

**HCLSoftware**

# **DRYiCE™ Connect**

Integrate | Orchestrate | Simplify



**DRYiCE** AI & Intelligent  
Automation

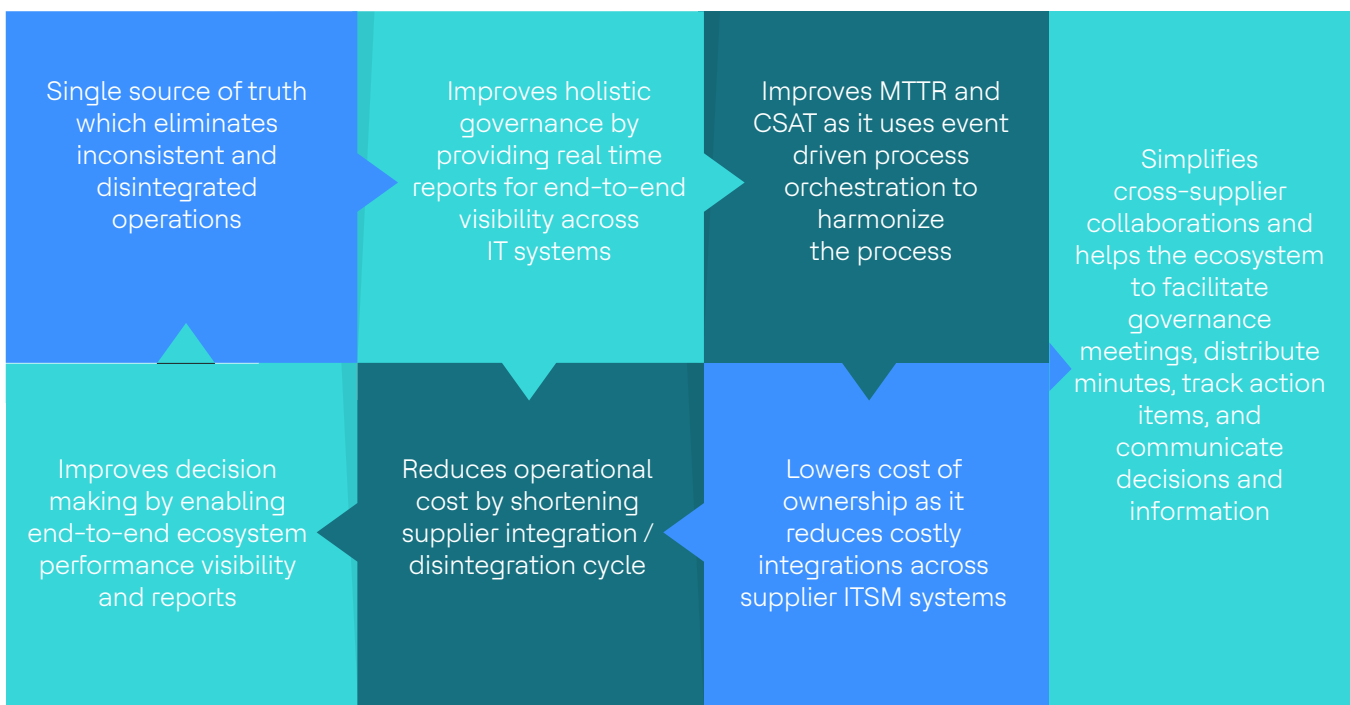
# Multi-sourcing can often lead to multiplicity of challenges

In the age of digitalization, an organization's strategic focus is to make IT more agile, efficient, automated, and highly responsive which, in turn, has led them to follow the best-of-breed trends. But, in following these trends organizations have been driven towards a more complex IT ecosystem that consists of multiple vendors using their native service management tools, which often creates a challenge of unification of records from various systems, hence leading towards complex process orchestration, unreliable SLAs, and ineffective governance.

To be effective, you need to have services that are 'Plug and Play'

DRYiCE Connect is a multi-supplier ecosystem integration and digital governance product. It provides a scalable, highly secure, and faster way to integrate operations across multiple toolsets that ensures effective modern digital governance, orchestrates processes across customer and supplier ITSM systems by providing a single source of truth for all Service Management records and manages the overall responsiveness of a multi-supplier environment.

## What problems does DRYiCE Connect Solve?



DRYiCE Connect is a new-age SIAM application that offers complete SIAM control and governance. It provides a digital platform of engagement that seamlessly connects customers and suppliers through plug-and-play while automating end-to-end process orchestration, definitive SLA computation, and providing a single pane of glass for complete visibility across suppliers.

