

# Unified reporting and predictive analytics software



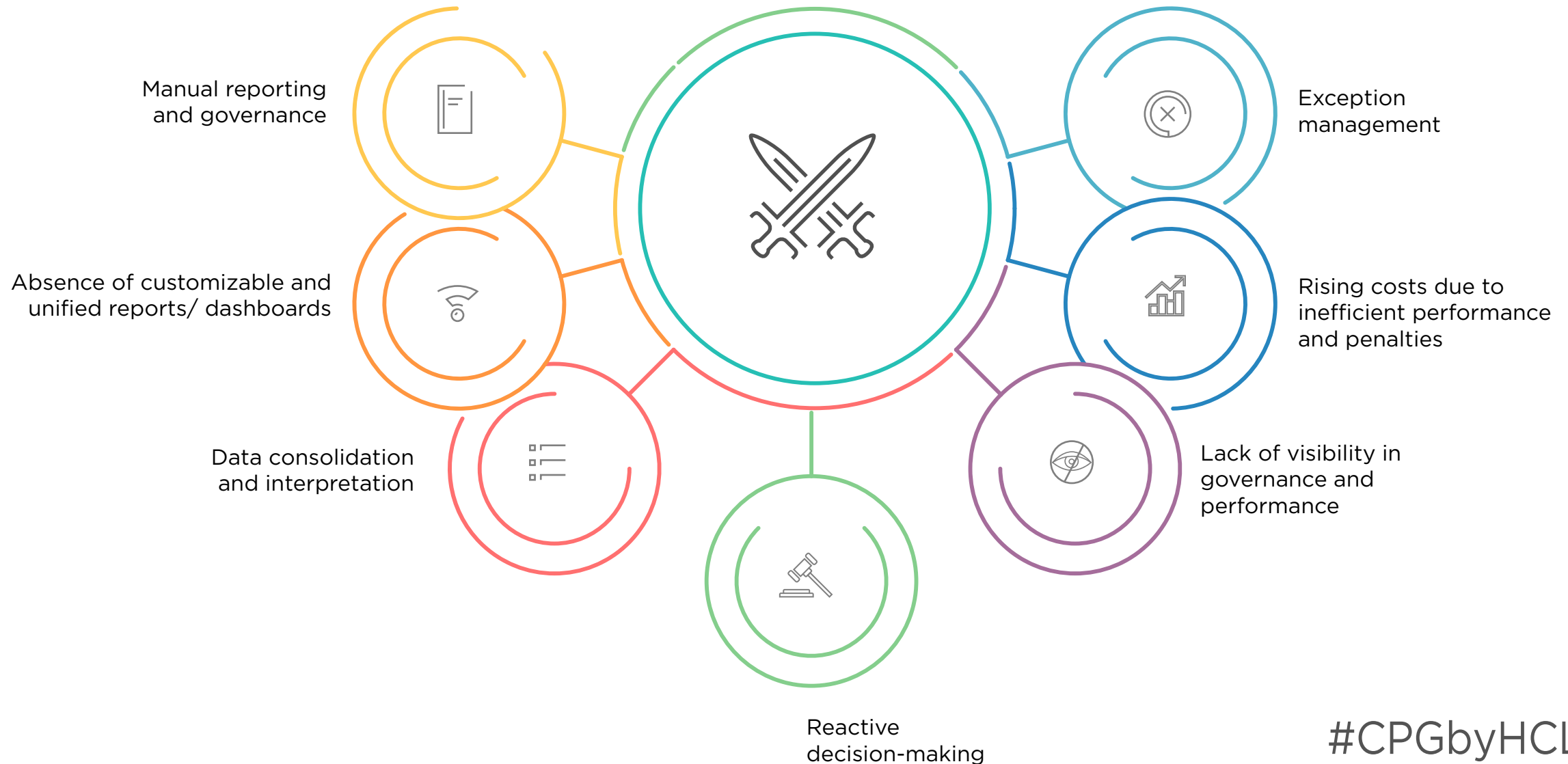
## Value of DRYiCE MyXalytics

The volume of enterprise data is ever increasing. However, this data is fragmented and spread across multiple systems and tools, making it hard to gain actionable insights. To create end-to-end insights stakeholders, have to navigate multiple applications, manually export data, and rely on crude solutions to process the data. Enterprises require an intuitive way to derive insights that are relevant to their role and empower them to make informed decisions quickly.

