



**SX DRYiCE SX**

**SHAPE THE NEXT-GEN  
SERVICE CENTRIC  
ENTERPRISE POWERED BY  
XAAS ECOSYSTEM**

# INTRODUCTION

DRYiCE SX™ is a cloud native catalog aggregation and fulfillment orchestration platform for various services from multiple suppliers in a ecommerce style service marketplace.

DRYiCE SX™ is a single stop shop for enterprise users that facilitates request handling of any and all services providing a unified experience. It helps business leaders in plugging the growing gap between user expectations and experiences by allowing enterprise suppliers and consumers to connect for business transactions in a XaaS (Everything as a Service) ecosystem.



## CHALLENGES ADDRESSED BY DRYICE SX™



Lengthy catalog  
creation cycles



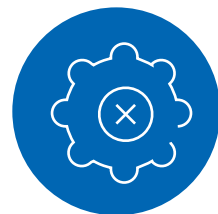
Complex approval  
configurations and  
process workflows



Human  
assisted service



Multi vendor  
catalog sprawl



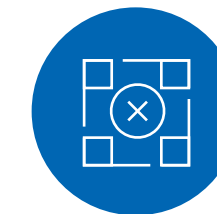
Lack of automated  
fulfilment and orchestration



Disparate user  
engagement and  
experience