## Tap into the multi-fold benefits of Connect

1

Reduced Management Cost and Total Cost of Ownership

2

Automated collaboration between teams leading to improved productivity

3

Reduced MTTR leading to Improved Customer Satisfaction

4

End-to-End Visibility and Improved Traceability

5

SIAM Control Framework driven Multi-Supplier SLAs

6

Realtime updates driven Point-In-Time SLAs, Reports and Dashboards

7

Improved Time to Market with Faster Supplier On/Off Boarding



# Key Features

1

## SIAM Control Framework

The core of DRYiCE Connect; performs data, process, and SLA normalizations.

2

## Plug and Play

Quickly integrates/disintegrates multiple-supplier ITSM systems through plug-and-play.

3

## Process Orchestration

Orchestrates ITSM processes across multiple suppliers and provide a unified reference process.

4

## Single Source of Truth

Provides a single source of truth for all Service Management records.

5

## Multi-supplier Service Level Management

Standardizes calculation of cross-supplier SLAs through an in-built SLA/OLA engine with pre-defined measurement rules

6

## Persona-based Visibility and Insights

Provides comprehensive dashboards with real-time performance data of critical services provided suppliers for the Service Management Office and Vendor Managers.

7

## Digital Governance

Provides a single platform that enables digital collaboration and governance between customers and suppliers

8

## \*DevOps integration with ITSM frameworks

Integrates the ITSM and DevOps frameworks and brings the entire ecosystem together.

9

## \*Digital Major Incident Management

Digitizes the Major Incident Management process through rosters and email notifications, automatic escalations, and re-assignment, etc.

10

## \*Predictive Analytics

Performs predictive data analysis for identifying the risks and opportunities for future, based on historical data.

11

## \*BOTS

Indigenous bots provide automation of tasks and functions, increases efficiency and optimization.

