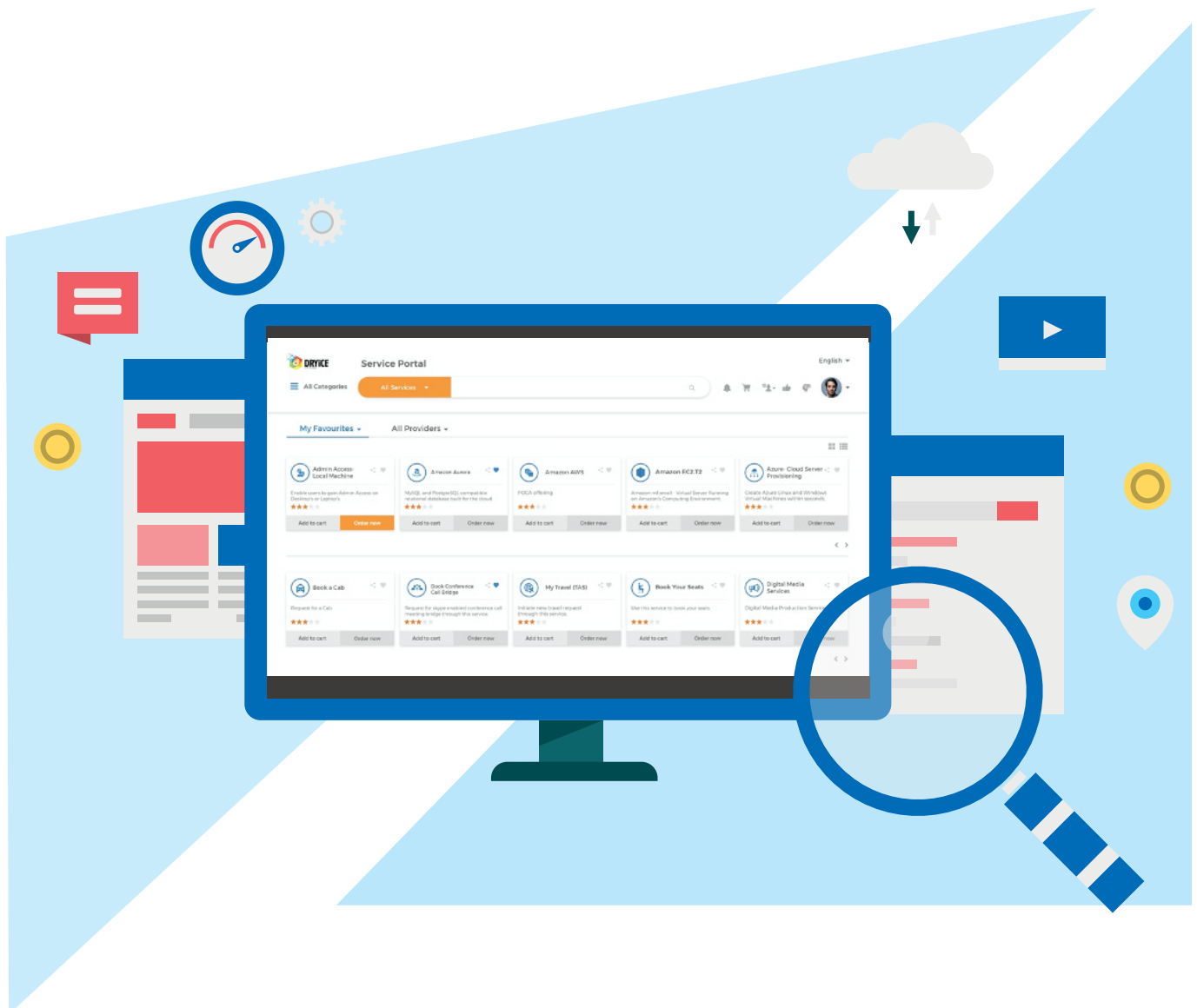


DRYICE SX™

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

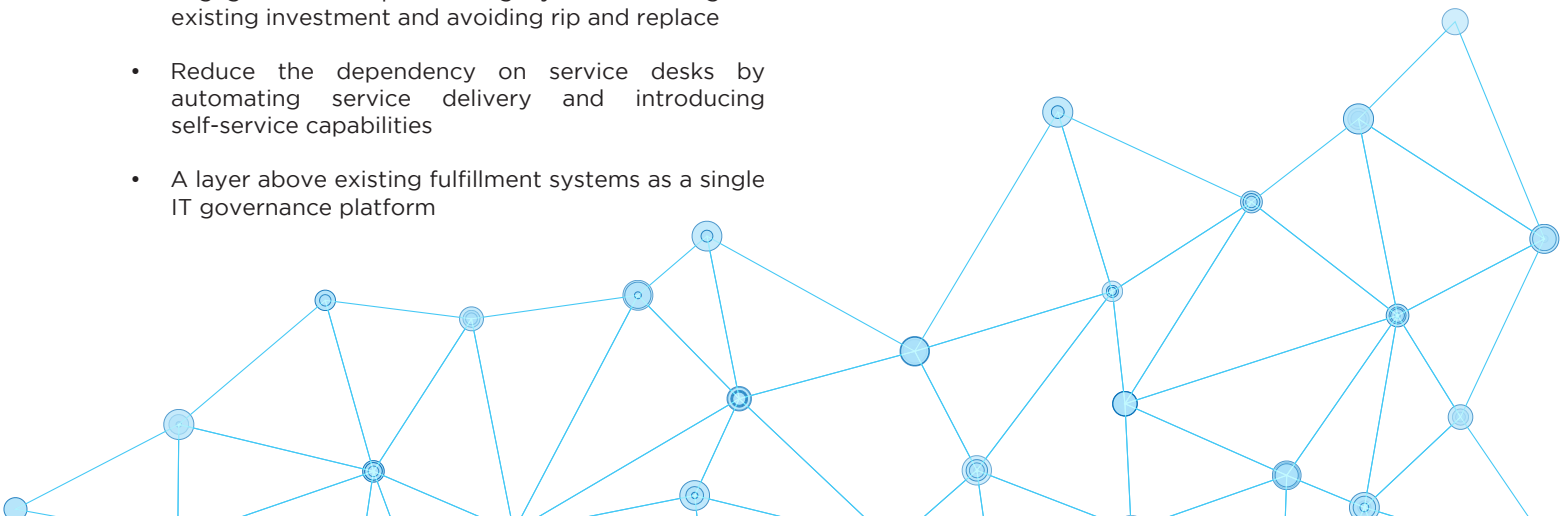
- Create a unified marketplace for services from internal departments and external service partners through aggregation of services and orchestration for fulfillment routing, thereby improving operational integration provided by SIAM
- Accelerates digital transformation and reduces associated risks by 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

