

XSM DRYICE XSM

XaaS Service Lifecycle Management



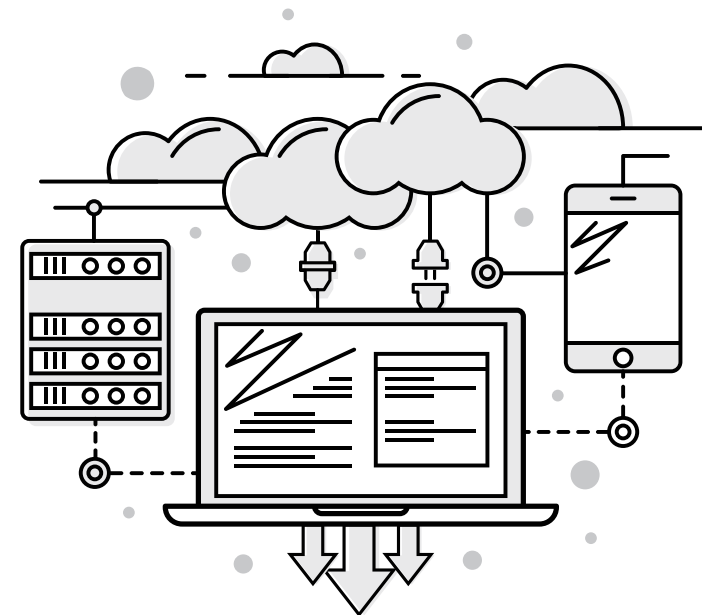
INTRODUCTION

DRYiCE XaaS Service Management (DRYiCE XSM™) is a next-generation, 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.

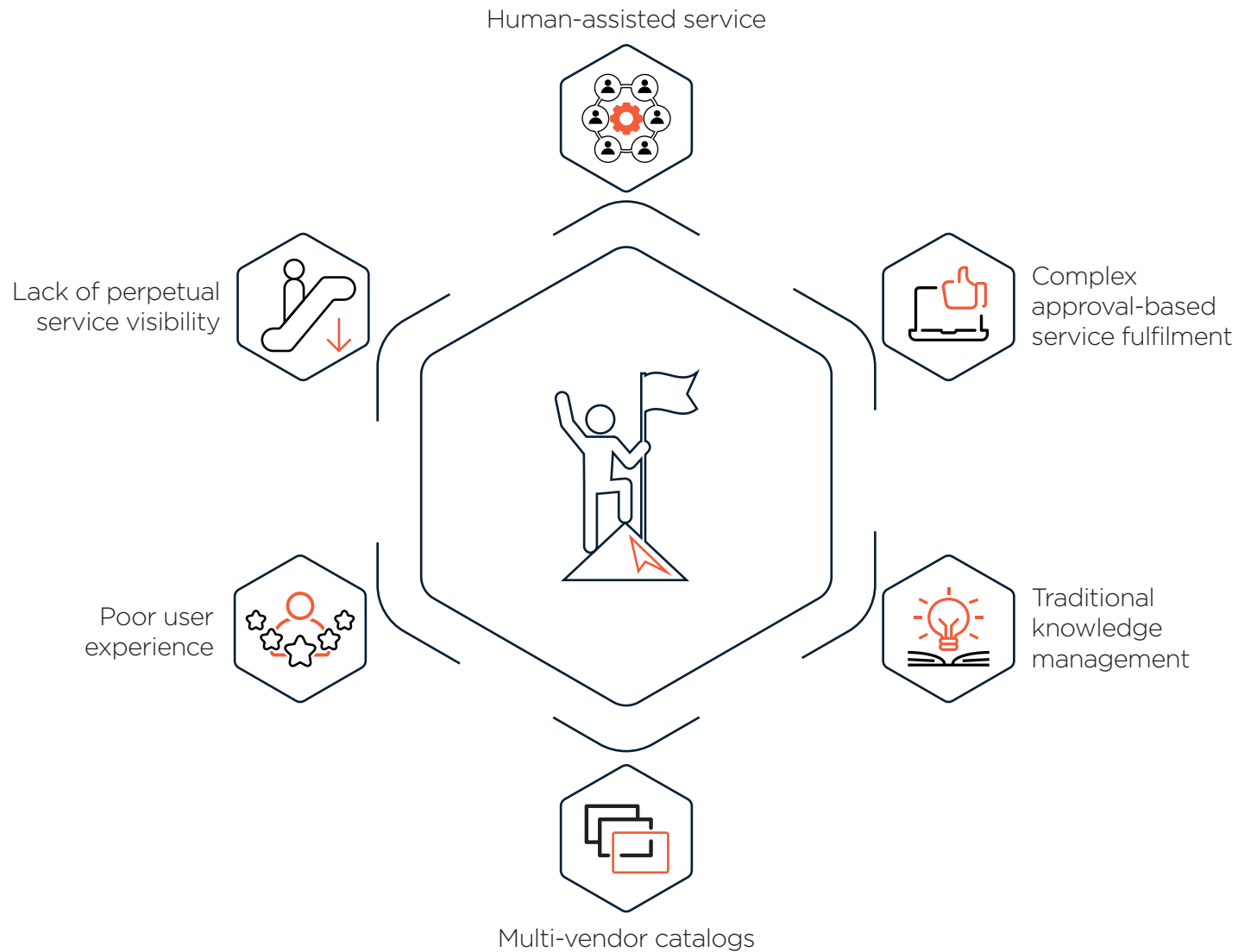
DRYiCE XSM™’s design encapsulates all four value streams of the IT4IT Value Chain - Strategy to Portfolio, Requirement to Deploy, Request to Fulfill, and Detect to Correct. It forms a single system of engagement for all entities in the service supply chain to aggregate and publish their services to a unified catalog.

