

DRYiCE™ Connect

Integrate | Orchestrate | Simplify



Multi-sourcing can often lead to multiplicity of challenges

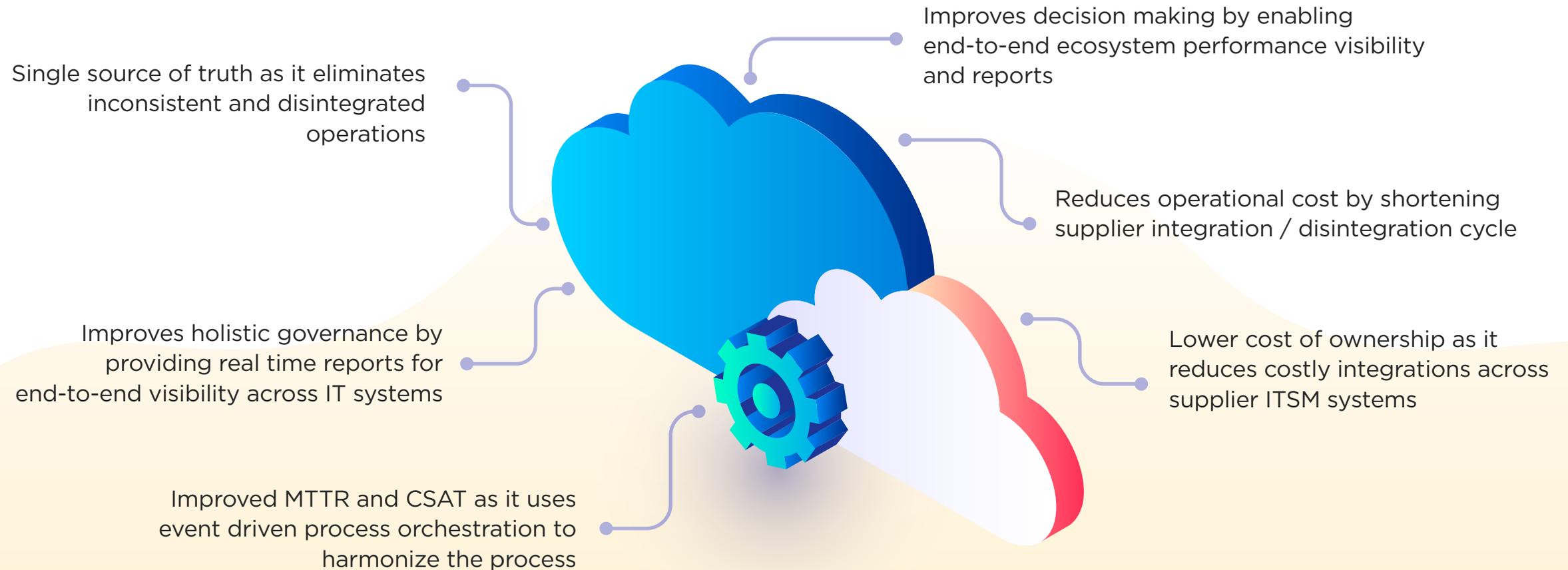
In the age of digitalization, organizations strategic focus is to make IT more agile, efficient, automated, and highly responsive which, in turn, has led them to follow the best of breed trends, but, in following these trends organizations have been driven towards a more complex IT ecosystem that consists 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 multi-supplier ecosystem integration and digital governance product 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.

