



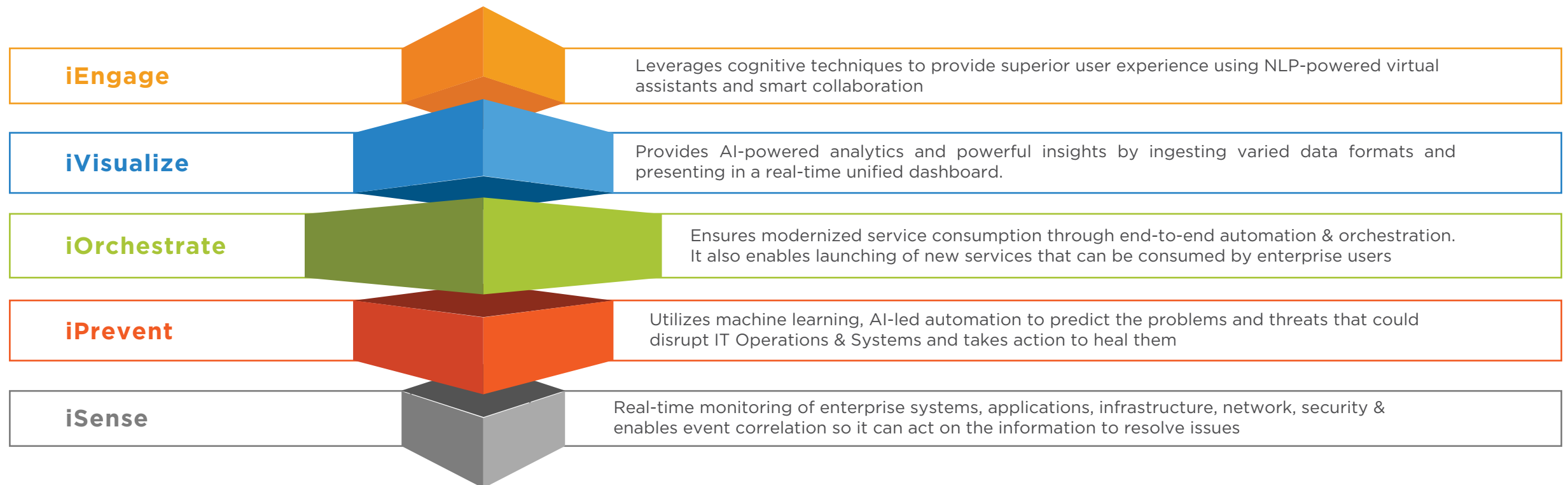
iA DRYiCE iAssure

AI-POWERED ENTERPRISE SERVICE ASSURANCE PLATFORM

iAssure – Integrated AI-led service assurance platform for the digital world

Rapid advancements in individual technologies like IoT, Artificial Intelligence, Blockchain, Cloud etc., have pushed many organizations into ‘point’ digital transformation programs – failing to provide enterprise-wide digital transformation. Organizations are required to infuse intelligence into the scale and breadth of their environment and integrate ‘point’ digital technologies to drive business success

Introducing **iAssure** –the world’s first and only integrated AI-led *service assurance platform*, with the vision of simplifying & transforming enterprise IT operations. The Enterprise Service Assurance platform delivers predictability, visibility, control and effectiveness for enterprise IT in the digital era through a proven, integrated and modular architecture defined by 5 unique and intelligent layers – *iSense, iPrevent, iOrchestrate, iVisualize, iEngage*.



