



HCL

Best practice ITSM process ecosystem with **proven operations experience**



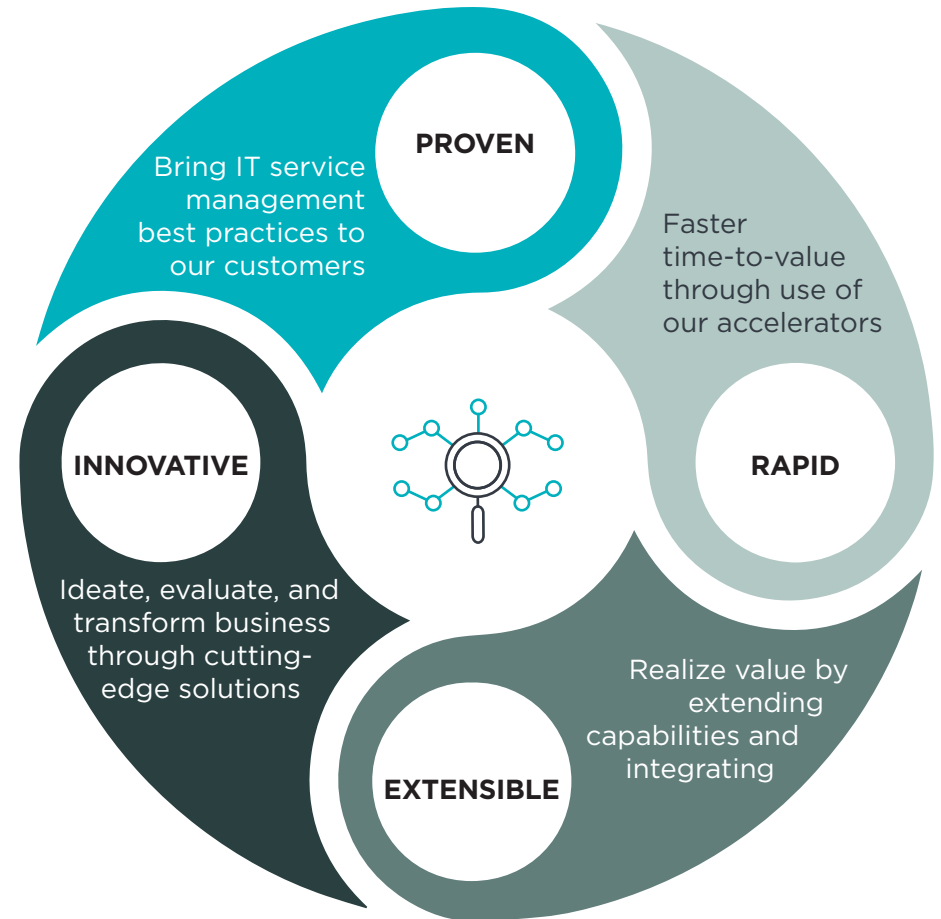
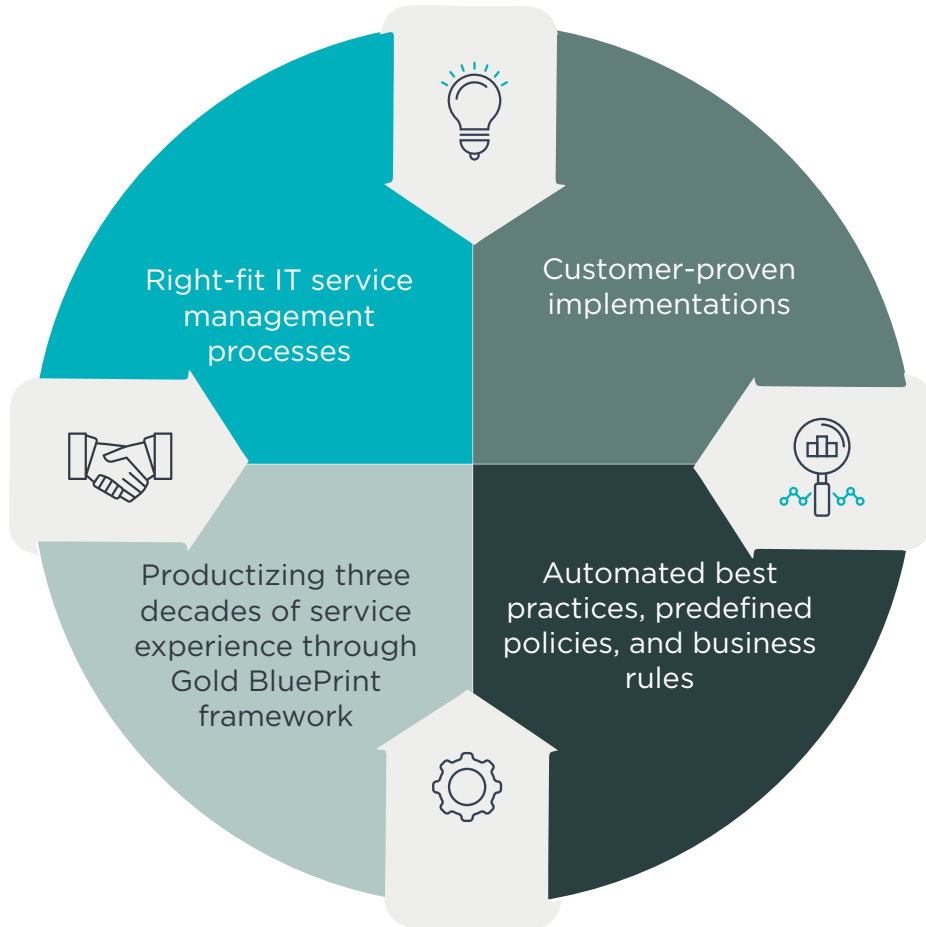
servicenow  **DRYiCE** Gold BluePrint