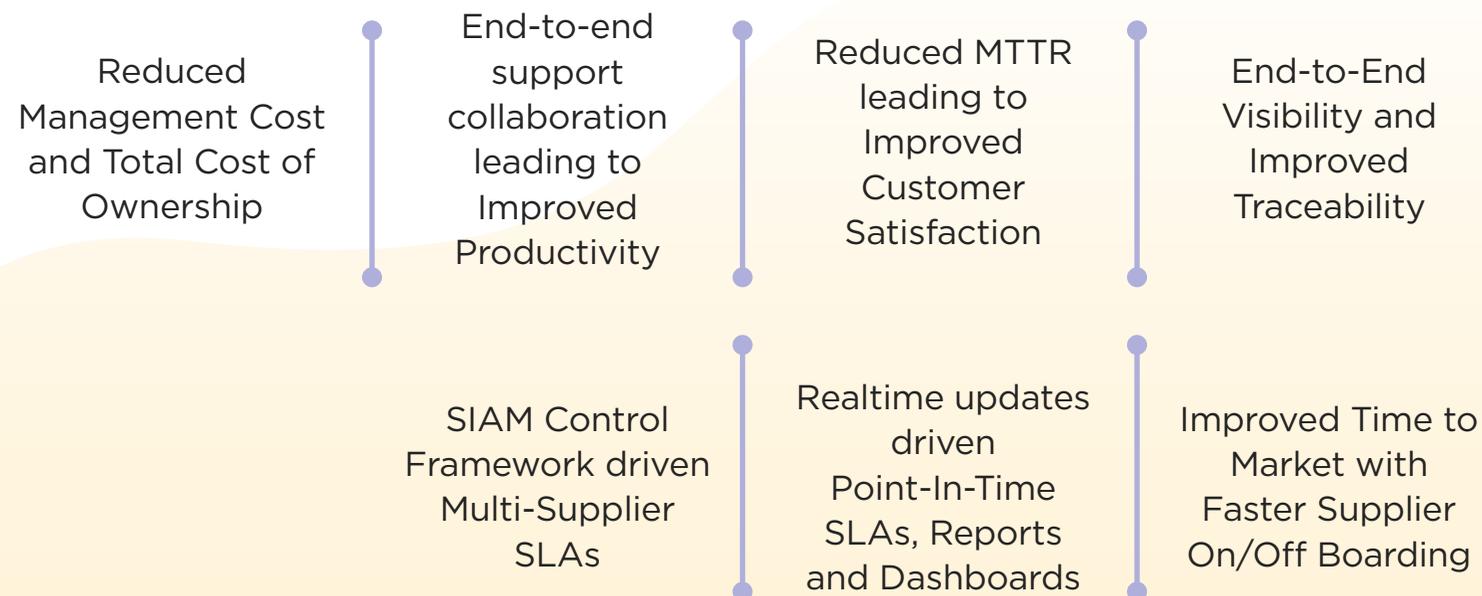


What problems does DRYiCE Connect Solve?

