

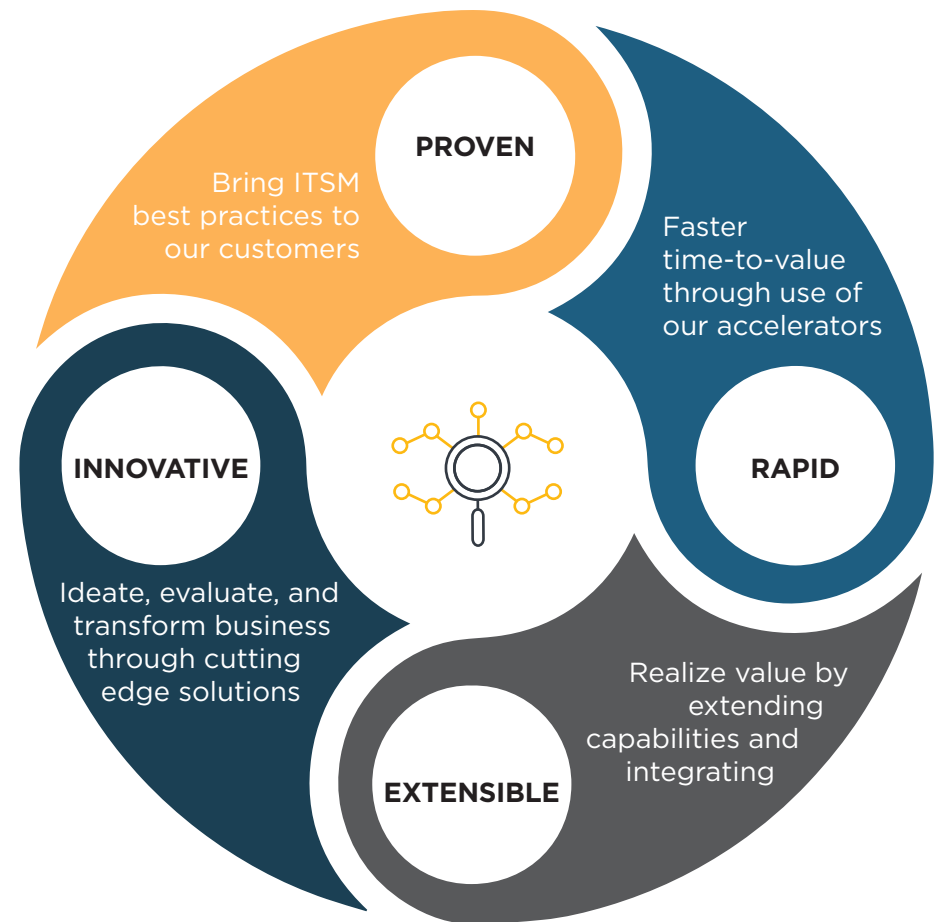
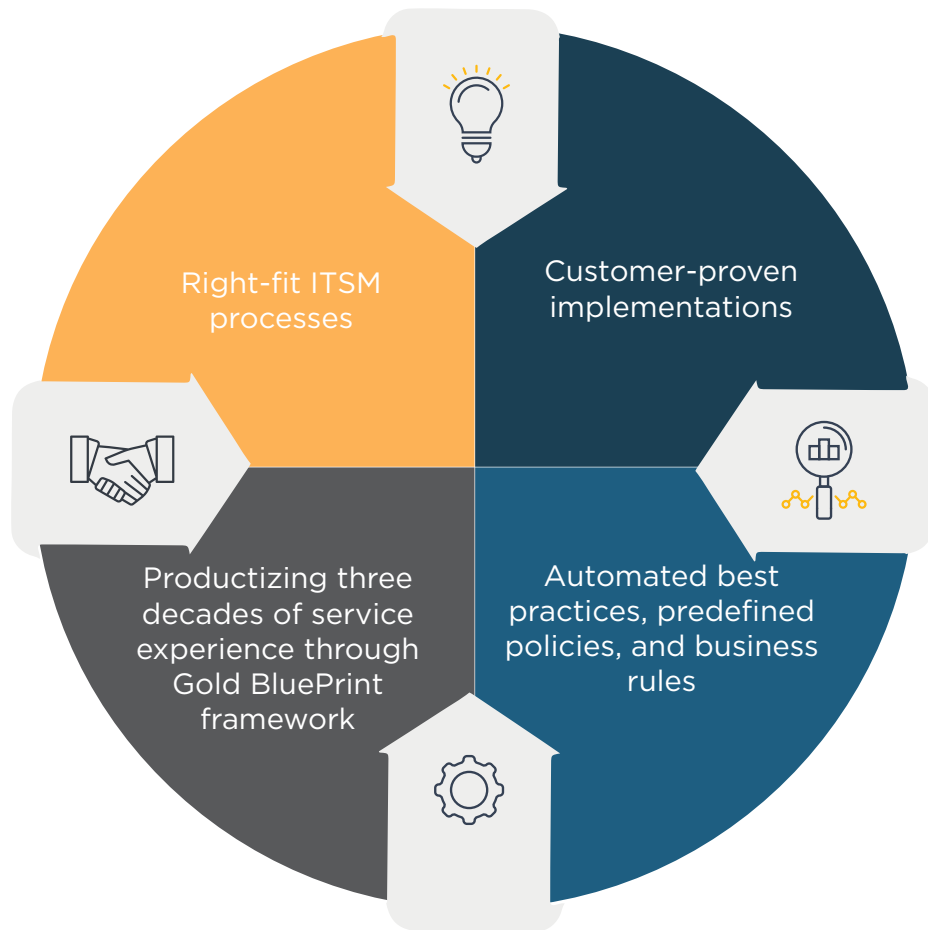
# Best practices **ITSM process ecosystem**