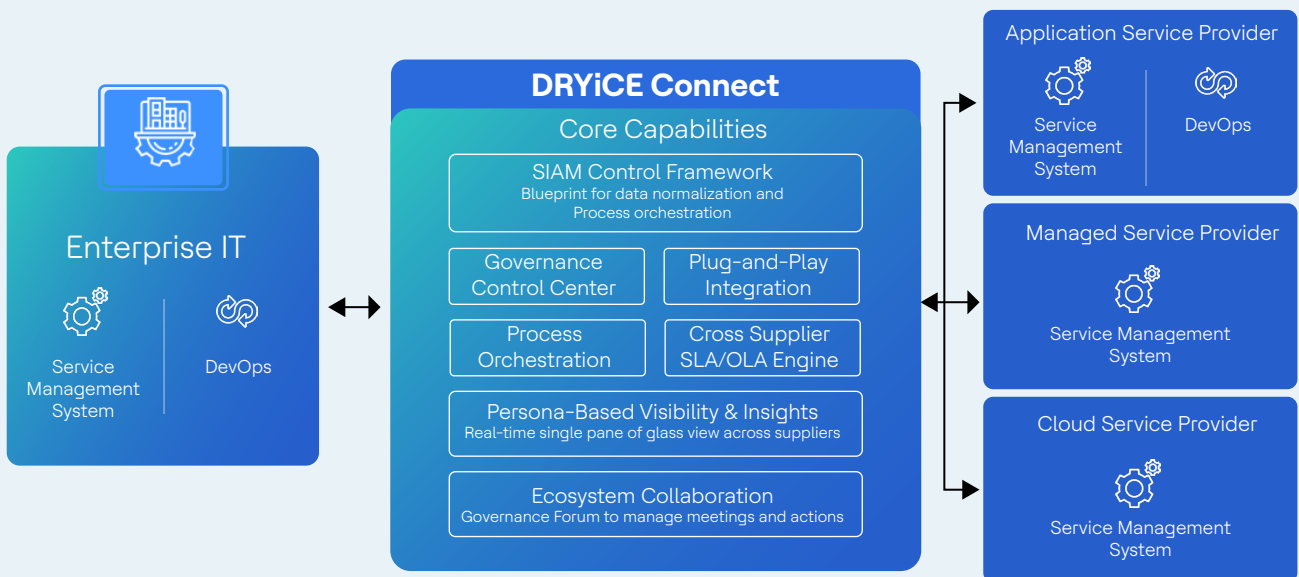


\*These features would be available in the subsequent releases

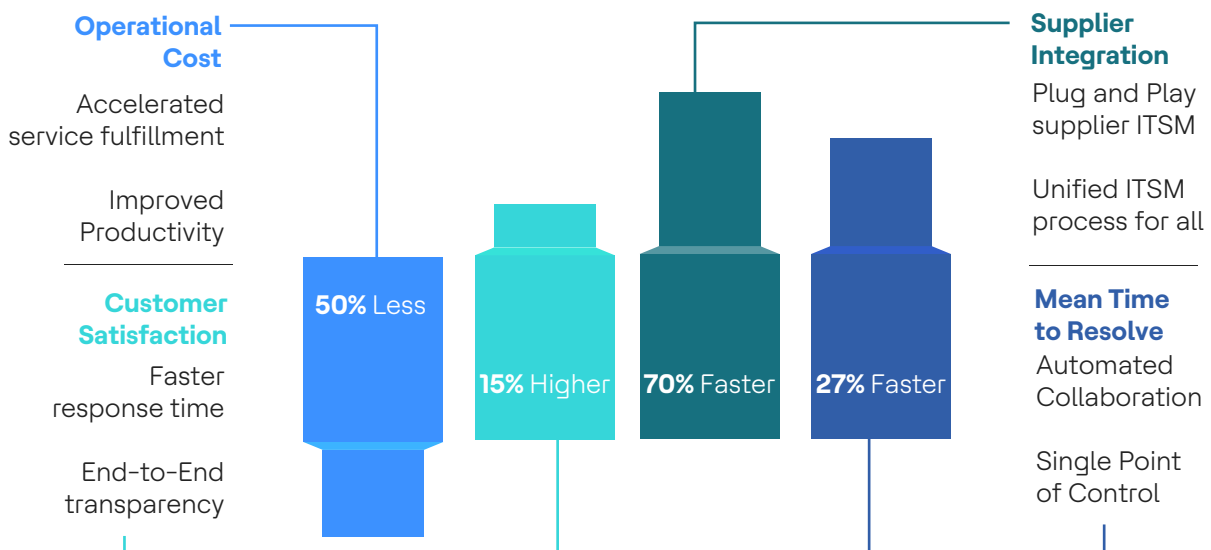
DRYiCE Connect is a software solution that simplifies the management of IT service management (ITSM) processes by seamlessly integrating the tools used by an organization with ecosystems of its suppliers. With DRYiCE Connect, organization can achieve an end-to-end process unification for managing service management tickets. The product achieves this by providing cross-platform process orchestration capabilities, which allows DRYiCE Connect to automate the flow of tickets between different service management platforms without any manual intervention, thereby reducing the time and effort required for cross-supplier governance.

DRYiCE Connect maintains a central repository for all service management tickets, i.e. an up-to-date and complete authoritative record of all service transactions between the enterprise and its suppliers. This 'definitive source of record' ensures that all service management processes are accurately tracked and managed, and provides a reliable basis for SLA measurements, thereby ensuring accountability and reducing conflicts.

With DRYiCE Connect, owing to its low-code configuration, companies can easily onboard or off-board suppliers without needing extensive and complex development work. This makes the integration or disintegration of suppliers a quick and agile process.

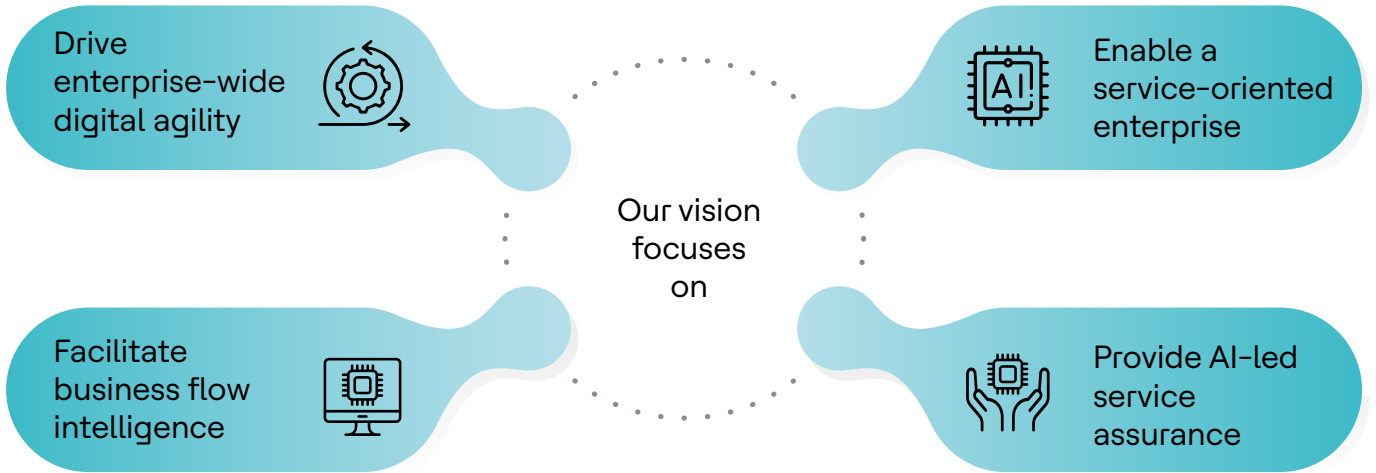


## DRYiCE Connect at Work



# About Us

DRYiCE™ is HCLSoftware's foray into the world of AI and Intelligent Automation, focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster, and cost-efficient manner while ensuring superior business outcomes.



Want to know more?

Visit our website at [dryice.ai](http://dryice.ai) or write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com)



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