

HCLSoftware

DRYiCE iControl

Business flow observability
solution for retail



HCL DRYiCE
iControl




Understanding the retail industry trends


Today the retail industry is more complex than ever. Shifting from brick-and-mortar retail to a hybrid online and in-person retail experience is forcing retailers to think through and monitor their complex business processes end-to-end.


Nimble logistics is a must-have for retailers to quickly respond to consumer demand, regardless of where or how shoppers interact with their brands.


Traditionally, business tools were generating only data, but the need of the hour is to gain better insights into business services. Retailers require real-time visibility into critical data and business processes to deliver analytical details for the ever-growing omni-channel retail.


Key industry challenges

 Inaccuracy in data collection due to time and resource consuming retail execution monitoring


 No end-to-end visibility due to complicated/fragmented business process flows


 Slow recovery from costly operational disruptions, leading to missed SLAs, customer dissatisfaction and higher costs

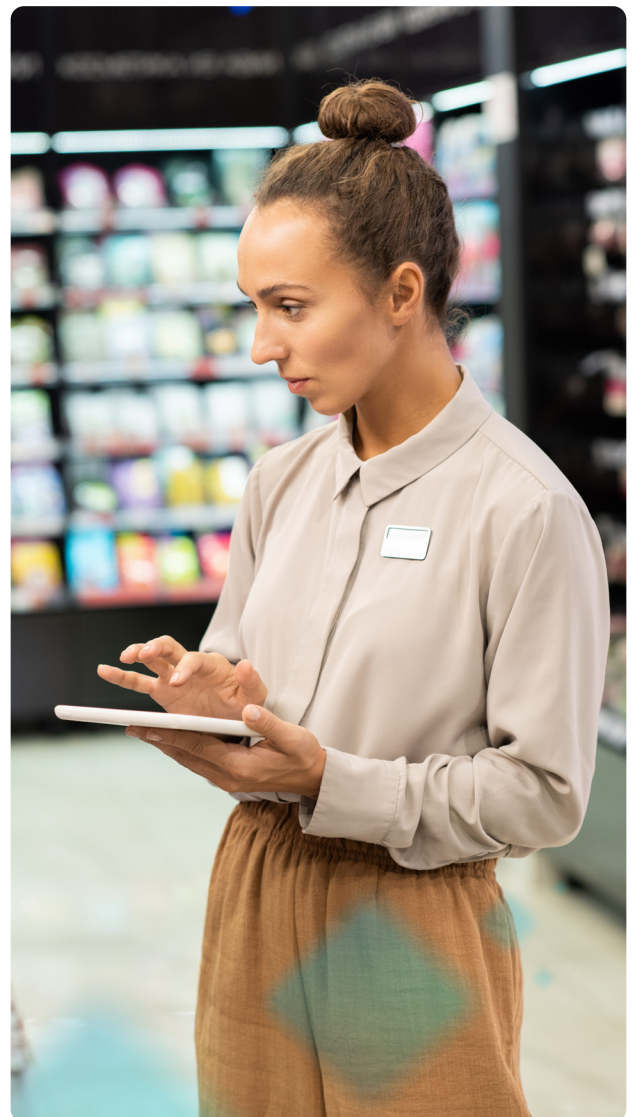
 The inability to accurately monitor, measure and manage inventory optimization results in lost sales

 Lack of decision making data due to siloed communication from disparate systems not joined together

 Bad customer experience and longer wait times due to the delay in Coupon code update failures

 Increasing costs due to ineffective forecast-based shift optimization in stores and distribution centers

 No real-time analytical data for operational decisions



Value of DRYiCE™ iControl for retail industry

Our Vision - To empower our clients with seamless integration between their business processes and IT operations.