A Platform Developed Leveraging **20+ years** of **Complex** Global Operations Management **Experience** across **500 Customers**


Use Cases: How does iAssure address key issues faced by enterprises in the digital world

Hybrid Cloud


While Hybrid Cloud environments bring flexibility and scale, enterprises often face challenges dealing with it: management complexity, limited visibility & control, legal & technology compliance, workload management, and high management cost etc. become the key hurdles

ACTIVATED LAYERS	FUNCTIONALITY
iVisualize	Device availability & performance Reporting Process Reporting Compliance Reporting Advanced Analytics
iOrchestrate	Operational Integration IT Process Automation Cloud Lifecycle Management Business Process Automation XaaS Lifecycle Management
iPrevent	Event Automation Provisioning/Patching Automation Cognitive Remediation Test, Build, & Deployment Automation Device Automation
iSense	Availability & Performance Monitoring Correlation Validation Noise Reduction


BENEFITS

Efficiency 

- Reduced incidents through Auto-remediation
- Highly automated operations (**1500+ pre-defined, pre-configured automation runbooks**)
- Quicker RCA through Machine Learning

Efficacy 

- Better MTTR through auto and assisted resolution (**150+ pre-defined, pre-configured workflows and business rules**)
- Improved FTR through event lifecycle automation
- Executive decision support through predictive advanced analytics
- View and control public and private environments through a single console
- Inherent compliance through policy enforcement and control

ROI 

- Simpler management by replacing point tools
- Lower cost through automation
- Cost savings through auto harvesting of VMs and software licenses

Use Cases: How does iAssure address key issues faced by enterprises in the digital world

Legacy ITSM and Complex Customizations

Enterprises with primitive & complex ITSM systems are often plagued by inefficient service management, difficulty in fulfilling audit & compliance requirements, lack of unified view of operations & services, and substandard user experience. They also face difficulty in deploying tools as they also need to consider the necessary complex customizations, upgradations & maintenance associated with it.

ACTIVATED LAYERS	FUNCTIONALITY
iEngage	Self Service Cognitive Virtual Assistant Physical Robot Assistant AI & NLP based collaboration Self Help
iVisualize	Device Availability & Performance Reports Process Reports Compliance Reports Advanced Analytics
iOrchestrate	Runbook Automation IT Process Automation Cloud Lifecycle Management Business Process Automation XaaS Enablement

BENEFITS

Efficiency

- Reduced incidents through Auto-remediation
- Highly automated operations (**1500+ pre-defined, pre-configured automation runbooks**)

Efficacy

- Better MTTR through auto and assisted resolution (**150+ pre-defined, pre-configured workflows and business rules**)
- Enhanced user experience through self service and cognitive assistant
- Executive decision support through predictive advanced analytics
- Inherent compliance through policy enforcement and control

ROI




- Simpler management by replacing point tools
- Cost savings through reduction in manual efforts

Use Cases: How does iAssure address key issues faced by enterprises in the digital world

Automation

Automation in an enterprise is not something new, but these are often point-based & hence cripple an enterprise with multiple challenges: Complexity due to multiple existing tools, absence of insights, limited value generated, inconsistent user experience, high human dependency etc.

ACTIVATED LAYERS	FUNCTIONALITY
iEngage	Self Service Cognitive Virtua Assistance Self Help
iVisualize	Device availability & performance Reporting Process Reporting Compliance Reporting Advanced Analytics
iOrchestrate	Workload Orchestration IT Process Automation Cloud Lifecycle Management Business Process Automation XaaS Enablement
iPrevent	Event Automation Provisioning/Patching Automation Cognitive Remediation
iSense	Availability & Performance Monitoring Correlation Validation Noise Reduction

BENEFITS	Efficiency 	Efficacy 	ROI 
	<ul style="list-style-type: none"> Reduced incidents through Auto-remediation Highly automated operations (1500+ pre-defined, pre-configured automation runbooks) Quicker RCA through Machine Learning 	<ul style="list-style-type: none"> Better MTTR through auto and assisted resolution (150+ pre-defined, pre-configured workflows and business rules) Improved FTR through event lifecycle automation Executive decision support through predictive advanced analytics Enhanced user experience through AI based assistance (50+ pre-defined and pre-configured collaboration and communication packs) 	<ul style="list-style-type: none"> Simpler management by replacing point tools Lower cost through automation

Use Cases: How does iAssure address key issues faced by enterprises in the digital world