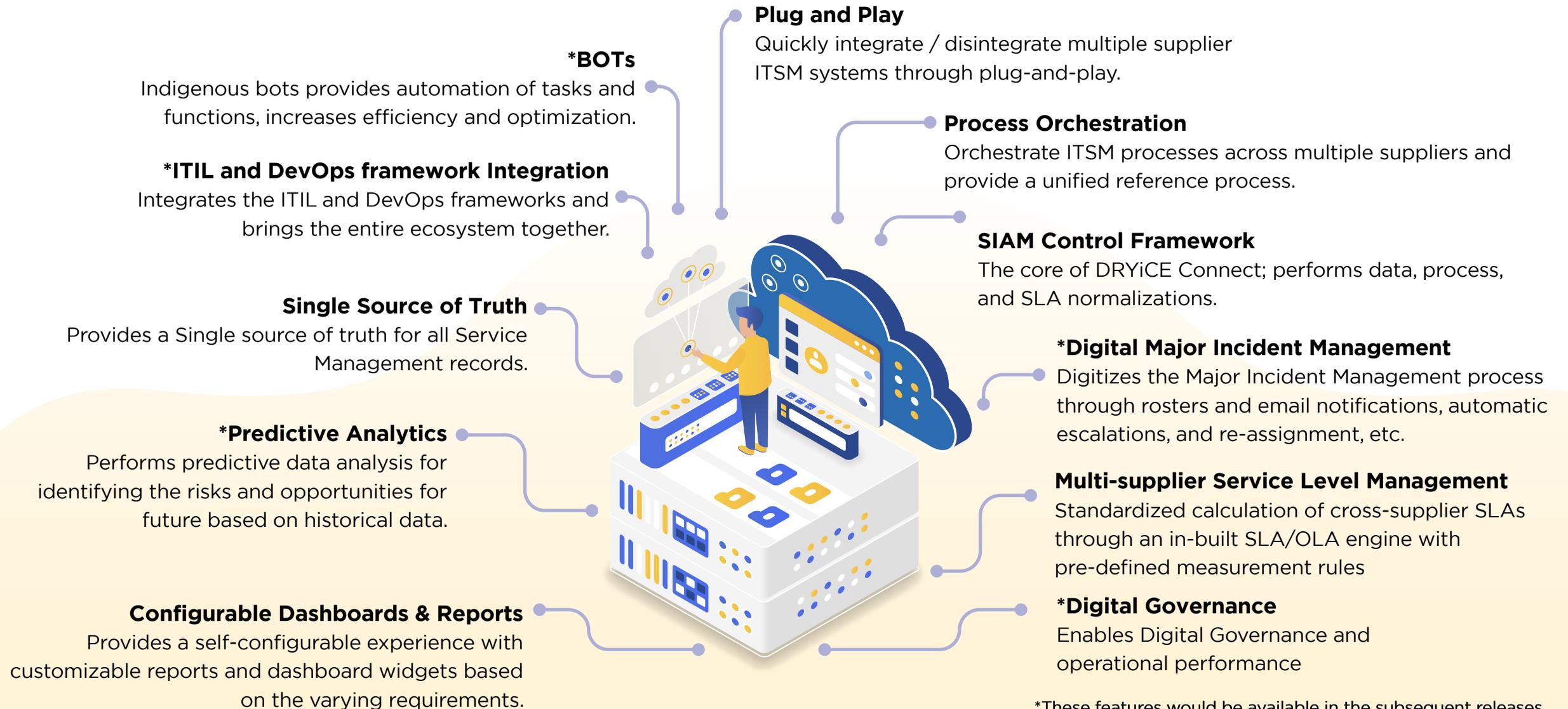


DRYiCE Connect is a new-age SIAM application that offers complete SIAM control and governance. It provides a digital platform of engagement that seamlessly connects customers and suppliers through plug-and-play while automating end-to-end process orchestration, definitive SLA computation, and providing a single pane of glass for complete visibility across suppliers.