Proven operations experience



## Value of DRYICE Gold BluePrint

DRYICE Gold BluePrint is a ready to use, ITIL framework-based ecosystem built on industry-leading platform.



## Traditional Customer Challenges

Commercial-off-the-shelf (COTS) vs Custom solutions

Process efficiency vs ease of maintenance / upgrades

Which do you sacrifice?

**With DRYICE Gold BluePrint - neither!**

Loosely coupled processes with no unified view of the system



More effort spent on out-of-the-box maintenance and upgradability

Abstract-level categorization leading to operational inefficiency



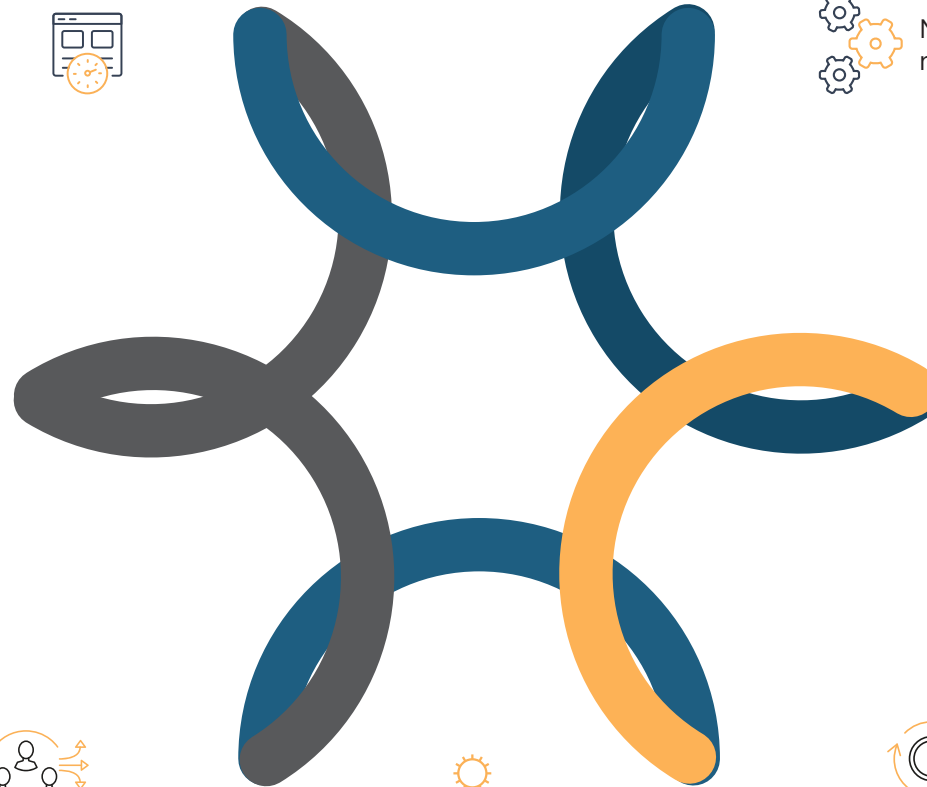
Difficulty in fulfilling audit and compliance requirements

