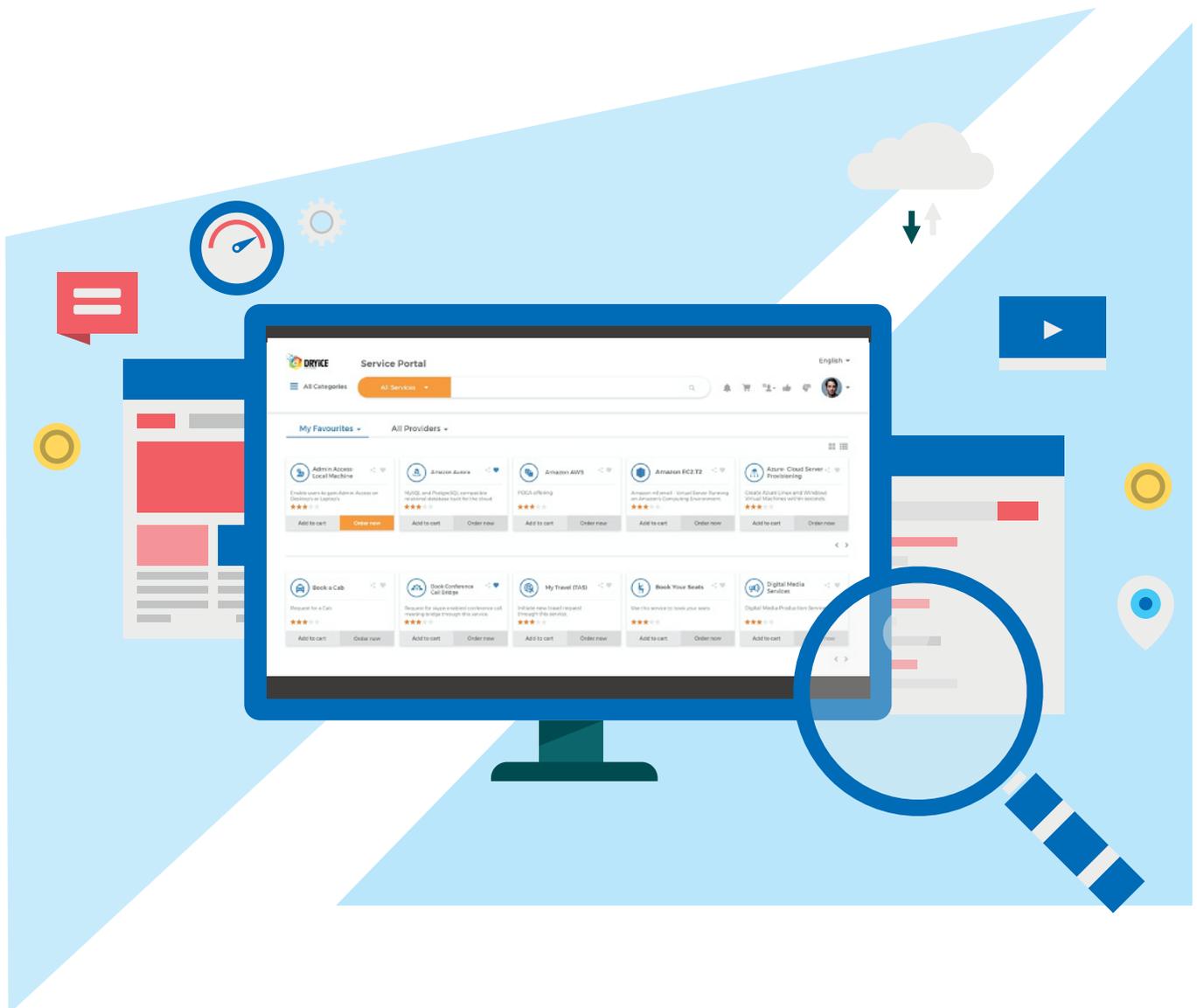


DRYICE SX™

Accelerating service delivery by seamlessly aggregating catalogs creating single system of engagement





DRYiCE SX™: Cloud native catalog aggregation and fulfillment orchestration product



> BUSINESS PROBLEM

The business users order services intuitively and seamlessly on any e-commerce platform in their daily life, however at work, they are compelled to navigate through a catalog sprawl spread across several business applications to request for different services. It leads to a strictly pre-digital feel that fails to provide a consumer-like experience at their workplace.

