

# Business process observability control tower for consumer goods

Predict to prevent



#CPGByHCL

## Understanding the Consumer Packaged Goods (CPG) industry

The CPG industry is evolving swiftly with the convergence of people, data, and technology all contributing to a rapidly changing landscape and is making the business processes hyper-complex for consumer brands. It is very important, albeit difficult, for the CPG businesses to observe these complex processes end-to-end in a centralized manner, and extract real-time insights to respond proactively and effectively.

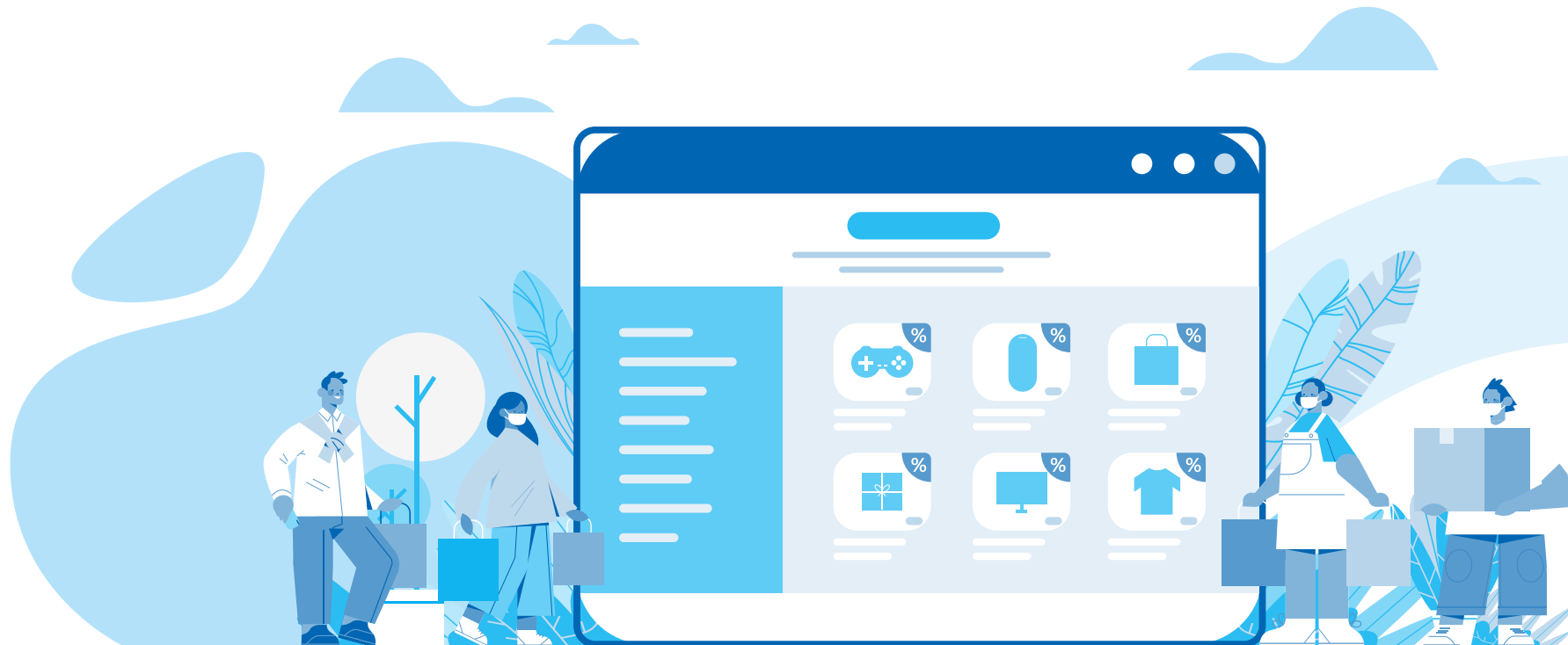
The current siloed monitoring of each process results in ineffective decision making and high error rates. The CPG enterprises require a holistic view of critical data and business processes across organizational boundaries. If this view is achieved, it can minimize operational costs, maximize revenue, preemptively identify and mitigate potential risks, and improve time-to-market.



## Value of DRYICE™ iControl for CPG

DRYICE iControl (iControl) is a business process observability solution for CPG that provides real-time visualization of the full set of business processes, their integrations, and associated systems. It provides IT and operations a granular view into process capability against key performance indicators and defined service level agreements. With iControl, CPG 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 CPG businesses. We have funneled our expertise of 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.



