



DRYiCE IntelliOps™

Autonomous IT operations with advanced AlOps and business flow observability





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 AlOps 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:



Superlative user experience

data-driven insights

Real-time,



Service excellence



Here is a detailed look at his journey with IntelliOps:

data-driven insights for

- end-to-end process observability Thorough integration of tools and processes for
- seamless operations Predictive analytics-based maintenance and reporting

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



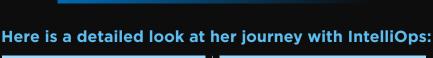
uphill task of tracking and monitoring devices, and remedy issues quickly. These are what she needs to deliver her responsibilities with ease: Predictive maintenance and preemptive issue resolution

end-user touchpoints increasing every day, she often faces the



Intelligent event and service management capabilities

Automated remediation



IntelliOps Impact **Value Delivered**

operations Advanced diagnostics for complete incident

- management Prescriptive and descriptive actions, and automated
- remediation

• Up to 25% improvement in asset utilization

Up to 20% improvement in SLA compliance

Up to 88% improvement in CSAT

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:

Ramsey, Marketing Executive | His role entails thorough research of market trends and dynamics. He is also an integral



Faster resolution of IT issues

Quick turnaround



IntelliOps Impact

incident resolution

- Intelligent root cause
- detection · Cognitive virtual assistance and quick

- Here is a detailed look at his journey with IntelliOps:
 - **Value Delivered**
 - analysis and anomaly leading to self help

• Up to 85% improvement in MTTR Knowledge recommendations

Improved system

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

availability and resilience



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culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.



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