

DRYiCE iControl:

Business process observability and operational intelligence product



DRYiCE iControl: Payment Process Observability



> KEY BENEFITS

- **Stability** - 60% increase in stability and 30% improvement in MTTR
- **Efficiency through Transparency** - Reduction in manual Checklists, more efficient operations, typically 5% FTE of operations team
- **Regulatory** - Demonstrates to regulators that the flow works on time. Documented and measured SLA against process flow provides clarity and control.
- **Client Perception** - Identification of problems impacting the client - increasing client retention and satisfaction

Businesses today are moving rapidly from high touch to low touch to no touch. This fundamentally changes the organization from “doing the process” to “managing the process” and increases the need for visibility on end-to-end process performance and processing issues, such as stuck payments, payment deadline breaches, or IT outages. The cost of an outage or delay can be huge and lead to not just immediate lost revenue, but a reputational impact.

The IT landscape is a complex web of applications that has evolved over time with limited understanding of end-to-end business flows. Despite a sophisticated monitoring stack many organizations still fail to quickly identify when their business is impacted, what part of the business is impacted or apply proactive prevention measures.

DRYiCE iControl (iControl) is an end-to-end payment process observability solution, using Intelligent business process flow observability to investigate problems that cannot be framed by traditional monitoring. It creates and delivers real-time performance visualization by taking a top-down view across the payment flows, focusing on key performance indicators and service level targets.

This approach enables organizations to go beyond limited silo-based monitoring of payment processes and generate a comprehensive set of analytics designed to provide actionable intelligence to predict, help prevent, and resolve potential issues.

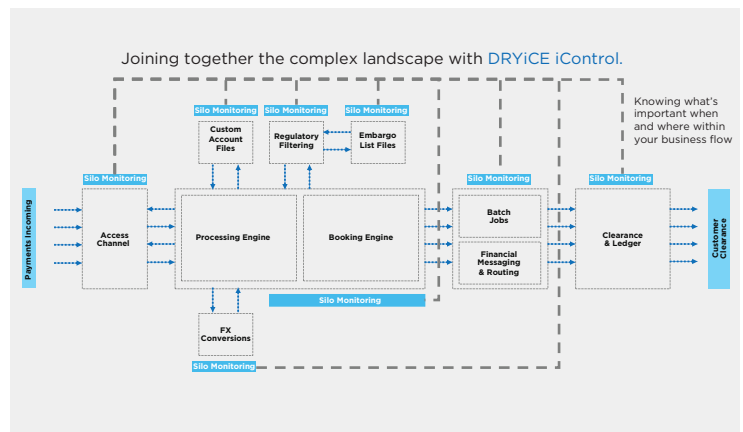


> USE CASE

Business, operations, and IT leaders engage iControl to obtain a real-time understanding of their organization's payment landscape to prevent the disruption of core processes. iControl delivers next-gen business process observability of all relevant targets to gauge actionable insights. DRYiCE iControl's success spans the banking, investment, and insurance industries as well as Life Science and Retail.

With iControl stakeholders can observe:

1. Payment errors requiring manual intervention
2. Payment inactivity and EoD cut-off proximity and danger
3. Queue counts, processing rates, value breaches, historical analysis, and threshold attainment
4. Persona-based performance summaries and predictive indicators



> DRYiCE iCONTROL DEPLOYMENT MODEL

On Premise

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 iControl for your organization's payment landscape, 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