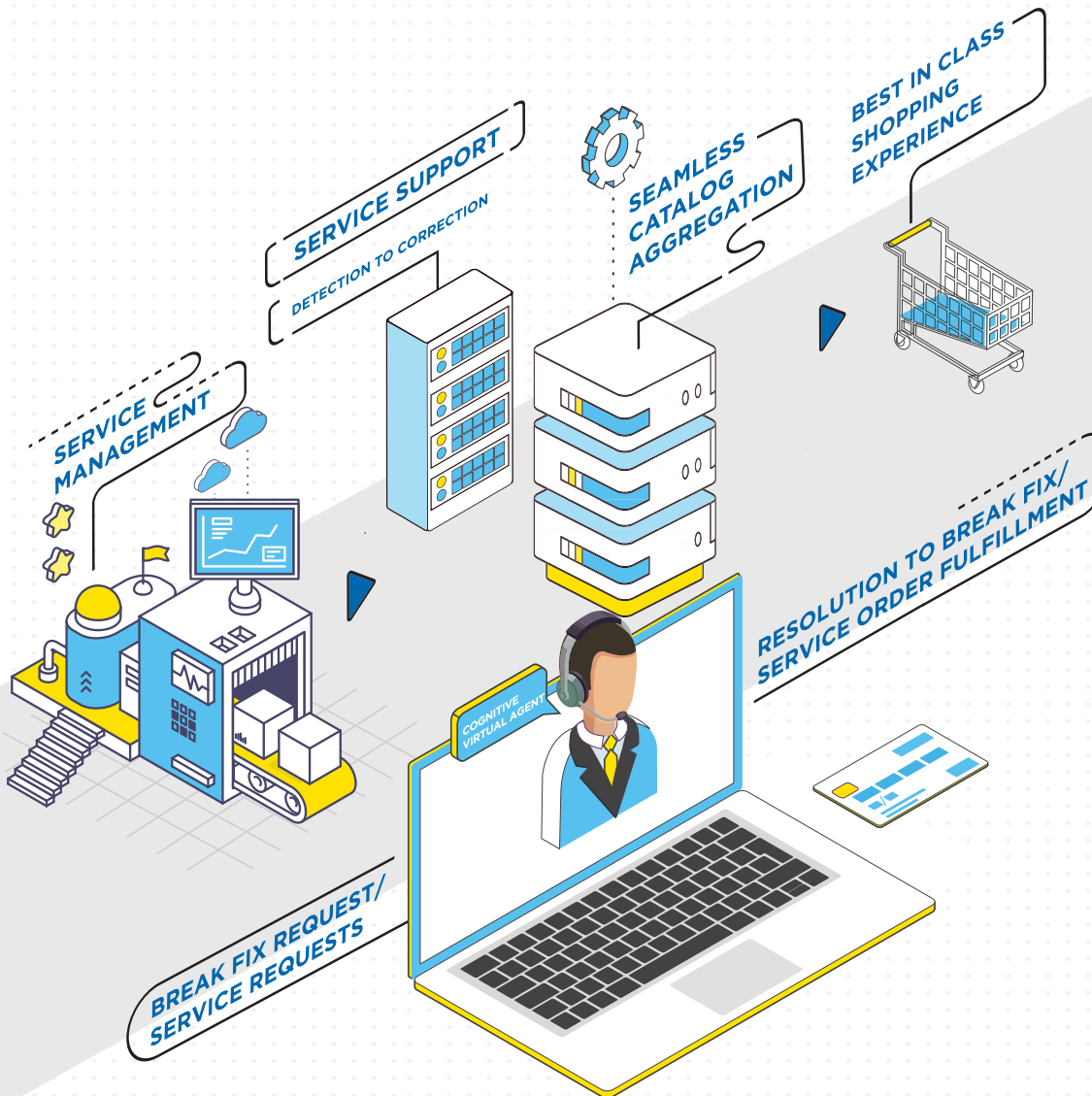


DRYICE™ XSM FOR XaaS SERVICE LIFECYCLE MANAGEMENT

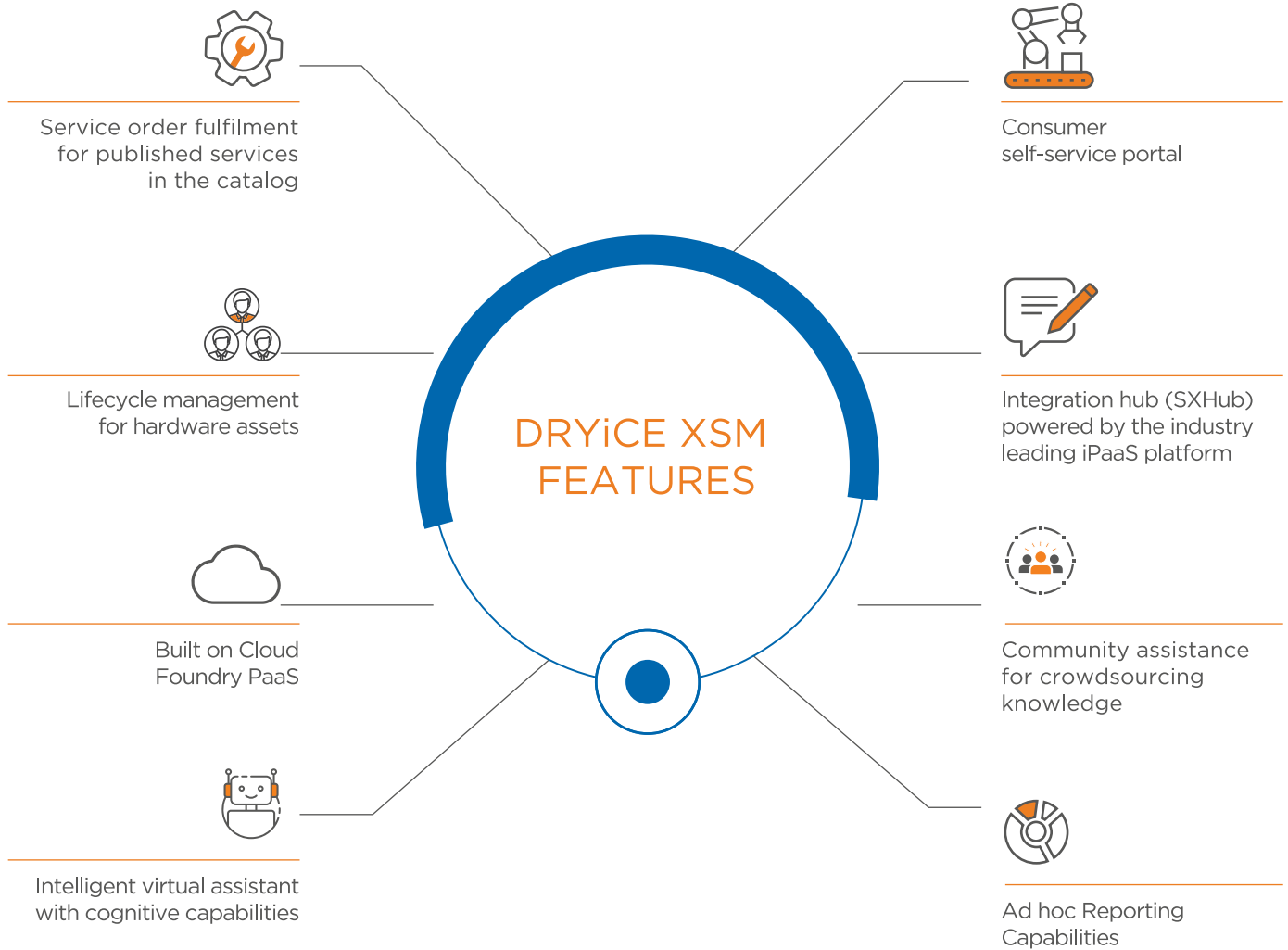


DRYICE XSM INTRODUCTION

DRYICE XaaS Service Management (XSM) is a 21st Century, cloud native solution designed to manage the lifecycle of XaaS (“Everything” as a Service) delivery models, aggregating multiple catalogs to provide a single unified interface. DRYICE XSM is based on the IT4IT Reference Architecture, whilst also being flexible enough to be configured to align to the ITIL framework.

DRYICE XSM’s design encapsulates all four value streams of the IT4IT Value Chain - *Strategy to Portfolio*, *Requirement to Deploy*, *Request to Fulfill* and *Detect to Correct*. It forms a single system of engagement for all entities in the service supply chain to aggregate and publish their services to a unified catalog. It also includes capabilities to track service transactions; fulfill and manage service delivery and usage; seamlessly identify and resolve issues. It also provides enterprise users with a collaboration portal to consume both IT and non IT services. Additionally, a virtual assistant powered with cognitive capabilities is also enabled on DRYICE XSM to aid consumers.

KEY FEATURES



KEY TECHNICAL MODULES



Assignment management system for rule based assignation of records



Approval management system for approval rule configuration and management



Task management system for creating and managing multiple tasks against one line item



