password without any assistance from service desk agents
- Expedites problem resolution thus reduces service desk calls

## AEX LEADS FROM THE FRONT

Helped an American multinational in the bio-pharmaceutical sector unlock digital transformation for 16,000+ employees while improving business outcome by empowering users to self-resolve issues.

**~36%**

Improvement  
in MTTR

**~48**

man-years of service  
desk effort saved over  
3 years

**~26**

FTE reductions in  
end-user  
operations

**~22%**

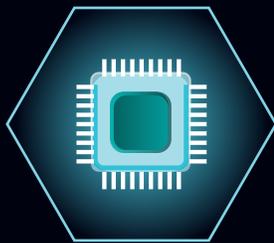
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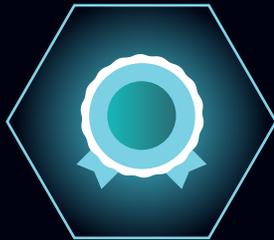
# ABOUT DRYICE SOFTWARE

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)