DRYiCE XSM™ also harbors capabilities to track service transactions; fulfill and manage service delivery and usage; and seamlessly identify and resolve issues. It furnishes enterprise users with a collaboration portal to consume both IT and non IT services.

Additionally, a virtual assistant powered with cognitive capabilities is enabled on DRYiCE XSM™ to aid consumers.



CHALLENGES ADDRESSED BY DRYICE XSM™



KEY FEATURES AND CAPABILITIES

NLP Virtual Assistant

SIAM Enabled

Cloud Native

iPaaS Platform



Entitlement based-service consumption; Personalized as per service and user Profile

Creation of multiple tasks against a work item and deployment of multiple groups through **Task Management System** for the fulfilment of multiple components under the same service



Service Support forms the core of DRYICE XSM™, empowered by **Self-service**

For the **digital native** users, enable **BYOD in your enterprise**



Crowd Sourced Knowledge Management allows end users to publish their experience by sharing knowledge articles

XaaS Service Management

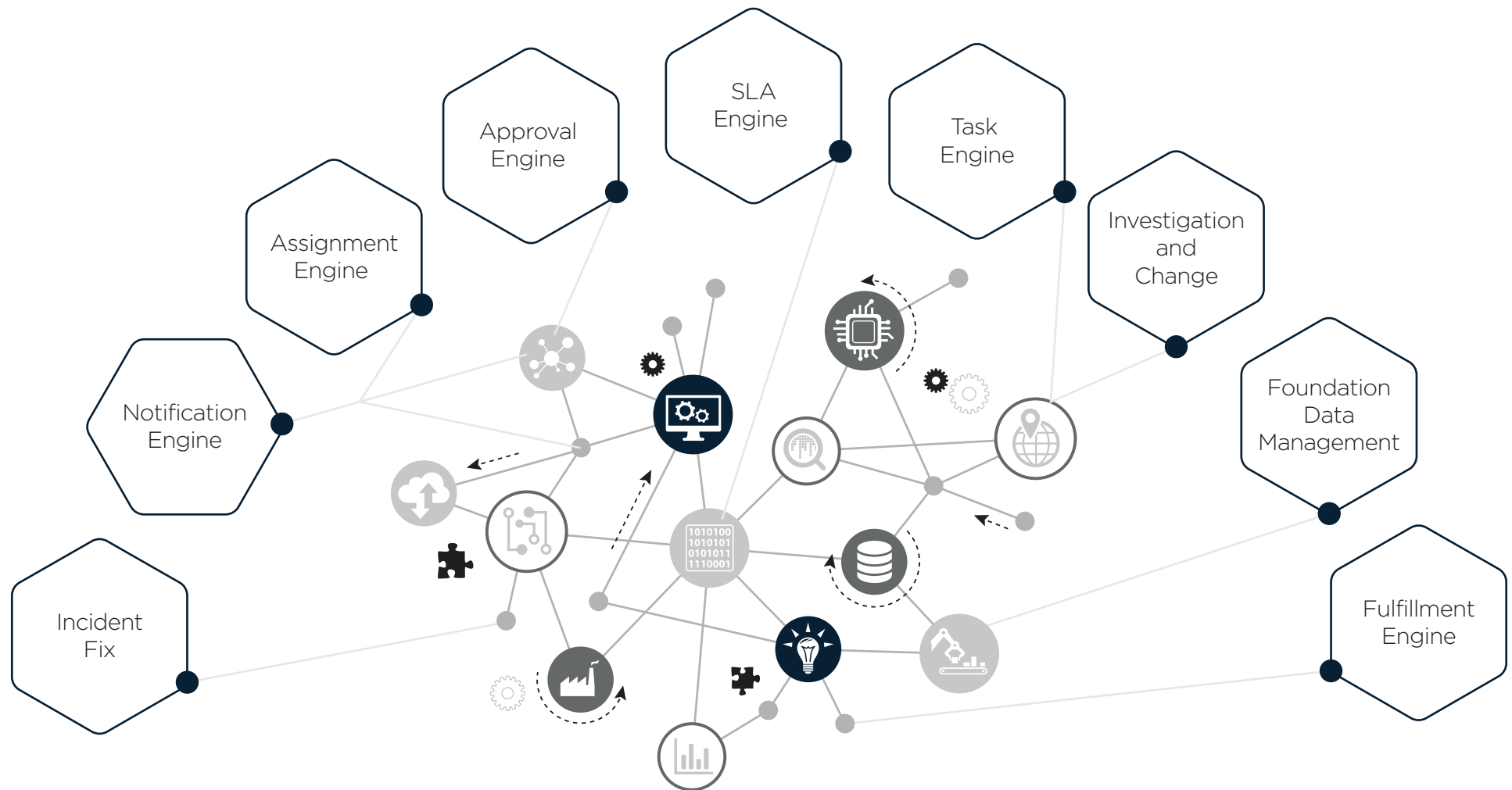


Automates rule based assignment and routing of work item records through **Assignment Management System**