SLA management



Notifications



Security

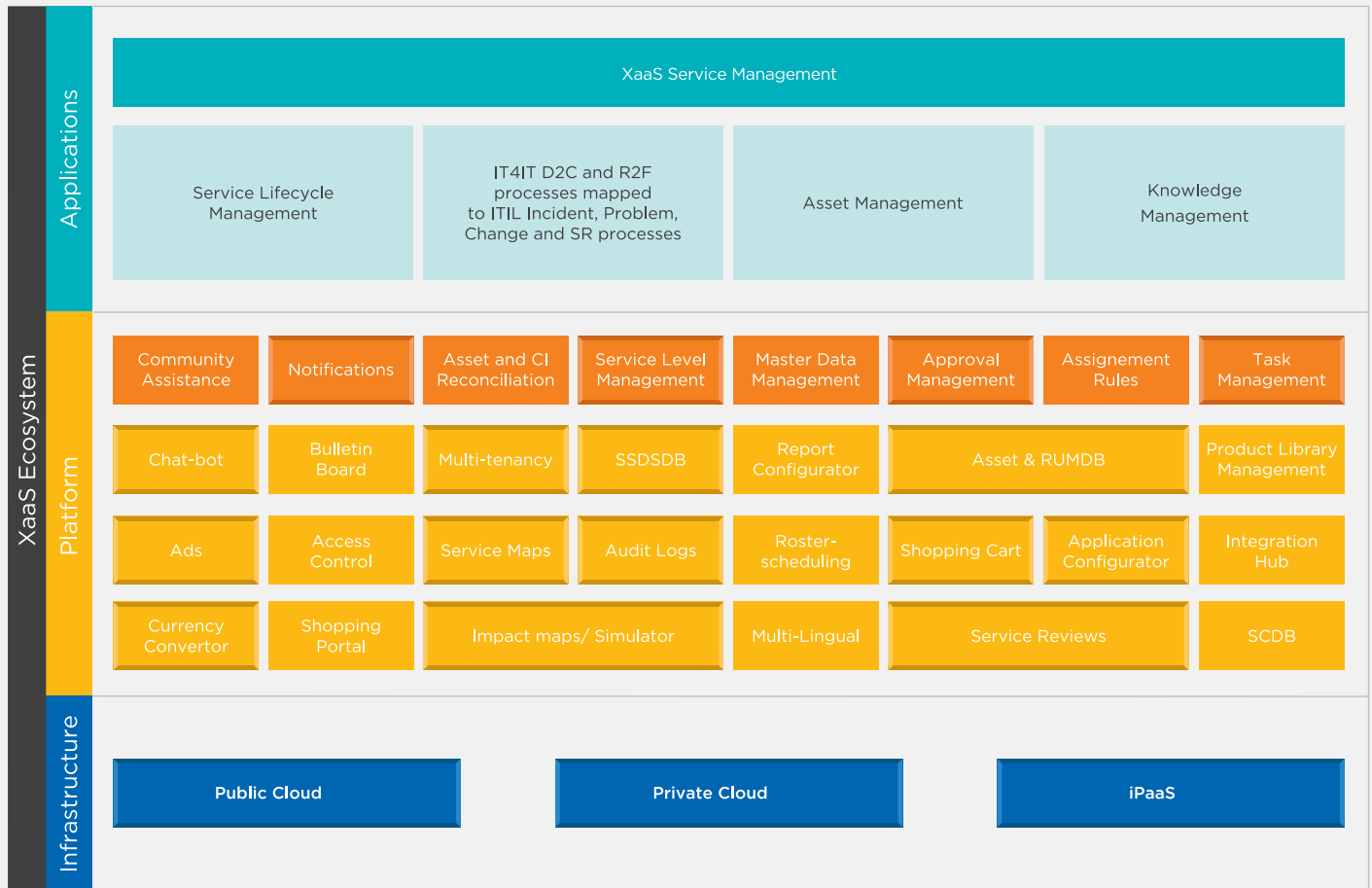


User profile management



Feedback for orders and services

DRYiCE XSM ARCHITECTURE MODEL



DRYiCE XSM BENEFITS



It is offered on a SaaS mode and can be accessed from any device



It allows creation of multiple tasks against a work item



Ability to configure and manage approvals for services; managing and tracking service performance levels



Self-intuitive, customizable, and interactive user interface to provide a holistic view to fields



It automates rule based assignation and routing of work item records through Assignment Management System



It is designed with the digital user in mind, revolutionizing collaboration through crowd sourcing knowledge from community



Intelligent virtual assistant with Natural Language Processing capabilities to converse in natural language, which learns and evolves with continuous feedback



Capability to involve multiple groups through Task Management System for the fulfilment of multiple components under the same service

What is DRYiCE?

DRYiCE is the Enterprise AI Foundation. It is HCL's autonomics and orchestration suite of services, products, and platforms powered by the world's best AI technology to enable enterprises to operate in a leaner, faster, and cheaper way, while ensuring superior business outcomes in terms of experience, speed, and agility. It brings the power of AI to transform IT and business services, business processes, and digital operations. HCL's cutting-edge autonomics and AI-enabled solutions are supported by an extensive partner ecosystem and Centers of Excellence across the globe.



For more information
write to us at dryice@hcl.com or visit DRYiCE.ai



This year, HCL's presence at Think 2018, is themed with an iconic representation of the letters "U & i". Through this coinage, we aspire to represent the growing tide of productive infusion of data analysis, cognitive capabilities and intelligence-based decision systems (denoted by the "i") into the mainstream enterprise operational rubric of our clients worldwide (denoted by "U").

We believe this rapid convergence of technology, processes and people, will create a self-sustaining eco-system for 21st century enterprises that will mature to realize value beyond the norm for years to come. Most of the 30 HCL solutions being showcased at Think 2018 are testament to this evolving philosophy for enterprise solutions that bear a similar promise for the future.

And finally, we also realize that the human-machine capability integration is something that cannot become a reality in isolation. In fact, it will be a product of close partnerships (as denoted by the melding of human and robotic minds in the visual), like the one forged by HCL and IBM and many others to come. All of which will take steps to help create a world that understands the risks and appreciates the benefits of making this next big human-inspired technological leap ahead.



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