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Value of DRYICE Gold BluePrint

DRYICE Gold BluePrint is ready to use, ITIL framework based ecosystem built on the ServiceNow platform.



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Traditional Customer Challenges

SIAM framework with no SLA and OLA, hindering effective service delivery



Long implementation cycle of ITSM tools resulting in delayed time-to-market and limited value generation



Abstract-level categorization leading to operational inefficiency



Loosely coupled processes with no unified view of the system

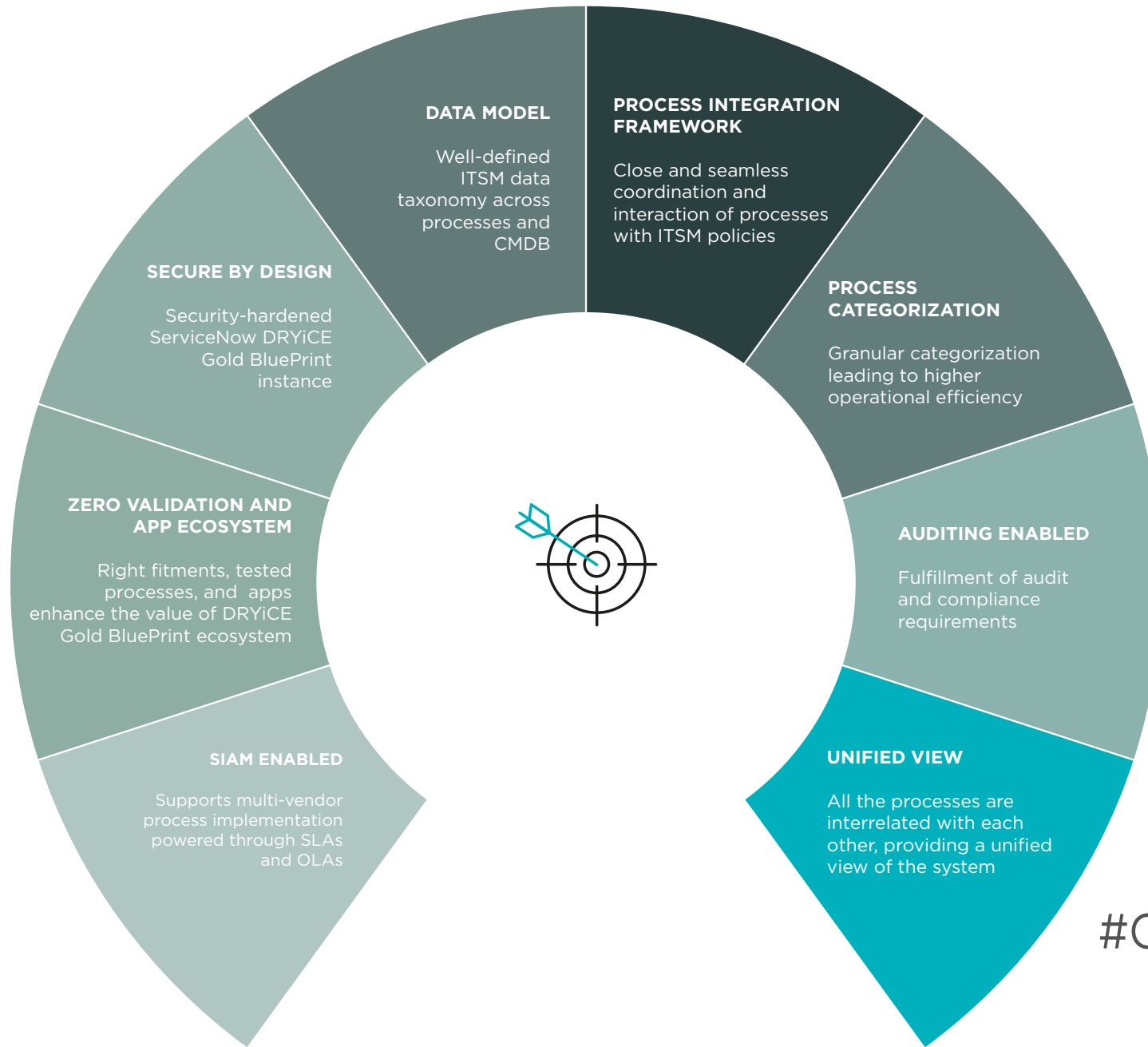
Inefficient service management



More effort spent on out-of-the-box customization, maintenance and upgrades

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Key Features



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DRYICE Gold BluePrint Solution Suite



DRYICE Gold BluePrint App Ecosystem

DRYICE Gold BluePrint provides automated processes and powerful work flows enabling developers and admins to perform high-value tasks.



iMigrate

Automates migration from existing ITSM systems - extracts, transforms, and loads foundation-level data from any source to DRYICE Gold BluePrint



iLicense

Manages the different licensing models of ServiceNow platform like - ServiceNow ITSM, ITBM, and many more



Eagle Eyes

A task management application designed to drive operational excellence by managing and tracking tasks, fixing accountabilities, motivating collaboration among employees, and acting on insights derived from the tasks