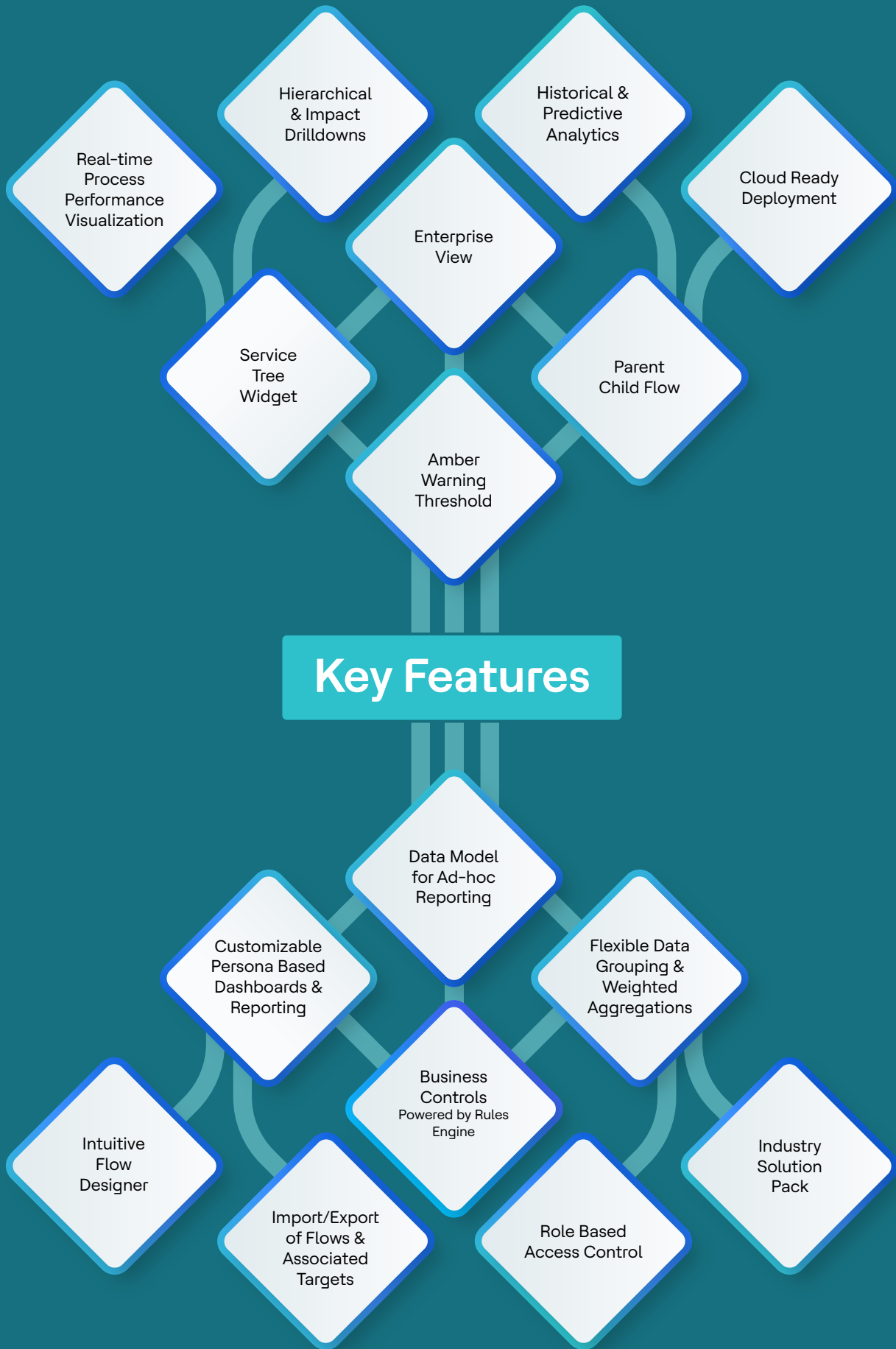
DRYiCE iControl (iControl), enabling the Enterprise Control Center, delivers real-time business flow observability solution for Retail industry, offering insight to leaders from CXOs down to the level of on-ground operations teams into business-relevant controls by creating meaningful views from both business and technology perspectives. It provides real-time visualization of the full set of business processes, their integrations and associated systems, providing business and technology operations a granular view into process capability against key performance indicators and defined service level agreements.



With iControl, organizations can go beyond the traditional monitoring of business processes and leverage next-gen observability to provide actionable intelligence to predict, prevent, and correct potential issues and performance bottlenecks.