## Key industry challenges addressed

### Lack of centralized visibility:

into business process observability across the entire value chain



### Siloed technical monitoring:

Disparate technical monitoring and lack of insights into business process impact by technical failures



### Resource-intensive manual monitoring:

Manual monitoring of processes is costly and time-consuming as well as prone to errors

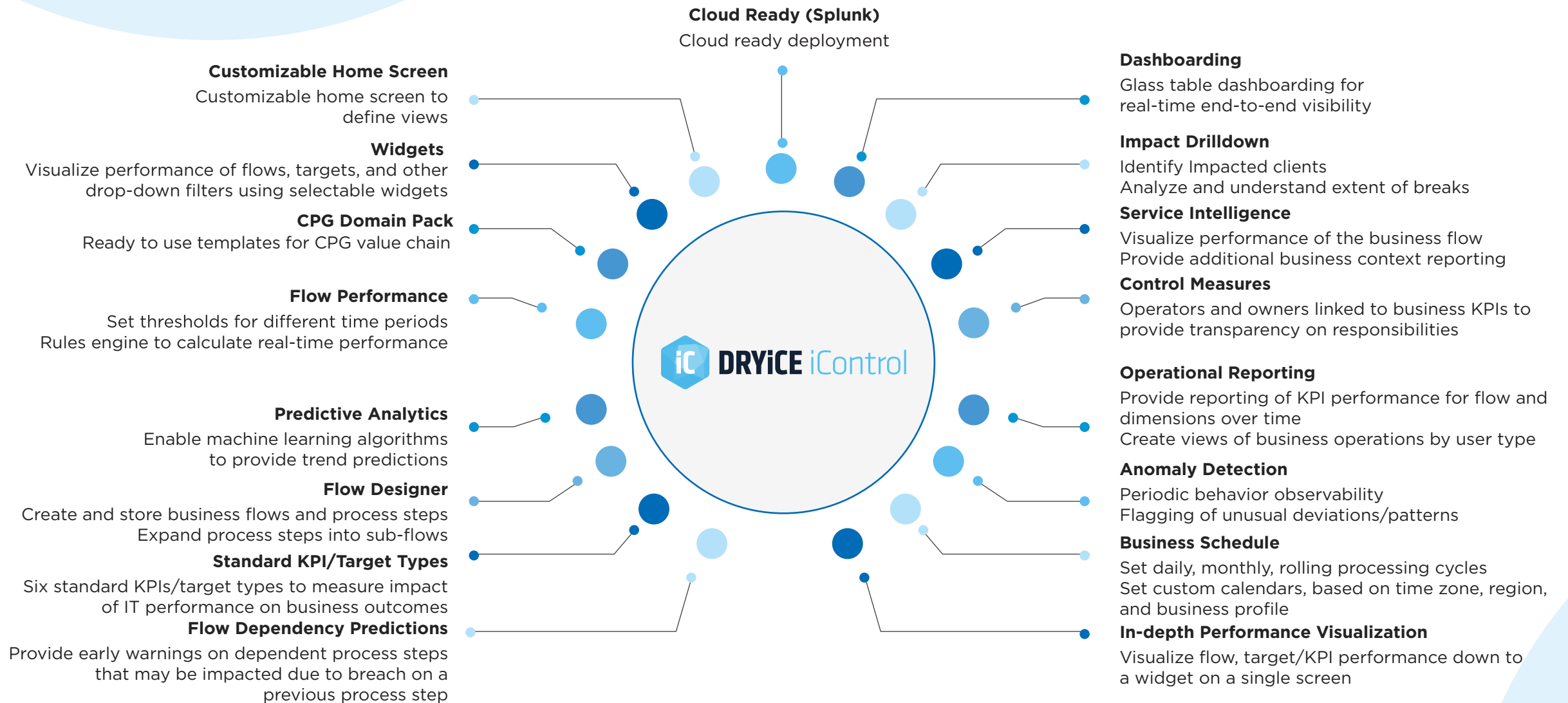


### Lack of proactive alerts:

Alerting mechanisms in most CPG organizations are reactive leading to outages that result in loss of revenue



## Key features



## Key benefits

Intelligent, real-time, and actionable insights

Proactive alerts to prevent business process failures

Enabling higher business compliances and regulations

Improve customer experience

Reduced inspection time and actionable impact assessment

Faster root cause identification and closure

Improve stability and MTTR (Mean Time To Response)

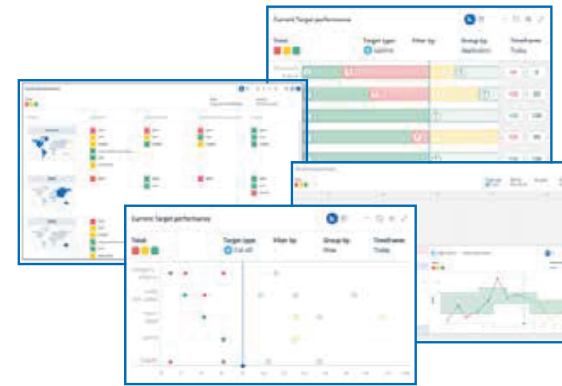
Provide transparency on agreed performance statistics for both IT and business

