DRYiCE by HCL Technologies

HCL

DRYiCE IntelliOps™

Autonomous IT operations with advanced AIOps and business flow observability

iO DRYiCE IntelliOps

In a highly digitized business paradigm, IT operation landscapes and postures have become greatly complex. In an age where working remotely and across devices have become commonplace, the IT teams are burdened and there is a clear disconnect between enterprise IT and business outcomes. Stuck in a perpetual loop of reactive, break-fix measures, enterprise IT is failing to add strategic value to the business.

This is where an advanced AIOps and business flow observability solution, such as DRYiCE IntelliOps has much to offer to future-facing enterprises.

DRYiCE IntelliOps™ | An advanced AIOps and business flow observability solution

DRYiCE IntelliOps is an integrated, full-stack AIOps and business flow observability solution offering that manages end-to-end agile hybrid IT operations for predictive, and continuously available digital services aligned to core business objectives.

The User Journeys | An outcome-oriented path to success

Jeremiah, Chief Technical Officer | As a technology decision maker, he has to stay abreast of the overall functioning of the enterprise IT, analyze the areas of improvement, and drive business value. He plays a crucial role in synergizing IT and operations, and advices other enterprise leaders. These are what he needs to work optimally:

- Real-time, data-driven insights
- Superlative user experience
- Service excellence

Here is a detailed look at his journey with IntelliOps:

IntelliOps Impact	Value Delivered
• Historical and real-time data-driven insights for end-to-end process observability • Thorough integration of tools and processes for seamless operations • Predictive analytics-based maintenance and reporting	• A single source of truth for enterprise IT • Cost anomaly detection and cloud optimization • Proactive business process visualization and contextualization • Minimal effort in solution implementation with pre-integrated and configured OOB use cases.

Nancy, Senior IT Administrator | She ensures seamless IT service management and availability. With the number of end-user touchpoints in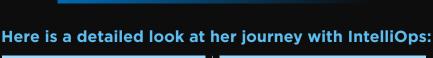creasing every day, she often faces the uphill task of tracking and monitoring devices, and remedy issues quickly. These are what she needs to deliver her responsibilities with ease:

- Predictive maintenance and preemptive issue resolution
- Intelligent event and service management capabilities
- Automated remediation

Here is a detailed look at her journey with IntelliOps:

IntelliOps Impact	Value Delivered
• Thorough understanding of issues and state of operations • Advanced diagnostics for complete incident management • Prescriptive and descriptive actions, and automated remediation	• Up to 88% improvement in CSAT • Up to 25% improvement in asset utilization • Up to 20% improvement in SLA compliance

Ramsey, Marketing Executive | His role entails thorough research of market trends and dynamics. He is also an integral part of campaign planning, social media strategizing, and client liaison. However, he is often impeded by poor service delivery. These are what he needs to deliver on his promises:

- Quick turnaround
- Faster resolution of IT issues

Here is a detailed look at his journey with IntelliOps:

IntelliOps Impact	Value Delivered
• Intelligent root cause analysis and anomaly detection • Cognitive virtual assistance and quick incident resolution	• Up to 85% improvement in MTTR • Knowledge recommendations leading to self help • Improved system availability and resilience

To know more about IntelliOps click here or write to us at dryicemarketing@hcl.com