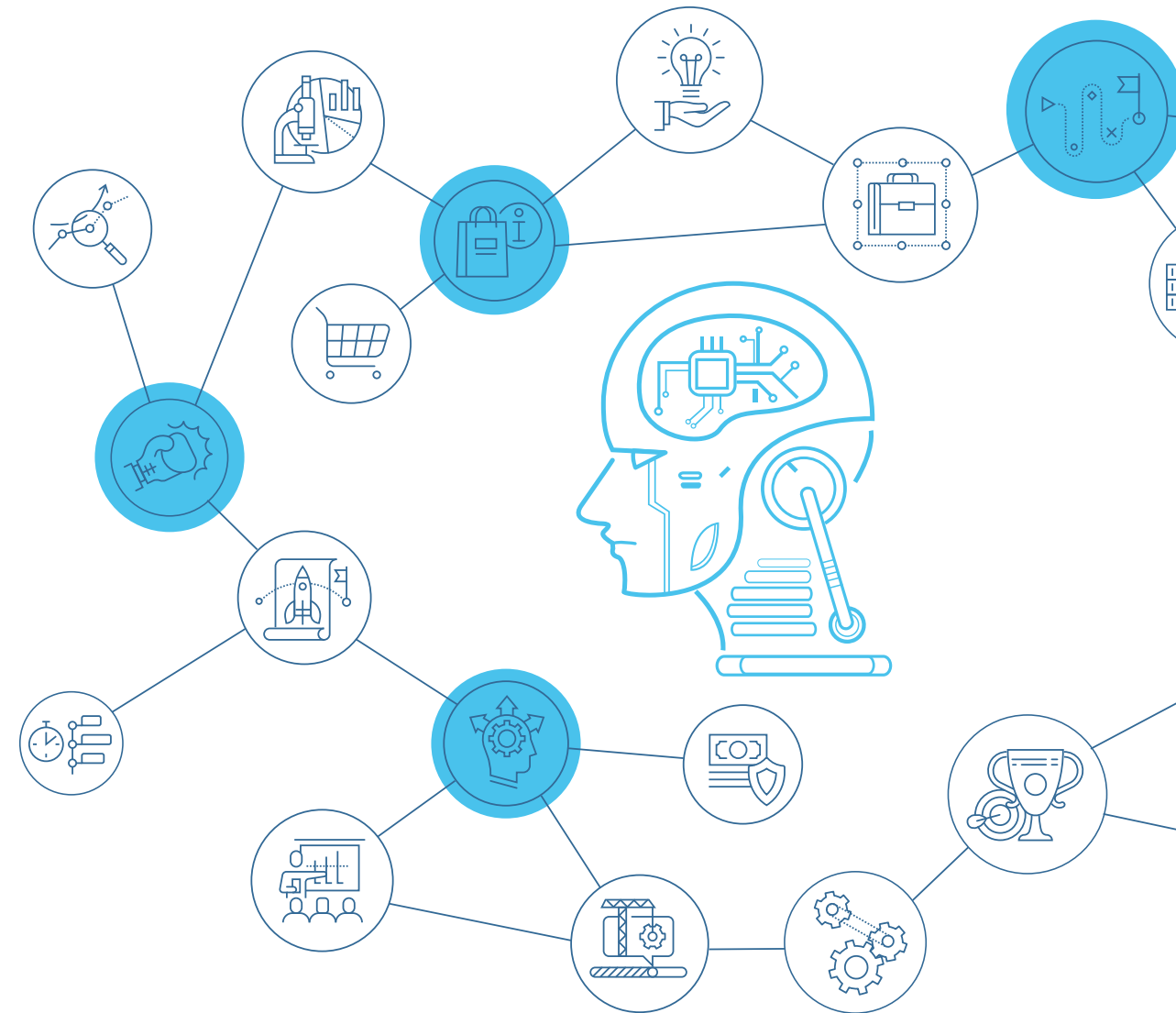
Huge service  
desk maintenance costs



Lack of standardized  
data models and  
knowledge management

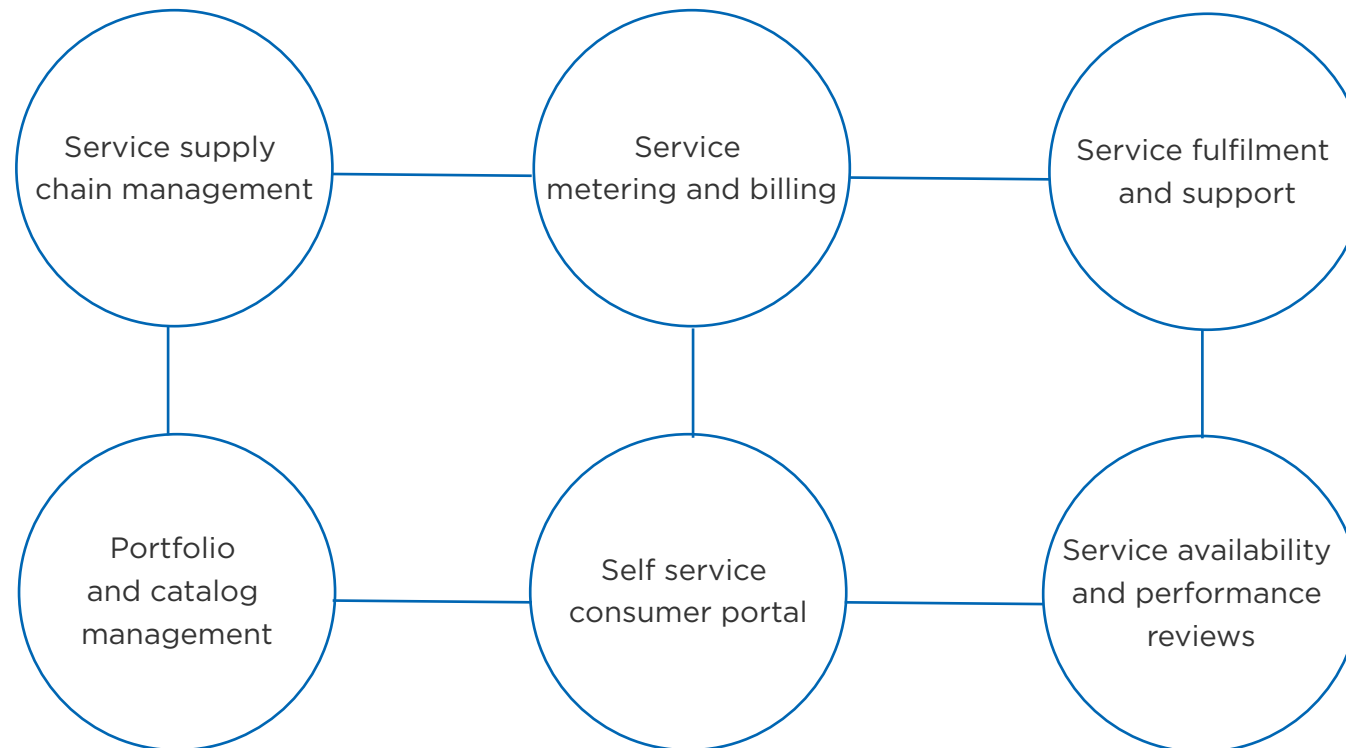
# PLATFORM FEATURES AND CAPABILITIES

- Aggregation and orchestration of diverse services from multiple service originators helping translate business demand into consumable services quickly
- Single portal to manage IT/ Non IT Service catalog provides unified consistent experience
- Perpetual service visibility and subscription management
- Catalog aggregation
- Micro-service based architecture
- Best-in-class, end-user experience, all required market place consumer application features, Intuitive and on any device access
- Smart virtual assistant coupled with automated role based routing
- Knowledge Management through published knowledge articles for services and Community Assistance



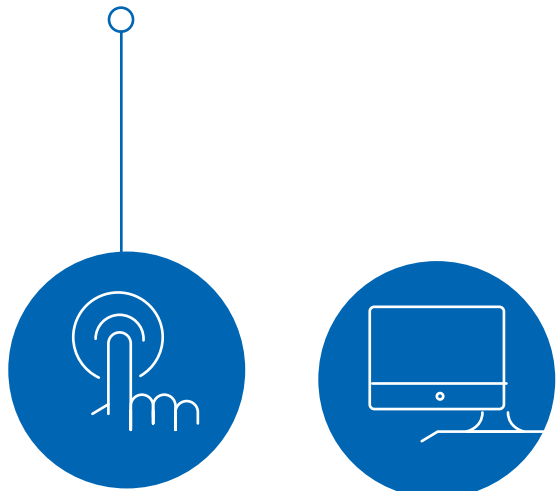
# PLATFORM MODULES

DRYiCE SX™ is based on the IT4IT Reference Architecture, whilst also being flexible enough to be configured to align to the ITIL framework.