Tap into the multi-fold benefits of Connect



Key Features

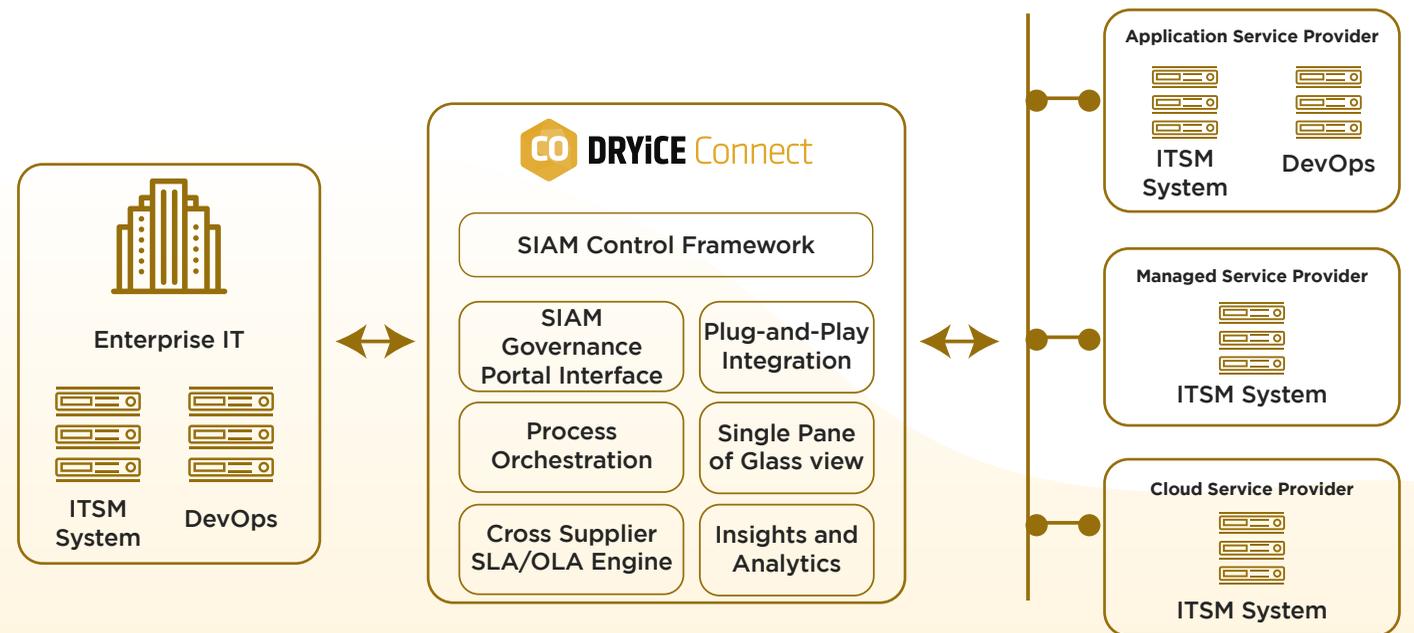


*These features would be available in the subsequent releases

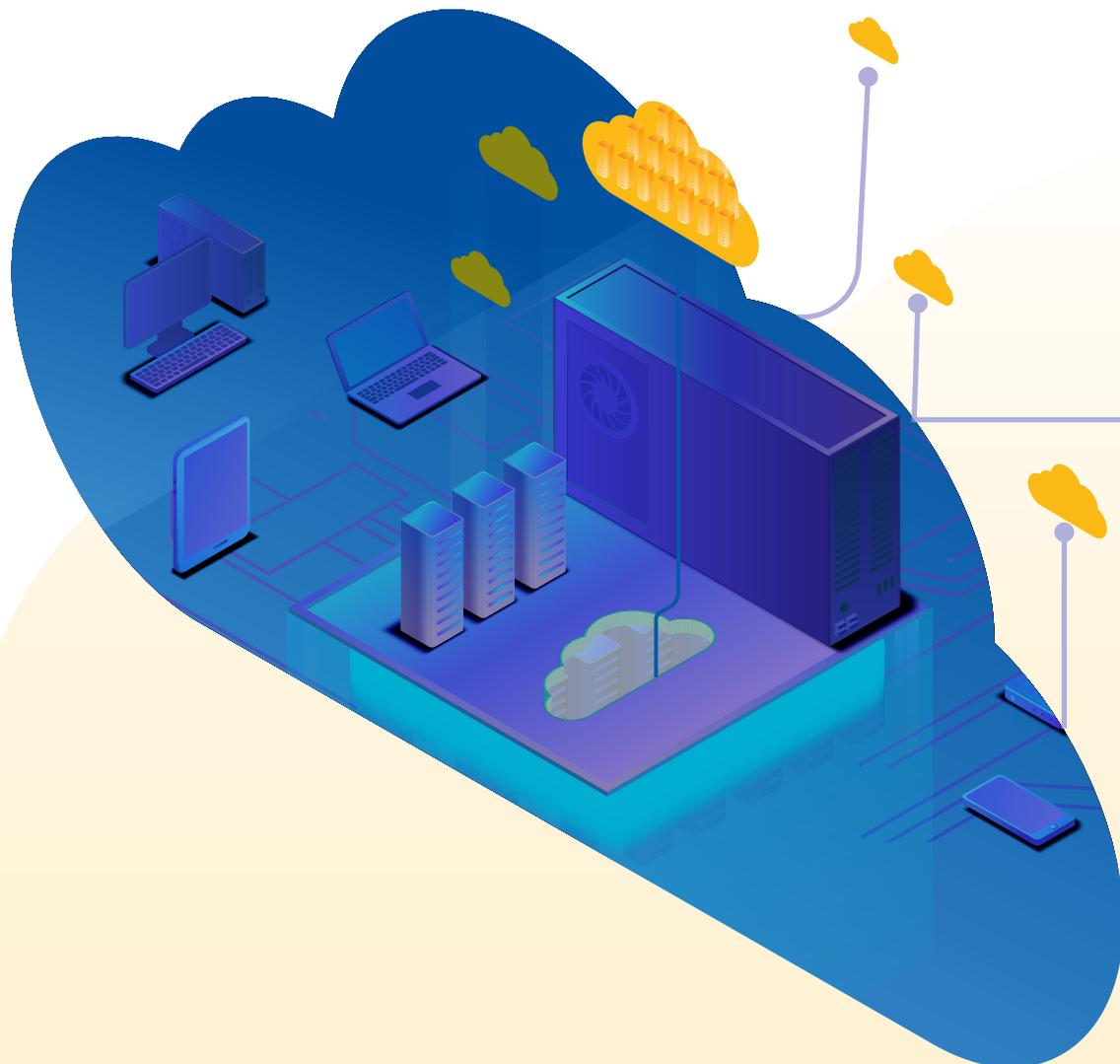
DRYiCE Connect will integrate enterprise ITSM tool with supplier's ITSM tools and provide a seamless end to end process for incident, problem, change and request management. It will achieve this by providing cross platform process orchestration capabilities (i.e. DRYiCE Connect will perform rule-based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