Meeting commercial obligations with partners



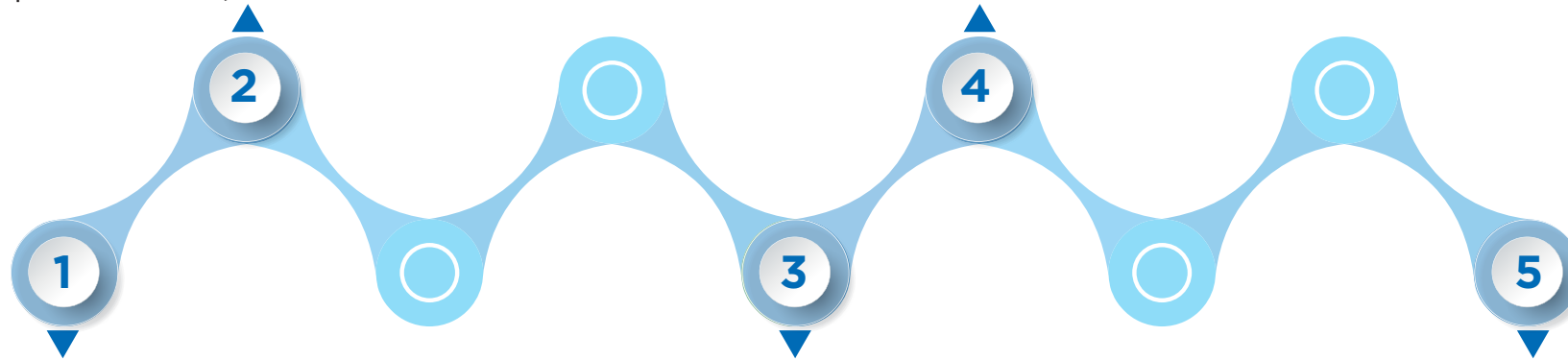
# iControl Methodology

Target Ref	Target Type	Description
EHVP-0001	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0002	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0003	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0004	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0005	Cut-off	Lorem ipsum dolor sit amet, consectetur...
EHVP-0006	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0007	Count	Lorem ipsum dolor sit amet, consectetur...
EHVP-0008	Duration	Lorem ipsum dolor sit amet, consectetur...
EHVP-0009	Count	Lorem ipsum dolor sit amet, consectetur...



Ingest data - Add monitoring points, inspection levels, and action limits

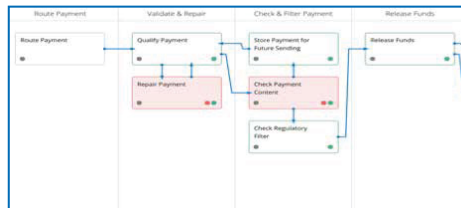
Generate actionable predictions



Digitally map business processes

Monitor and report business performance

Make business decision



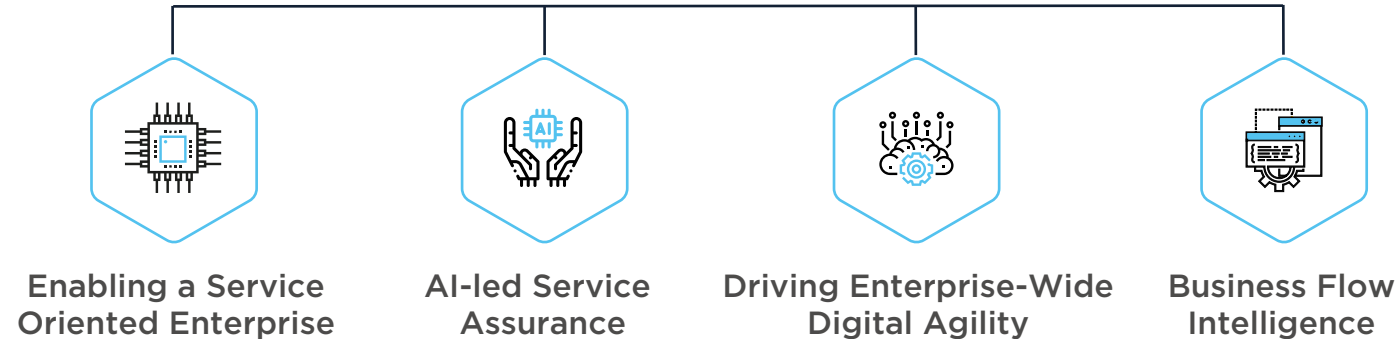
Target Ref	Target Type	Description	Target Value	Current Value	Status
EHVP-0001	Count	Lorem ipsum dolor sit amet, consectetur...	100	100	OK
EHVP-0002	Count	Lorem ipsum dolor sit amet, consectetur...	200	200	OK
EHVP-0003	Count	Lorem ipsum dolor sit amet, consectetur...	300	300	OK
EHVP-0004	Count	Lorem ipsum dolor sit amet, consectetur...	400	400	OK
EHVP-0005	Cut-off	Lorem ipsum dolor sit amet, consectetur...	500	500	OK
EHVP-0006	Count	Lorem ipsum dolor sit amet, consectetur...	600	600	OK
EHVP-0007	Count	Lorem ipsum dolor sit amet, consectetur...	700	700	OK
EHVP-0008	Duration	Lorem ipsum dolor sit amet, consectetur...	800	800	OK
EHVP-0009	Count	Lorem ipsum dolor sit amet, consectetur...	900	900	OK



## About DRYiCE Software

DRYiCE Software 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:



Want to know more?  
Visit our website at [dryice.ai](https://dryice.ai) or  
write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com) / [rcpg.solutions@hcl.com](mailto:rcpg.solutions@hcl.com)