DRYiCE by HCL Technologies

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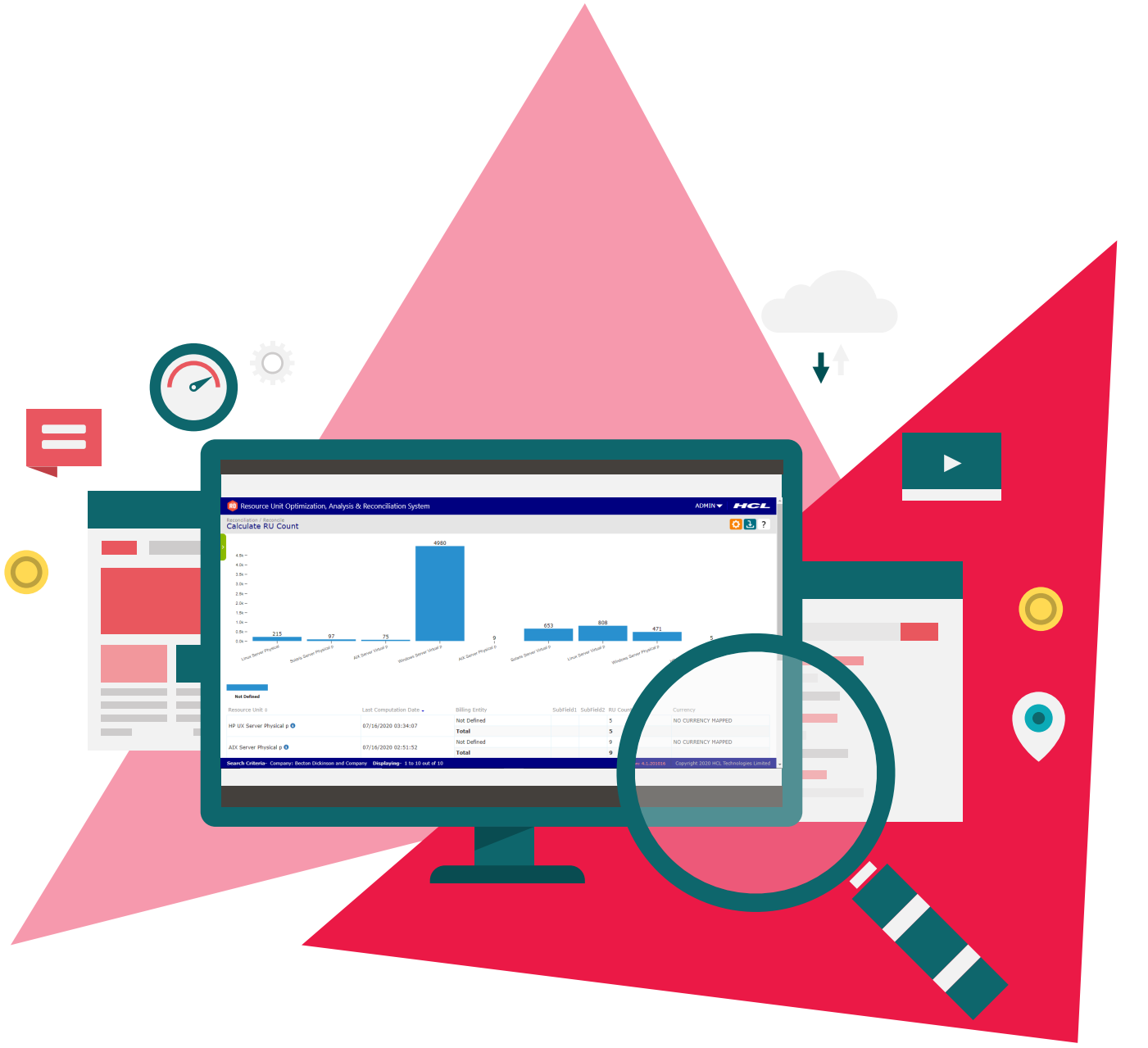
DRYiCE™ ROAR

Consolidate enterprise billing



Data Sheet

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Business Problem

Billing accuracy in a managed service contract depends on the ability to identify the correct billable components as inputs for invoice preparation. The resulting billing transparency allows the managed service provider to know what is due to them and the customer to understand the payable amount.

