

DRYiCE™ ROAR

Unified data-driven business decisions



RO DRYiCE ROAR

VALUE OF DRYICE ROAR

Data is the cornerstone of an organization's commercial success. Organizations worldwide are becoming pro-data when making business decisions. Data-driven decisions are rational and accurate, allowing organizations to be more agile, identify new business opportunities, and respond rapidly to market changes. A data-driven approach contributes to increased transparency, accountability, and continuity across various functions of an organization.

Although the growing value of data cannot be ignored, the inability of enterprises and managed service providers to maximize data quality and reliability is leading to poor IT and business outcomes. Diverse data sources bring a range of data types and complex data structures resulting in ineffective data integration and analysis.

To ensure that the correct data is available to business decision-makers in the right way and at the right time, organizations require a robust product that can effectively combine and validate data from a broad range of sources.

DRYICE ROAR (ROAR) is a product that processes data from the enterprise IT environment to create a single-source-of-data for delivering business services.

This source called the Golden Dataset can populate downstream applications in billing, service management, and asset management.

CHALLENGES ADDRESSED BY ROAR

Absence of a single system generating a consolidated view of data, accessible from anywhere

Gaps in data collection resulting in partial view of the data landscape

Decay in data value with time due to lack of data refreshes



Non-standardized data collection mechanisms

Time-intensive and error prone manual data collection and its reconciliation process

More the data sources, more the cost of managing them end-to-end

ROAR METHODOLOGY

ROAR stores relevant operational data from various data sources in a four step process to build a data repository that can be considered as a single-source-of-truth.

Step 1: Validation

- Refines raw data by eliminating NULL values, junk values, and special characters based on predefined application rules

Step 2: Normalization

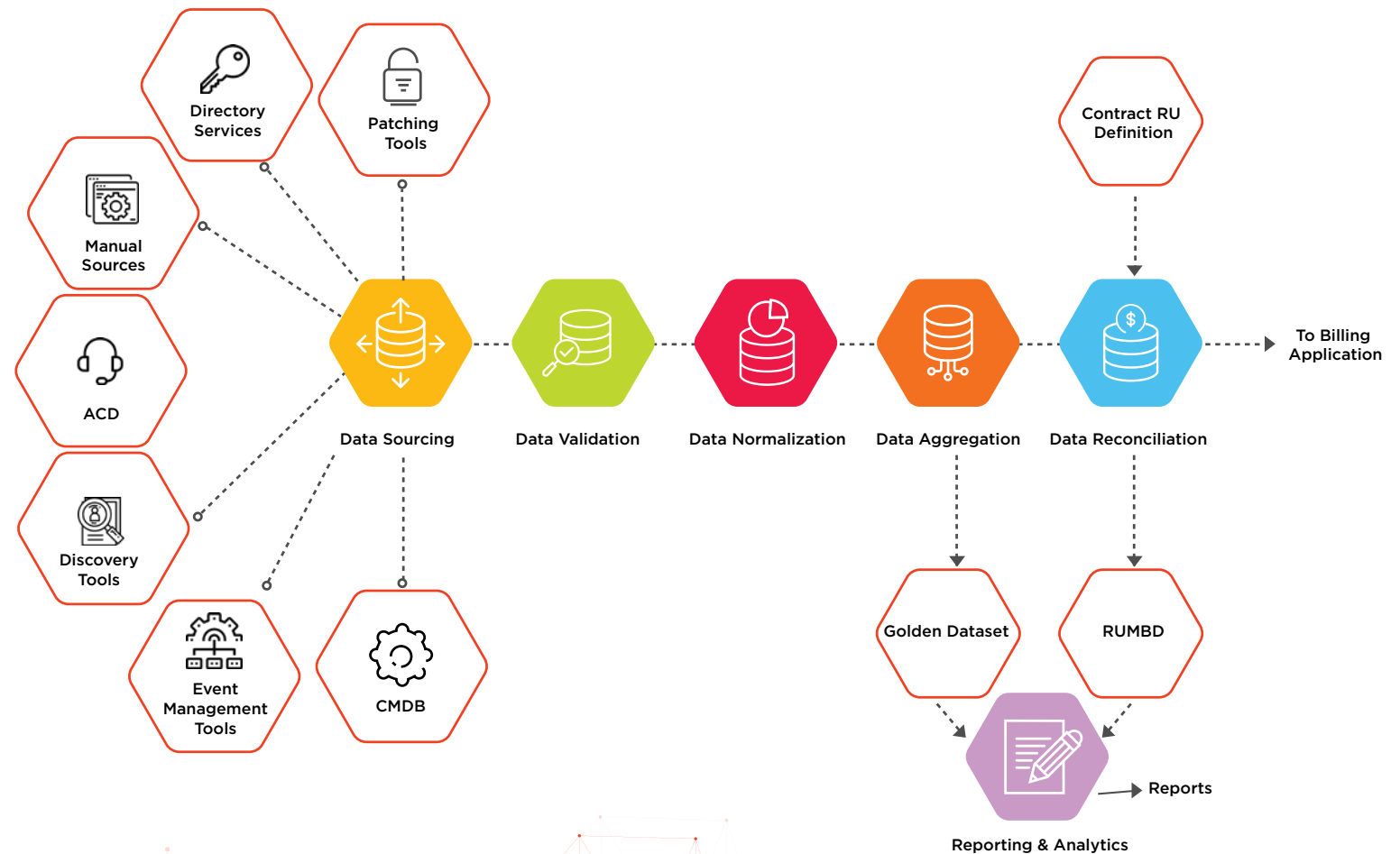
- Standardizes data by replacing alternative representation of the same data entity with normalized values
- Homogenizes records for data consistency

Step 3: Aggregation

- Converts data from multiple sources into single source of consolidated and accurate records

Step 4: Reconciliation

- Identifies billing components by pairing resource components with correct resource units
- Resource Unit Management Database (RUMDB), a data repository of discrete units of consumption of billing components or Resource Unit (RU) is created



KEY DIFFERENTIATORS



ROAR maps Golden CIs against contractual RU to calculate RU count which helps to manage RUMDB as a single-source-of-truth for billing components



RUMDB is a single-source-of-truth for calculating the deviance from baseline RU in the form of ARC and RRC to validate billing



ROAR compiles and reconciles data from multiple sources to improve data quality



Homogenization of data to ensure consistency of data, integrity of analysis, and validity of results

KEY BENEFITS



Timely and Accurate

- Automated data quality management workflow to increase data confidence by removing human errors
- Master source-of-truth built for varied sources of data and multiple vendors



Transparency

- Single view for all stakeholders resulting in lesser organizational conflicts
- Single and accurate view of all IT infrastructure elements



Best Practices

- Standardized and consistent mechanism for stronger data governance
- De-duplication of data records to reduce data management cost



Better ROI

- More reliable than manual inventory count
- Accurate tracking and reporting of CIs
- Continuous improvement of upstream and downstream applications with accurate, complete, and up-to-date data

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:



Enabling a Service
Oriented Enterprise

AI-Led Service
Assurance

Driving Enterprise-Wide
Digital Agility

Business Flow
Intelligence



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