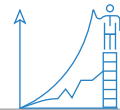
Service Integration & Management

Explosion in the demand for services has led to an exponential rise in the number of enterprise vendors. This has led to an increasing pressure on IT to manage multi-vendor catalog sprawl (for IT & non-IT), support for Bi-modal IT operations, limited reporting & visibility etc. Additional challenges like multiple systems of engagement for users, delayed benefit realization & missing critical features in OOB tools have become major hurdles,

ACTIVATED LAYERS	FUNCTIONALITY
iEngage	Service Economics SLA Management Service Portfolio Service Analytics Service Demand Service Marketplace
iVisualize	Unified Reporting Performance Reports Predictive Analytics
iOrchestrate	Unified Service Management Workflow & Data Integration Service Bus API Gateway Ecosystem Collaboration

BENEFITS

Efficiency



- Reduction in deployment time through pre-configured workflows (IT and non-IT)
- Faster supplier onboarding / offboarding through automated policies (**24 pre-defined process modules enabling multi-supplier integration**)

Efficacy



- Better MTTR through auto and assisted resolution (**Case Frames and BM25 enabled cognitive enterprise 3.0 collaboration platform**)
- Self-service and AI driven user experience (**50+ pre-defined and pre-configured collaboration and communication packs**)
- Executive decision support through predictive advanced analytics
- Inherent compliance through policy enforcement and control
- Improved SLA compliance enabled through a robust OLA and UC framework

ROI



- Simpler management by replacing point tools
- Cost savings through auto harvesting of VMs and software licenses
- Better power to negotiate enabled by improved vendor visibility

About DRYICE



More than **100 Customers**



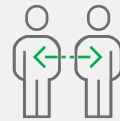
20+ years of managing Complex Global IT Ops



7 years of AI Led R&D



500+ AI Enthusiasts **driving** Innovation



Partners: World's Best AI Research Labs - MIT, Stanford,.....



Global Presence across US, Europe and Asia

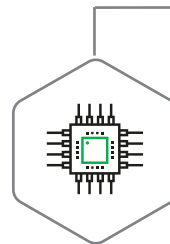


A Division of **\$ 8 Billion HCL Enterprise**

Our Vision

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:



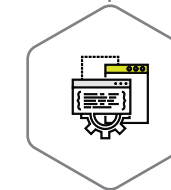
Enabling a service Oriented Enterprise



AI-led Service Assurance



Driving Enterprise-wide Digital Agility



Business Flow Intelligence

Recognized as the best



Best AI Innovator (2016), Best Innovation in NLP (2016), Best Innovation in RPA (2017)



HCL positioned as Leaders in Everest PEAK for **IT Infrastructure Services Automation, Assessment 2017, 2018** and for **Cloud Services, Assesment 2018**



HCL has been positioned as Leaders in Zinnov Zones **Robotics Automation Services 2017**



HCL positioned as Leader in **3 quadrants** for ISG Provider Lens on Public Cloud Services, US for Superior **automation and orchestration capabilities** with DRYICE framework



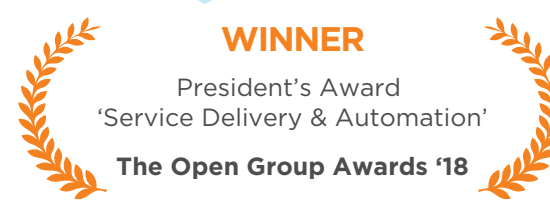
HCL Positioned as Niche Player (the leading IOP) in the Gartner MQ for Public Cloud Infrastructure Managed Service Providers using our cloud-optimized architecture patterns as well as DevOps tools and other automation, and it can leverage the PaaS capabilities of the cloud providers.

Patent 1: 9111235

Method and system to evaluate risk of configuration changes in an information system

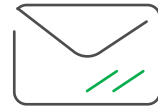
Patent 2: 9594756

Automated ranking of contributors to a knowledge base





The world's first and only integrated AI-led service assurance platform



For more information, write to us at dryicemarketing@hcl.com or visit our website at www.DRYiCE.ai