Also, the absence of a unified marketplace for managing the growing number of catalogs from multiple partners provides a constant barrier to operational efficiency and productivity. Similarly, the time and effort required for aggregating catalogs manually, along with complex approval processes, compromise the agility of the business by increasing their time to market new services as well as the turnaround time of existing services.



> USE CASE

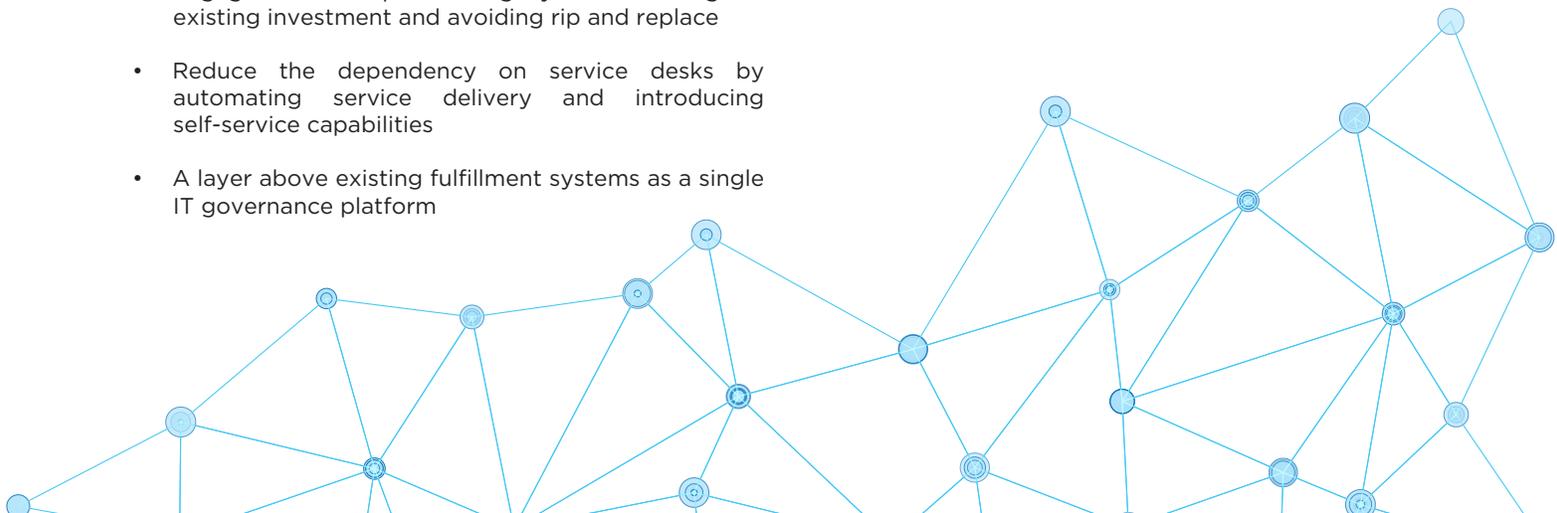
- Create a unified marketplace for services from internal departments and external service partners through aggregation of services and orchestration for fulfillment routing, thereby improving operational integration provided by SIAM
- Accelerates digital transformation and reduces associated risks by providing a single layer of engagement on top of the legacy tools securing the existing investment and avoiding rip and replace
- Reduce the dependency on service desks by automating service delivery and introducing self-service capabilities
- A layer above existing fulfillment systems as a single IT governance platform

DRYiCE SX™ accelerates service delivery and unlocks user experience by allowing business users to intuitively search and order services from a single system of engagement where service catalogs from internal and external service providers are aggregated. Thus it enables Service Integration and Management (SIAM) in a multi-vendor ecosystem.



