



MEASURES THE PERFORMANCE OF YOUR BUSINESS PROCESS FLOW



WHAT PROBLEMS DOES DRYiCE iCONTROL SOLVE?

STABILITY

- ▶ How is the overall flow performing?
- ▶ Technical incidents are down but we still have operating issues

RISK

- ▶ I need to show audit and regulatory controls on my business processes
- ▶ Daily reports and transactions are often published later than their respective cut-offs resulting in penalties

EFFICIENCY

- ▶ I need to review my business process and improve it
- ▶ I can't identify recurring issues and near misses to implement service improvements

CLIENT PERCEPTION

- ▶ I can't tell what the impact is downstream
- ▶ I want to call the client before they call me

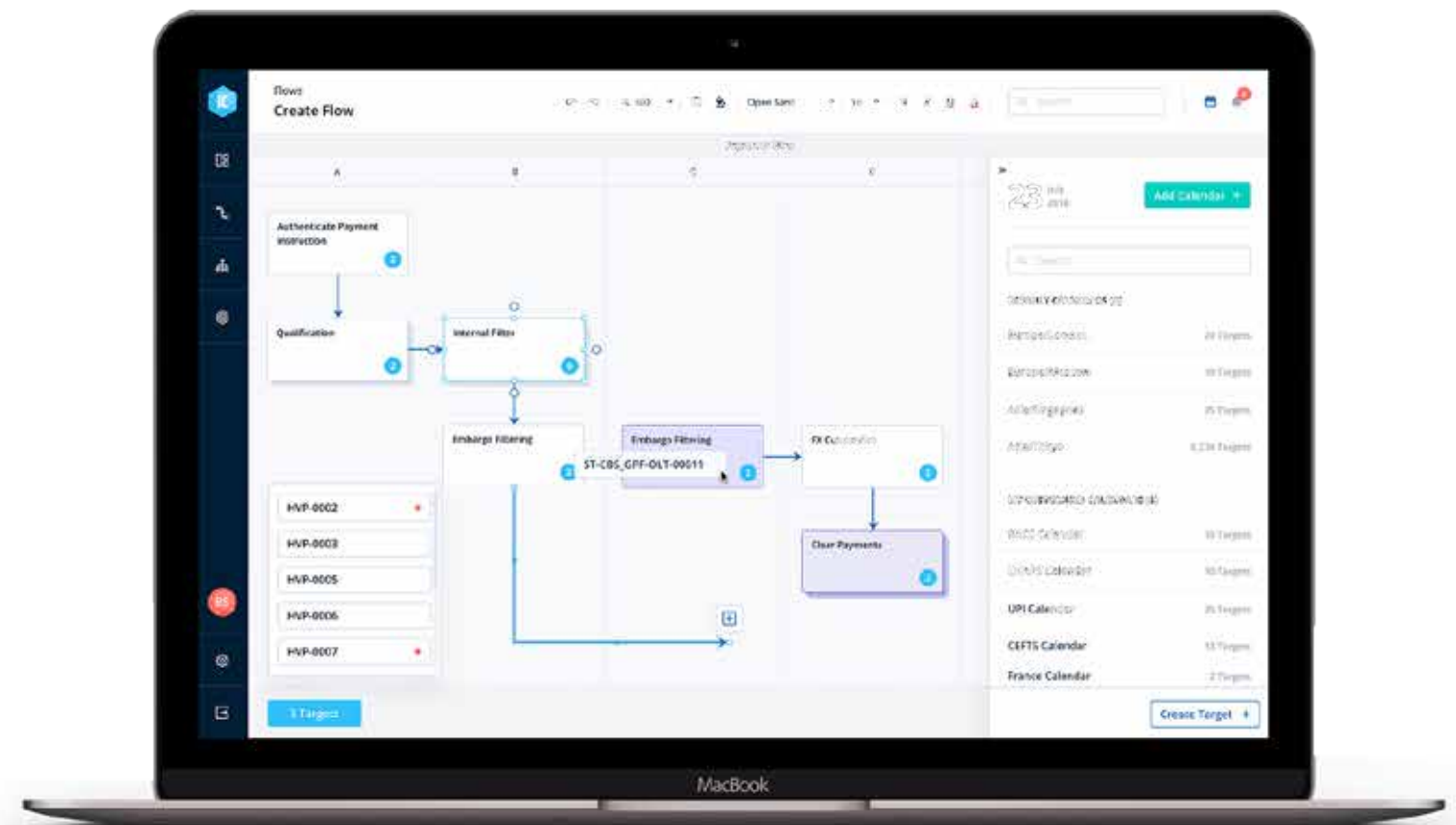
VALUE OF DRYiCE iControl

It's the digital age and many enterprises now rely on technology and automation to drive their business operations.

These operations can be complex. Often it is hard to know when, where, and why they go wrong. To be effective you need to have a holistic view of your operations in real-time.