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 / disintegration very fast and easy.



DRYICE CONNECT at Work



Accelerated
service
fulfillment

Improved
Productivity

Operational
Cost

10%
Higher

70%
Faster

27%
Faster

50%
Less

**Customer
Satisfaction**

Faster
response time

End-to-End
transparency

**Supplier
Integration**

Plug and Play
supplier ITSM

Unified ITSM
process for all

**Mean Time
to Resolve**

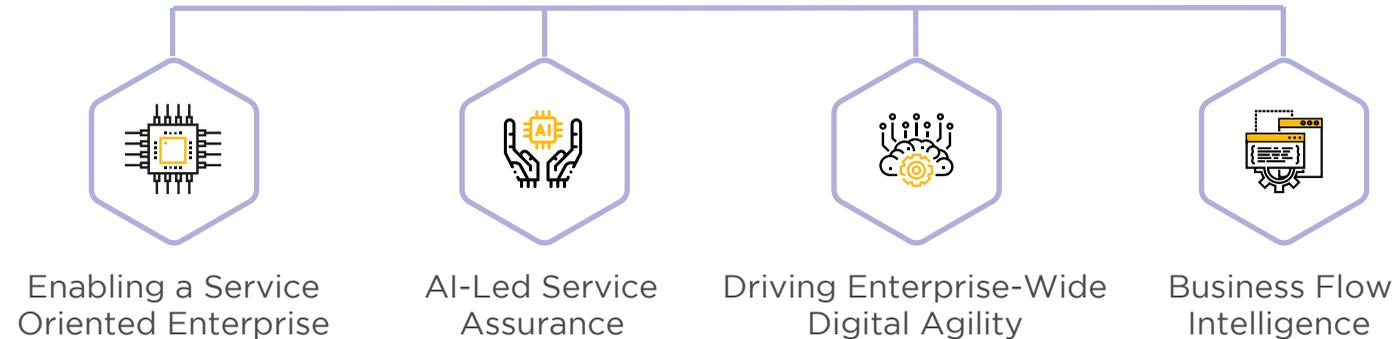
Automated
Collaboration

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 or
write to us at dryicemarketing@hcl.com