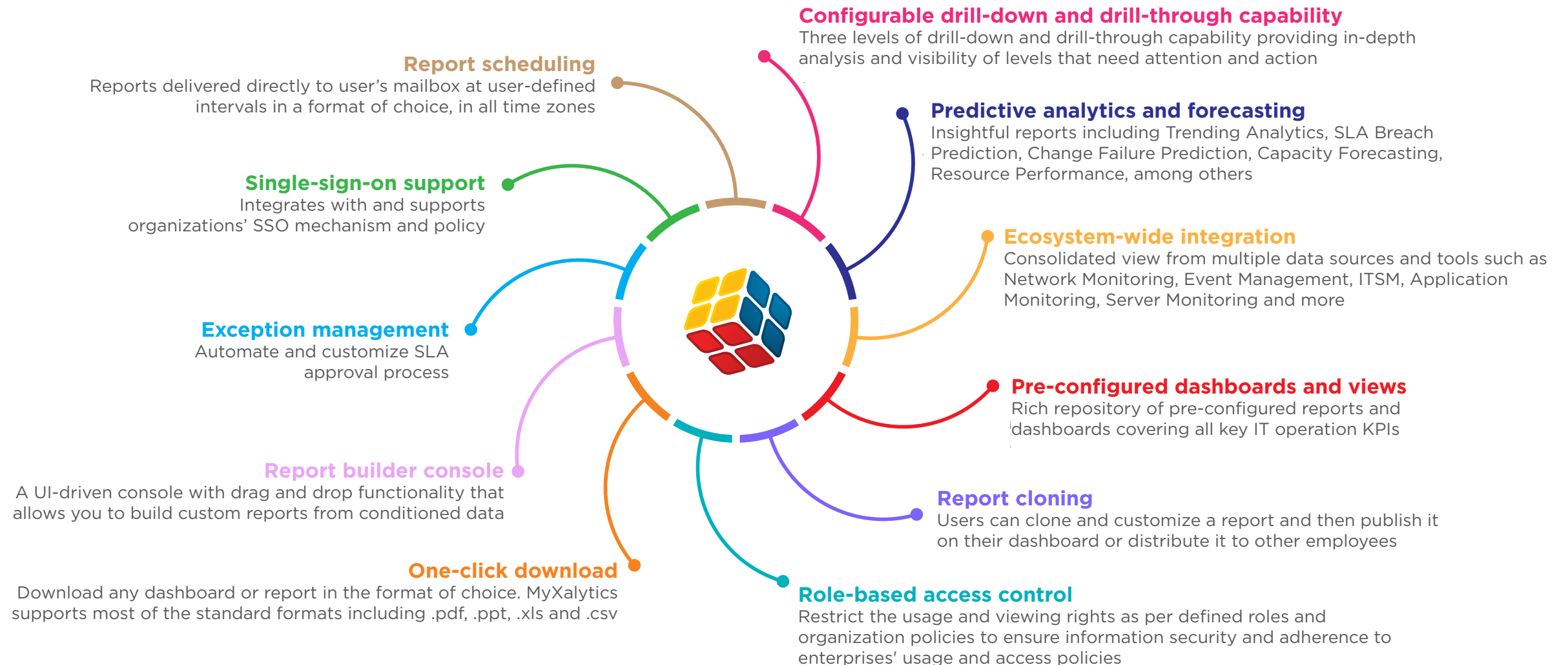
**DRYiCE MyXalytics** is a unified reporting and dashboarding software that enables enterprises with unparalleled visibility into the performance of IT systems and processes. This dashboarding software provides decision-makers with the clarity they need to drive continuous operational improvements, optimize cost, and ensure the enterprise functions in a low or no risk environment.

DRYiCE MyXalytics correlates, fuses, and analyses data from multiple enterprise tools to generate granular reports, and projects the results, tailored and configurable in role-based dashboards. It provides a unified view and instant, deep-visibility of the entire IT operations environment. Its predictive analytics capabilities help organizations avoid business-critical incidents and disruptions.

## Challenges addressed by DRYiCE MyXalytics



## Key Features



## Business Benefits



## Integration and Adapters

DRYiCE MyXalytics has adapters and works in tandem with leading third party tools to ingest and process data streams and convert them into insightful and intuitive reports.

ITSM	Event Management	Application Monitoring	System Performance Reporting	Network Monitoring	Call Management	Backup/Patching

## Success Story

**A USD 20 billion multi-national with an employee base of more than 125,000.**

### Business Challenges

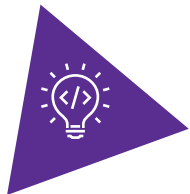
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- Lack of visibility into the IT ecosystem and absence of data analytics leading to inefficient business decisions
- Rise in SLA breaches and penalties due to absence of ITIL best practices
- Absence of role-based/ custom reports to identify business critical gaps and define remediation strategy
- No proactive mechanism to predict and flag potential issues and critical incidents

### Solution Highlights

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- DRYiCE MyXalytics provided intuitive visualizations of data from multiple sources on a unified and role-based/ custom dashboard
- Enabled robust reporting of ITSM metrics, governance and control; offered root cause analysis for all incidents
- Automated risk management approval workflow and real-time tracking of risks and remediation plans
- AI-driven predictive analytics to proactively flag potential breaches and crisis
- Automated business reporting brought down the manual efforts to zero, reduced SLA violations, and improved IT environment predictability

### Business and Technical Benefits

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- 83% reduction in daily SLA breaches
- 84% reduction in penalties due to breaches
- 100% reduction in manual reporting effort
- Predictive analytics to prevent SLA/ OLA breaches

## 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](mailto:rcpg.solutions@hcl.com)  
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