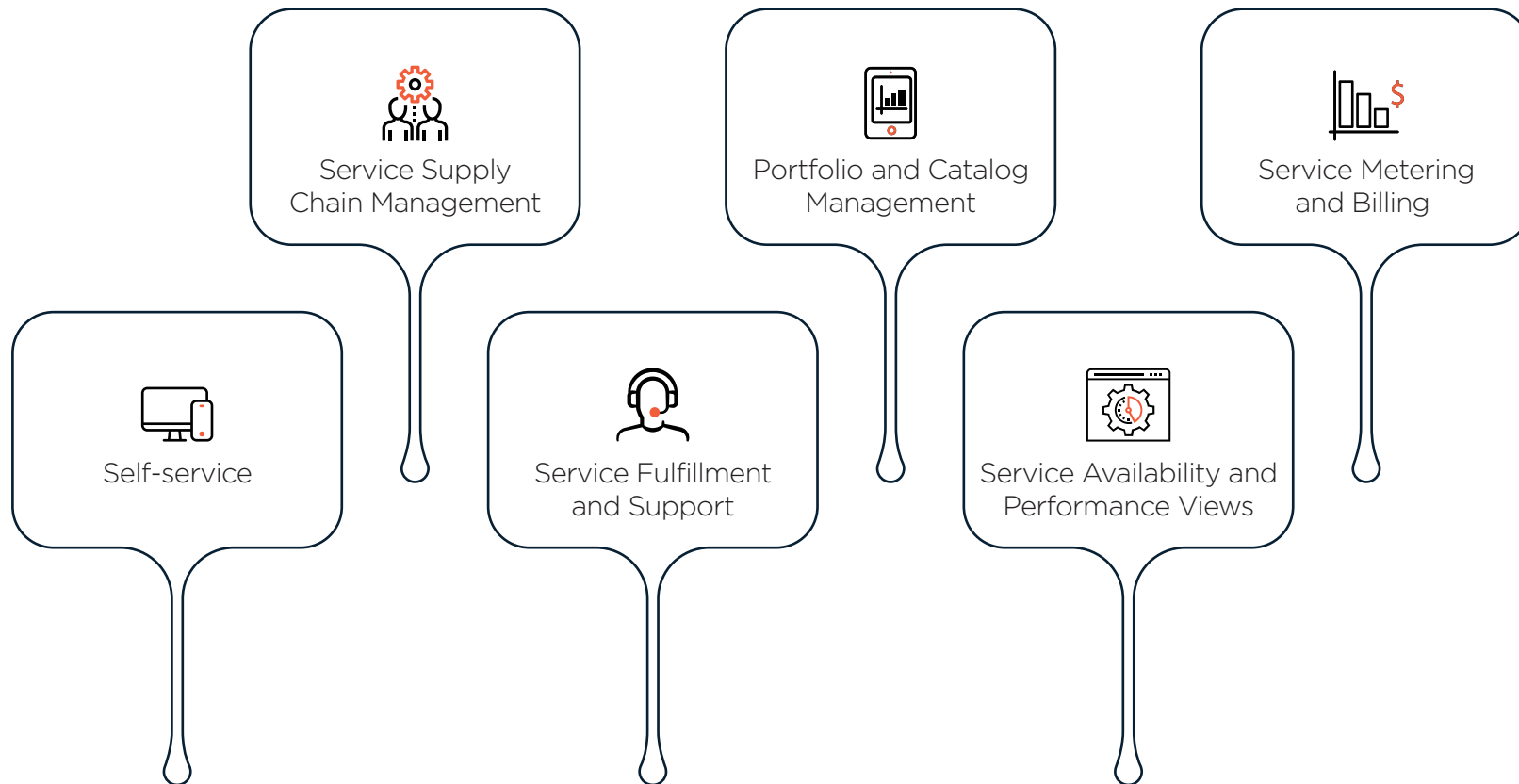
Ability to configure and manage approvals for services; managing and tracking **service performance levels**



KEY TECHNICAL MODULES



KEY FUNCTIONAL MODULES



KEY BENEFITS



Offered on a SaaS mode and can be accessed from any device



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



Collaboration, faster resolution of tickets



Faster fulfilment and quicker response time



Automated rule-based assignation and routing of work item records through Assignment Management System



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

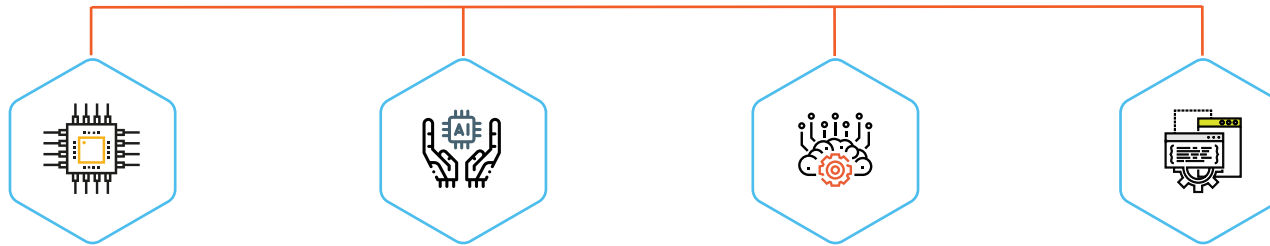


Flexible for any environment, Improved SLA management and performance

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



Want to know more?
Visit our website at dryice.ai or
write to us at dryicemarketing@hcl.com