

Payment flow observability solution



Situation of Market



80% enterprises with nearly 20,000 failed payments per day report customer losses



18% enterprises report a 5-10% payment failure rate

Industry Pain Points



Lack of service reporting and customizable visualizations

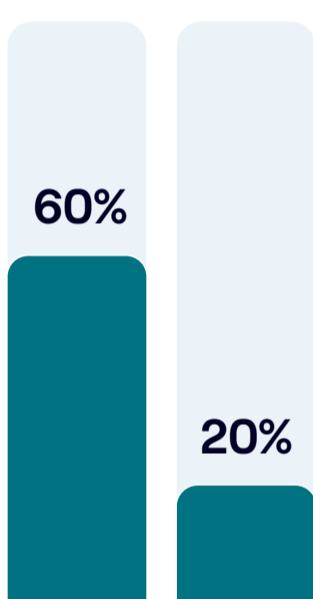


Difficult to track business metrics against each step of business workflow

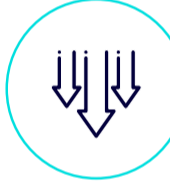


Lack of adequate reporting and application monitoring systems

Observability helps Achieve



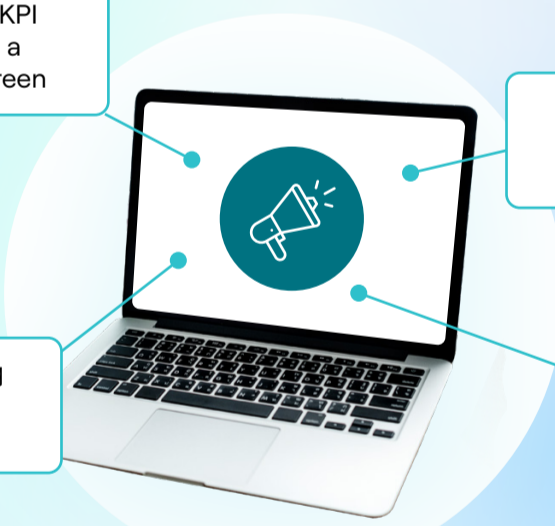
Over **60%** reduction in service level outages



Over **20%** decrease in escalations

Key Features of HCL iControl

Visualize flow, target/KPI performance down to a widget on a single screen



Pro-actively detect trend prediction business critical issues and improve MTI

Enable machine learning algorithms to provide trend prediction

Consistently meet regulatory performance needs

Differentiators



Business defined outcomes



Business defined processes, flows, and targets



Integrates business outcomes with data source in real-time



Value Drivers



Ensure necessary compliances



Reduce resolution time of issues with operations data



Improve overall efficiency and capabilities



Improve alignment of business and technology objectives

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