> SX FEATURES

- Aggregating services from multiple suppliers and catalogs into a single comprehensive catalog on a unified workplace
- The consolidated service catalog, coupled with an intuitive design, enables a consistent user experience
- Service providers can publish self-serviceable components while creating a service, which empowers the users to self-service actions on a subscribed service
- SX offers additional self-service capabilities such as managing application profiles, preferences, and creating self-service support tickets
- Entitlement, by default, governs the right to consume a service as opposed to approval-based systems
- SX seamlessly orchestrates different consumable service components across different service originators for fulfillment
- Knowledge Management through published knowledge articles for services and Community Knowledge Assistance
- Device agnostic with responsive design
- Multilingual capabilities catering to a globally distributed workforce





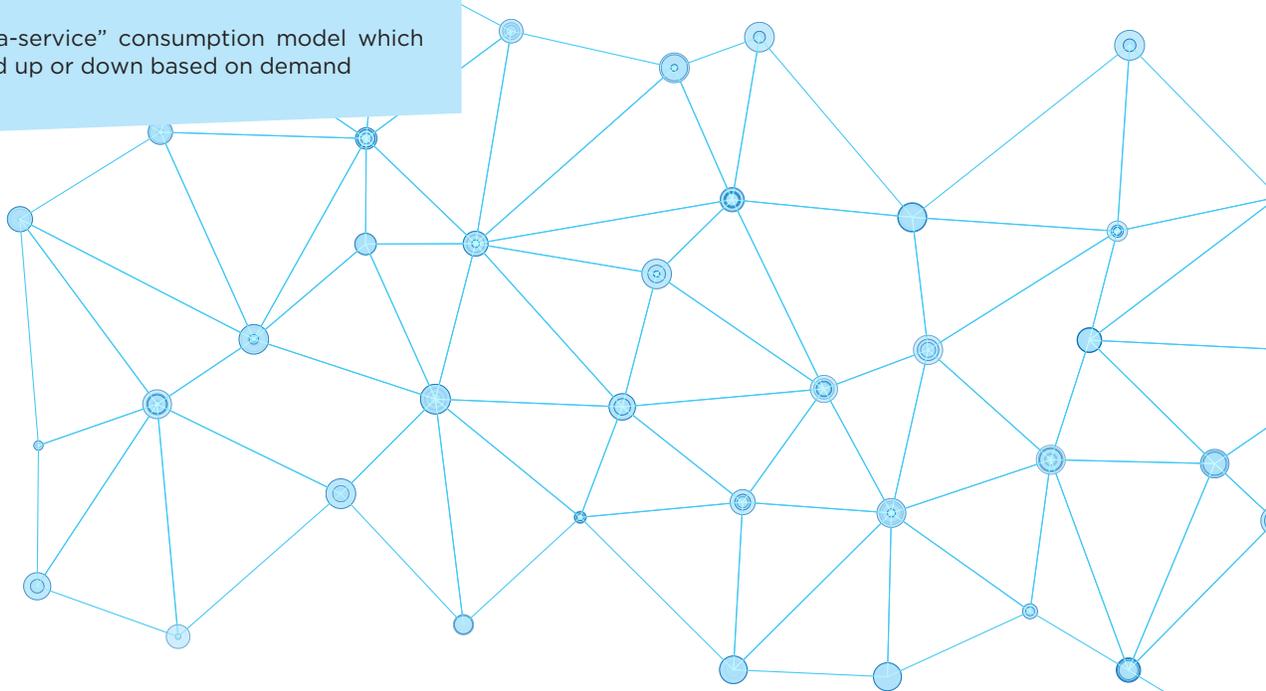
> BUSINESS BENEFITS

- Up to 50% improvement in user efficiency and operational model by reducing dependency on service desk through SX's self-service and automated fulfillment routing capabilities
- Improves business agility by significantly reducing the time to market new services and turnaround time of existing services
- Reduction in support cost and enhanced user productivity due to intuitive user interface leading to operational efficiency
- Configurability to standardize the service ecosystem based on consumer entitlements such as groups, location, employee band, department etc. ensures that the end-users are eligible for services that are consistent with the company's policies
- Flexible "as-a-service" consumption model which can be scaled up or down based on demand



> Technology

SX, built on IBM cloud, has a cloud native microservices architecture. The Microservices are built using a combination of SDK for Node.js, Express Web Framework, HTML5, CSS 3, ReactJS with Redux, Recharts, Spring MVC, Spring Security, Liberty for Java, IBM DB2, IBM Cloud Object storage, and Spring Boot.



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.

If you want to evaluate the practical impact of DRYiCE SX for your enterprise, please reach out to us at dryicemarketing@hcl.com for an introductory call.

To know more about the DRYiCE portfolio, please visit dryice.ai or write to us at dryicemarketing@hcl.com