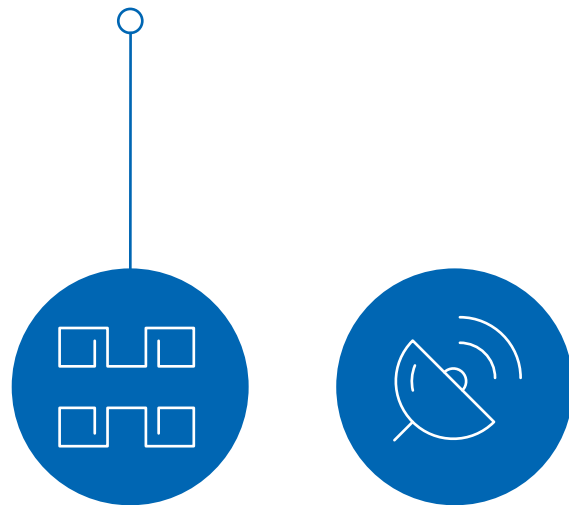
# KEY BENEFITS

Reduces human error  
prone manual intervention,  
Rapid Deployment of Services



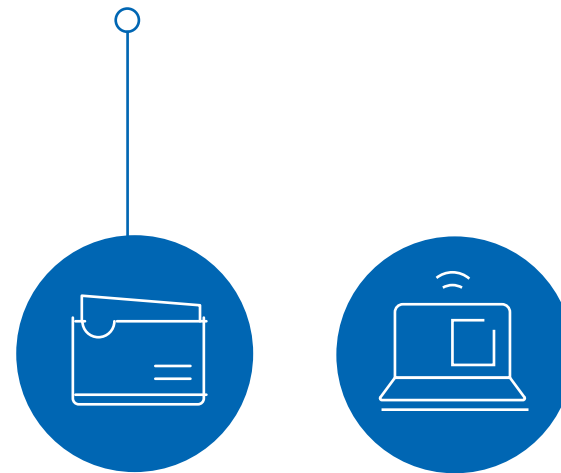
Rapid Application  
Deployment,  
Speed to market

Minimum learning  
curve, Faster  
productivity



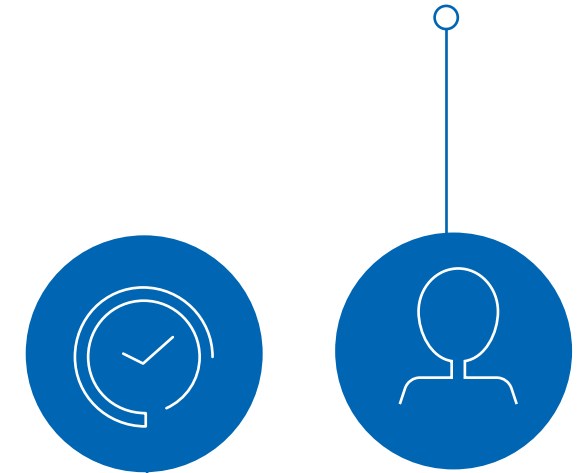
Speed and Reliability,  
Faster Isolation for  
detection of failures

Self-Service, Speed to  
fulfilment of requests  
and resolution  
of tickets



Faster Consumer  
adoption, Improved  
user productivity

Current, crowd  
sourced and enterprise  
community contribution



Reduction in service  
desk operations,  
Saving effort,  
time and money

## CASE STUDIES



Created a XaaS ecosystem for a \$8 Bn global technology company increasing user efficiency by 50% and decreasing costs by 30%

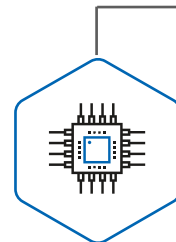


Leveraged by the business procurement department of a leading IT services enterprise conducting procurement to the tune of \$1 Bn to create a Demand Management Platform with e-commerce capabilities

# 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.

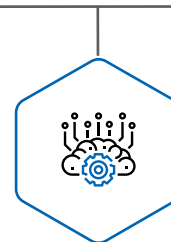
## OUR VISION FOCUSES ON:



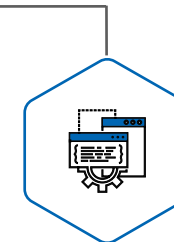
Enabling a service  
Oriented Enterprise



AI-led Service  
Assurance



Driving Enterprise-wide  
Digital Agility



Business  
Flow  
Intelligence



For more information  
write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com) or visit our website at [dryice.ai](https://dryice.ai)