The billable components in the managed service contract are known as Resource Unit (RU). RU is any tangible or intangible entity that provides a measurement of workload or efforts required to deliver and support service. RU computation is based on multiple attribute values like server state, server environment, server operating system, manufacturer name, etc. Since these attributes point to many data sources, the task of collecting and reconciling this data becomes very cumbersome and labor-intensive.

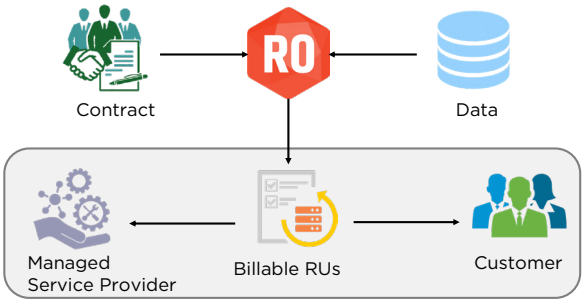
Manual collection of attributes leads to data duplication and omissions, which provide false billing information for computing billables. Also, the manual reconciliation of billing data is time-consuming, which leads to delays in billing submission. The collection of revenue gets delayed because the biller and payer are not in agreement as to the billing preparation. Also, treating the CMDB as the primary source for billing makes the computation more complex, as the RU is different from a CI.

Solution

Since billing accuracy depends on correct RUs, there is a need to identify RUs from the correct and accurate source of records. Once these RUs have been identified, they can be sent for billing preparation.

How DRYiCE ROAR helps

DRYiCE ROAR manages the data quality for management and billing of enterprise IT environment infrastructure by providing accurate information on the infrastructure elements required for delivering business services. It collects CI information from multiple sources and all discovered CIs are normalized with a rules-based algorithm. These records are then merged by identifying duplicate records to create a single, clean, and accurate record database, called Golden dataset. The billable components are then computed and stored in the Resource Unit Management Database (RUMDB) by mapping the golden CIs against the RU definitions provided in the contract.



Single view for all stakeholders – Enhancing Billing Transparency

Features

- Taking data from multiple sources and converting it into a single source of truth for billing preparation
- Creating resource units according to CI class and RU definitions agreed by the customer
- Setting up RU baseline based on which Additional resource count(ARC) and reduced resource count (RRC) are calculated
- Provides mandatory checks for validating the completeness of data by eliminating data attributes with junk values

Business use cases

Ratifying change in billables beyond a threshold value

The RU count computed in the billing cycle is compared against the baseline for finding RU variance. If the RU count is more, it will be shown as Added Resource Count (ARC), while a reduction is recorded as Reduced Resource Unit count (RRC). The variation in RU count above an acceptable threshold value helps identify billable components that require investigation

Providing billing entity view of resource count

The RUs are mapped against billing entities that are contractually defined with the customer based on their location and currency which can help in accurate chargebacks

Business Benefits

- ROAR improves data accuracy by considering data from multiple sources in billing preparation
- Faster invoice preparation and billing submission due to time saved by automating billing data collection, correction, and reconciliation
- Faster revenue realization as both the biller and payer have complete visibility of the billable components used for preparing the invoice leading to lesser disputes
- Transitioning MSPs from traditional commercial models based on time, material, and fixed capacity to emerging output based commercial models where the pricing is based on discrete units of consumption like per ticket raised, per application used, or per device used, etc.

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.

If you want to evaluate the practical impact of DRYiCE ROAR for your enterprise, please reach out to us at **dryicemarketing@hcl.com** for an introductory call.

To know more about the DRYiCE Software portfolio, please visit **dryice.ai** or write to us at **dryicemarketing@hcl.com**