Bagheera

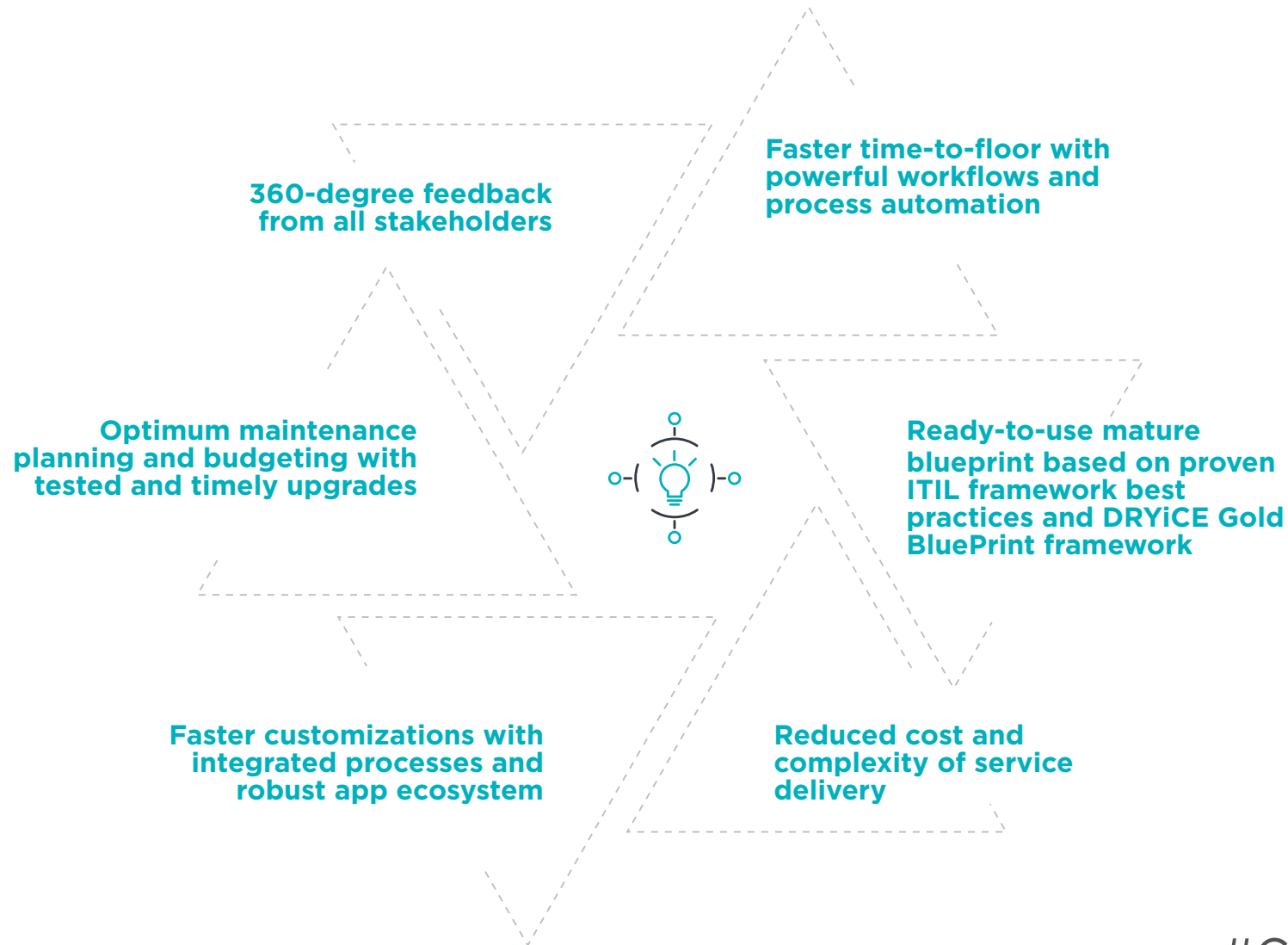
An administration automation engine that automates configuration and data upload tasks for users by introducing self-serviceability



Spider

Automates to minimize the effort required to perform integrations between ServiceNow platform and various IT service management systems used by customers and their ITSM vendors

Key Benefits



Key Differentiators



Role-based access controls and platform hardening for preventing common security issues



Quick updates with automated test suite



Remote Infrastructure Management enabled by SIAM



Intuitive self-service portal, one click request/ticket submission, and integrated email notification



Process specific value-add and differentiation



Planning and scaling support for VIP users and major incidents in Incident Management



Built-in RCA techniques and facilitating on-demand Problem Investigation Team (PIT) in Problem Management



Streamlining and standardizing processes in Change Management with built-in process checks, timely CMDB updates, and tighter integration of change tickets with Problem Management



Automated workflows and approval in Service Request Management relating to pending customer actions, scheduling appointments, pre-configured notifications, and surveys

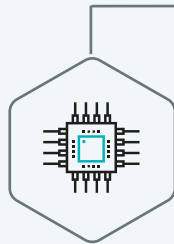


Built-in capabilities in Knowledge Management like version comparison and roll-back, instant publish, and recall

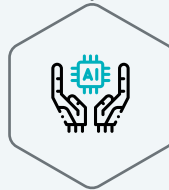
About DRYICE

DRYICE is a division of HCL Technologies focused on building industry-leading software products for transforming and simplifying IT and business operations, by leveraging AI and Cloud.

OUR VISION FOCUSES ON:



Enabling a Service-Oriented Enterprise



AI-led Service Assurance



Driving Enterprise-Wide Digital Agility



Business Flow Intelligence



For more information
write to us at **rcpg.solutions@hcl.com**
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HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

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