- An enterprise marketplace where users can intuitively search, order and track services with an e-commerce like experience
- A one stop shop for all IT/ non IT and Internal/External services
- Self-service capabilities enabling users to take actions on subscribed services through vendor published self-service actions
- Entitlements, by default, based on user's profile, location, etc governs the right to consume a service as opposed to approvals
- Plug and Play new services by automatically onboarding multiple supplier catalogs with the help of an inbuilt integration hub
- Code-less configuring and publishing of services
- The catalog content itself is used to automatically orchestrate the fulfillment to relevant supply chain roles
- Knowledge management through published knowledge articles for services and community assistance
- Dynamic localization engine for publishing services in multiple languages





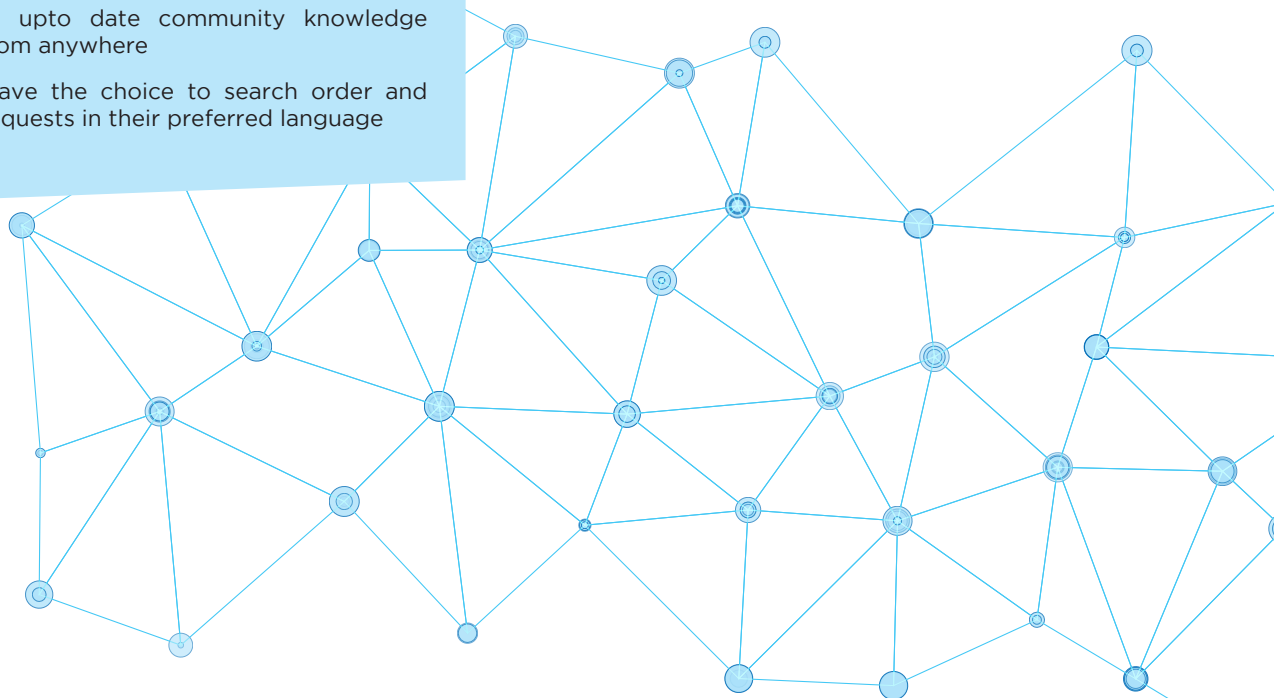
> BUSINESS BENEFITS

- Best-in-class user experience resulting in faster adoption
- Manage multi-vendor catalog sprawl
- Up to 50% Increase in efficiency of enterprise users by reducing dependence on service desk
- Personalizing end user's experience by providing entitlement based access to services
- Rapid deployment of services
- Any business user can configure and publish a service in the catalog
- Faster fulfillment of requests by automatic assignment of tickets to the correct fulfillment group
- Current and upto date community knowledge accessible from anywhere
- End users have the choice to search order and track their requests in their preferred language



> 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