It enables organizations to leverage the data for regulatory requirements and flag any potential non-compliance. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and recognizes the process enhancement opportunities.

iControl is embedded with industry process intelligence and is backed by decades of HCL's experience in delivering business process services to Retail enterprises. We have funneled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view and actionable intelligence for forecasting and resolving possible risks.



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Key Benefits



Transparency in omni-channel order management and delivery

Provide innovative customer experience



Better shelves visibility to avoid stock outs

Optimization of store assortment



Intelligent, real-time, and actionable insights into retail processes

Proactive alerts to prevent key retail process failures



Reduced inspection time and actionable impact assessment for planogram compliance

Faster root cause identification and closure



Meeting commercial obligations with partners

Typical Industry Use Cases

Hassle Free Invoicing & Billing Process



Error in Invoicing & Billing

iControl observes

- Average billing process time per customer
- POS system downtime during invoicing average waiting time per line
- Items confirmation with invoice generated
- Number of errors generated per billing

Improved customer Service



Customer service assurance

iControl presents

- Customer ETA variance alerts
- Shipment performance history
- Timely customer receipt and notification
- Customer level information consolidation and reporting
- Delay in order/items return alerts

Store Inventory Update issue



Store needs to know

iControl displays

- Supply Stock Out alerts
- Store Replenishment System status for replenishment calculations
- Order batch file availability to Warehouse System
- Irregular Replenishment order update alerts
- Successful confirmation of Replenishment order and delivery receipt
- Unusual Inventory System behavior

Promo / Coupon Code Update Discrepancy



Store Operational View

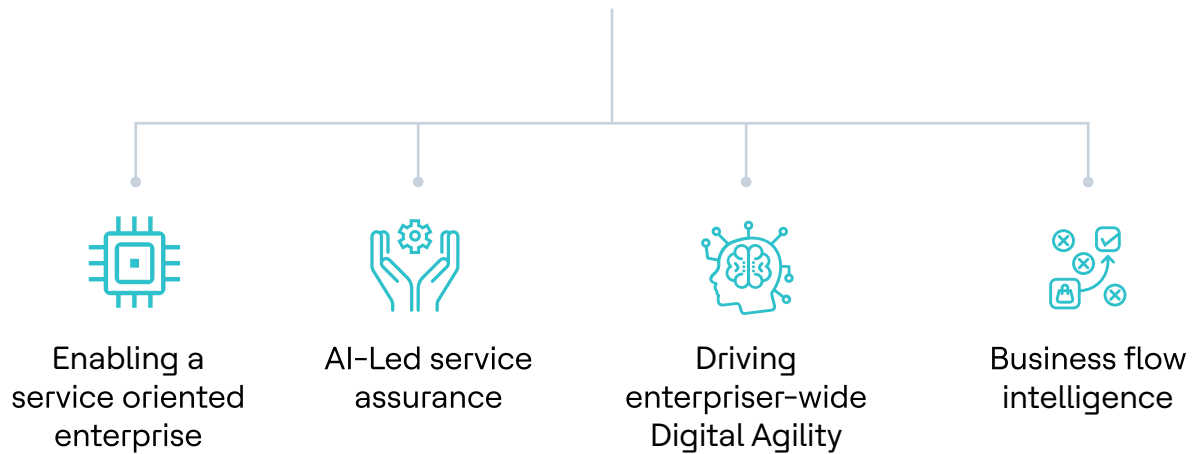
iControl presents

- Promo planning application availability status for Promotion planning
- Stores where coupon DB is not updated
- POS updation completed before store opening or not
- Conversion into POS data patterns - processing time is long
- On time generation of Promo Codes, Coupons and other details
- Store/Item Master DB System downtime

About DRYiCE

DRYiCE™ is a dedicated and rapidly growing organic software division of HCLSoftware that delivers best-in-class implementations of AI for enterprises.

Our vision focuses on



Want to know more?

Visit our website at dryice.ai or write to us at rcpg.solutions@hcl.com

HCLSoftware

[hcl-software.com](https://www.hcl-software.com)