SIAM framework with no SLA and OLA, hindering effective service delivery

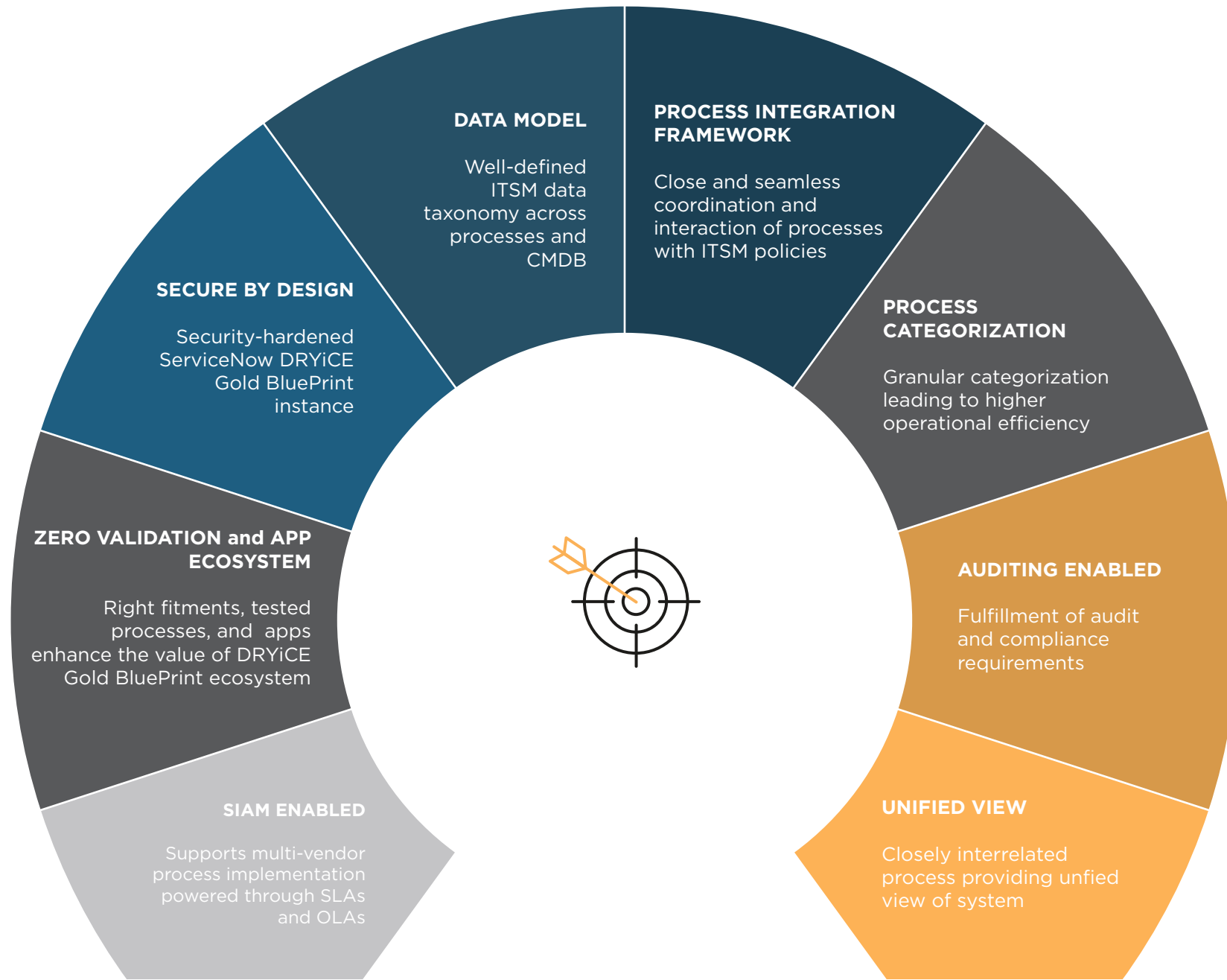


No assurance of value due to long implementation cycle of ITSM tools

Inefficient service management



## Key Features



DRYICE Gold BluePrint Solution Suite



## Key Benefits

### Proven ROI

Faster time-to-floor with powerful workflows and process automation  
Ready-to-use mature blueprint  
Reduced cost and complexity of service delivery

### Intuitive Interface

Fewer clicks  
Enhanced email Integration  
Results in driving adoption, retention, and satisfaction