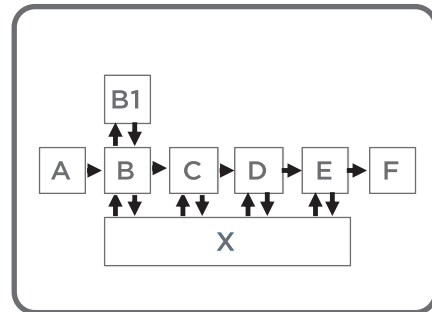
DRYiCE iControl gives you an end-to-end view of your business process so you know when things are going wrong and what comes next in the flow. By creating meaningful views for both business and IT operations, DRYiCE iControl helps you respond quickly and effectively.

It is a next-gen business flow intelligence, powered by Splunk.

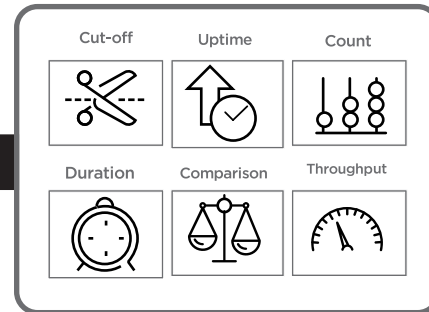


OUR METHODOLOGY

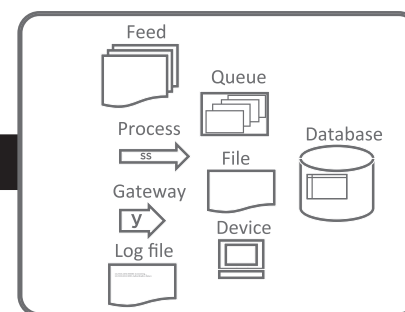
Flow Designer



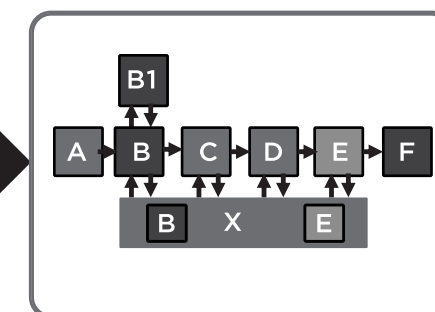
Set Targets



Link Data Streams



Glass Table Views



The screenshot displays the Splunk Enterprise interface. On the left, the 'Control Target Performance Management' app is highlighted. The main dashboard, titled 'High Value Treasury Payments and Receivables', is divided into several functional areas:

- PREPARE / CONVERT SERVICES:** Includes 'QUALIFICATION' (Pre-Qualifying, Processing, Final) and 'REPAIR' (Repair, Age (Minutes)).
- VALIDATE AND REPAIR PAYMENTS:** Includes 'FUTURE WAREHOUSE' (Future Warehouse) and 'CONTENT CHECKS' (Duplicate Content, Internal Filter, Held Payments).
- CHECK AND FILTER PAYMENTS:** Includes 'EMBARGO FILTERING' (Regulatory Filter, Blocked).
- BOOK AND RELEASE FUNDS:** Includes 'CHARGING' (Pricing), 'FX TRANSACTION MGMT' (FX Conversion), 'FUNDS RELEASE' (Funds Release), and 'BOOKING' (Booking, Booking Error, Age (minutes)).
- FINANCIAL MESSAGING AND ROUTING:** Includes 'COMPLETION' (Pending, Age (Minutes)).
- CONFIRM:** Includes 'CLEARING' and 'LEDGER'.

At the bottom, there are three status panels: 'IMD Status', 'APP Status', and 'Database Status', each showing the status of various engines like Processing Engine, Regulatory Filter, Booking Engine, FX Converter, and Pricing Engine.

KEY FEATURES

Standard KPI/Target Types

- ▶ Six standard KPIs/target types to measure impact of IT performance on business outcomes

Business Schedule

- ▶ Set daily, monthly, rolling processing cycles
- ▶ Set custom calendars, based on time zone, region, and business profile

Real-time Performance

- ▶ Set thresholds for different time periods
- ▶ Rules engine to calculate real-time performance

Operational Reporting

- ▶ Provide reporting of KPI performance for flow and dimensions over time
- ▶ Create views of business operations by user type

Flow Designer

- ▶ Create and store business flows and process steps

Control Measures

- ▶ Operators and owners linked to business KPIs to provide transparency on responsibilities