### Choice of Hosting

Option to host on Azure, AWS or On-Premise cloud  
Preferred on Cherwell hosted

### Timely & Accurate

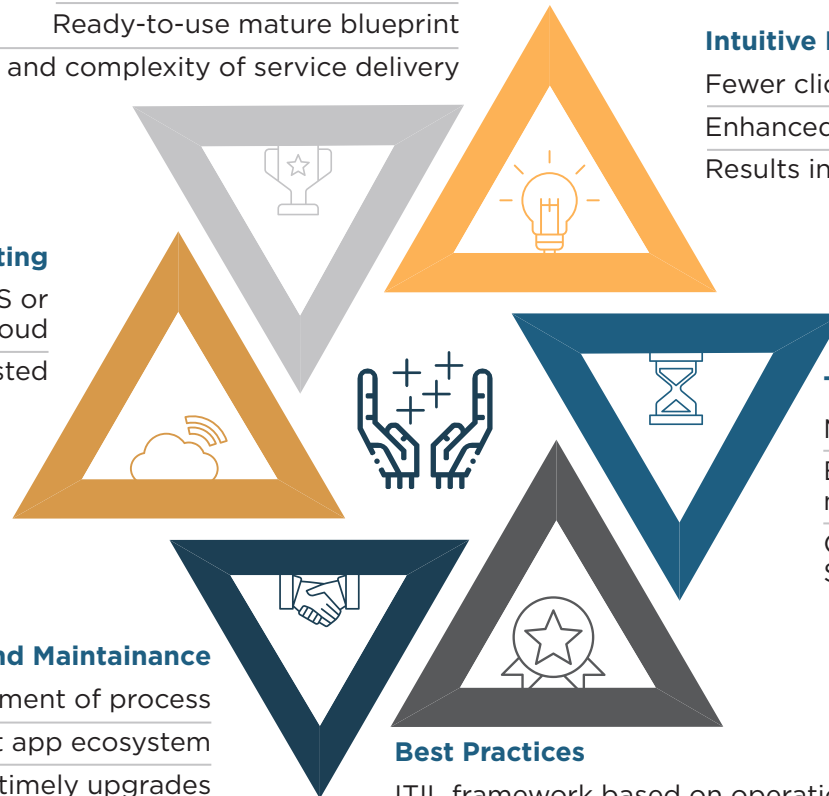
Managed workflows  
Enhanced data quality for accurate decision making  
Customized push notifications for upcoming SLAs and timelines

### Easy Upgrade and Maintenance

Right-fitment of process  
Faster customizations with robust app ecosystem  
Thoroughly tested and timely upgrades

### Best Practices

ITIL framework based on operational and implementation experience  
360-degree feedback from all stakeholders



Key Differentiators

PLATFORM SPECIFIC VALUE-ADDS  
AND DIFFERENTIATORS



## Key Differentiators

### Self-service Portal

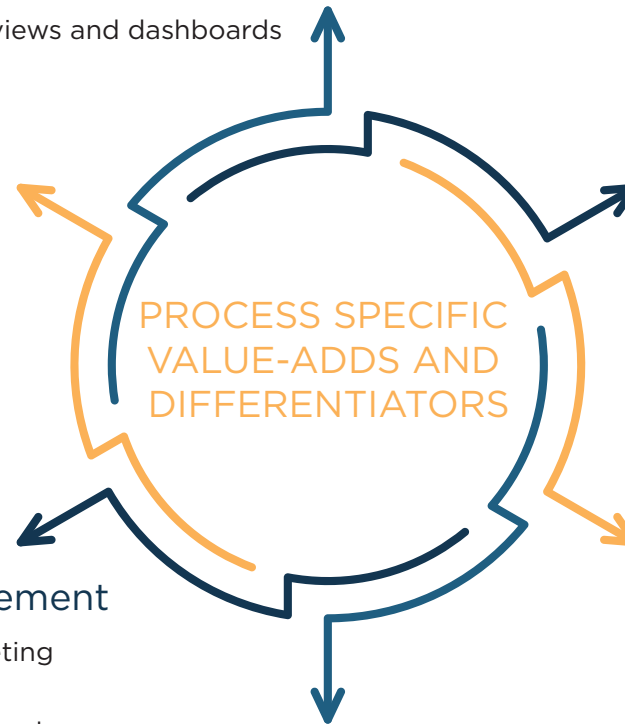
- Broadcast / Announcements
- Customer-centric and intuitive portal
- Two-click incident submission
- Personalized views and dashboards

### Knowledge Management

- Version comparison and roll back
- Instant publish and recall
- Refer back function for reviewers
- Access restrictions by group

### Service Request Management

- Pending customer action, meeting appointment options
- Differentiated 'Requested by' and 'Requested for' roles and actions
- Pre-configured notifications and surveys



### Incident Management

- Introduced flow to handle major incidents
- Defined process outputs for problem and knowledge management
- Enhanced reporting with centralized (CMDB-driven) categorization
- Planning and scaling support for VIP users

### Problem Management

- Dynamic formation of Problem Investigation Team (PIT)
- Close-loop integration with knowledge management
- Documented RCA technique (process and outputs) within problem record

### Change Management

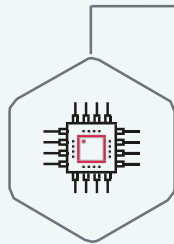
- Business / technical risk evaluation
- Defined access controls for change managers, approvers, implementers, and creators
- Built-in process checks for review, CMDB update, and PIR



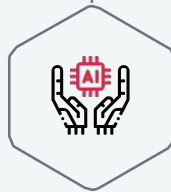
## About DRYICE Software

DRYICE Software 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:



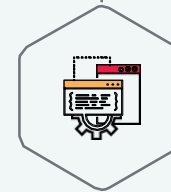
Enabling a Service Oriented Enterprise



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)