Anomaly Detection

- ▶ Periodic behaviour monitoring
- ▶ Flagging of unusual deviations/patterns

Dashboarding

- ▶ Glass table dashboarding for real-time end-to-end visibility

Impact Drilldown

- ▶ Identify impacted clients
- ▶ Analyze and understand extent of breaks

Service Intelligence

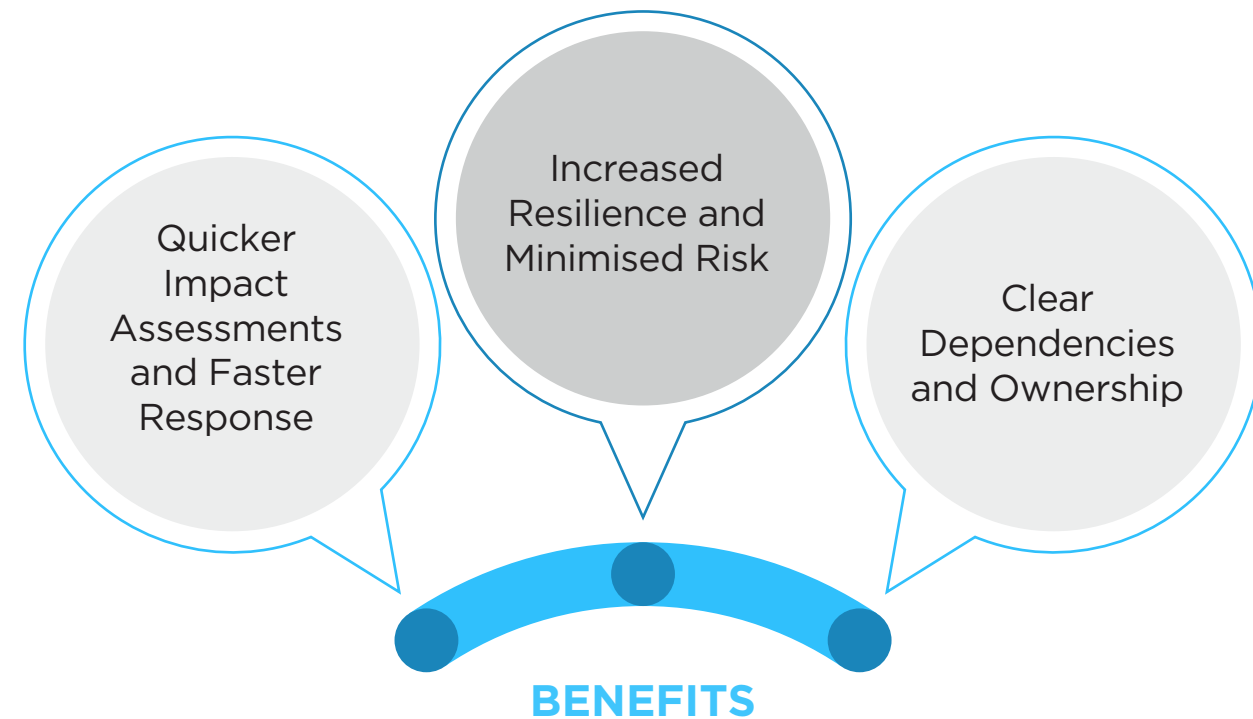
- ▶ Visualize performance of the business flow
- ▶ Provide additional business context reporting



KEY BENEFITS

Delivering a collaborative view across business and IT

**TYPICAL
IMPROVEMENTS
OVER CURRENT
STATE:**

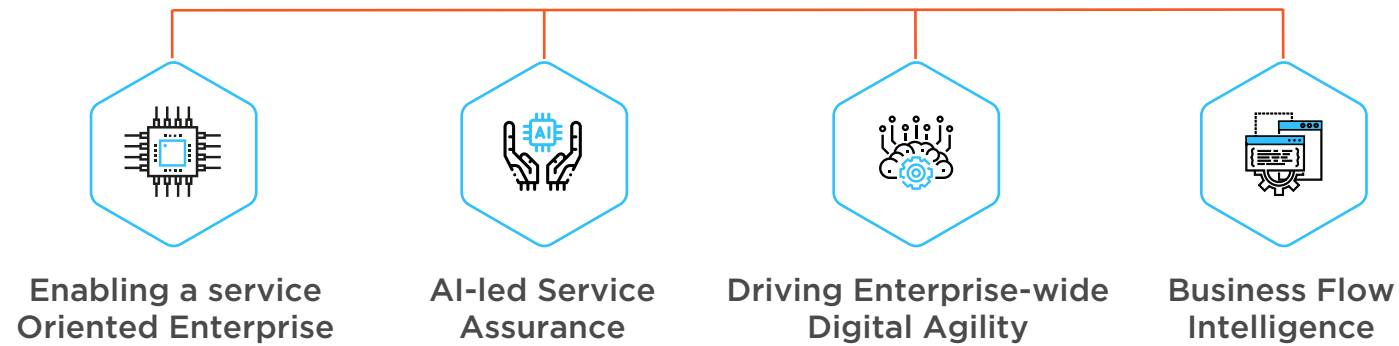


**IT'S KNOWING WHAT'S IMPORTANT WHEN AND
WHERE WITHIN YOUR BUSINESS FLOW**



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:



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