DRYiCE Gold BluePrint
Best practice ITSM process ecosystem with proven operations experience
BUSINESS PROBLEM

Businesses rely on IT more than ever before. While business demands are growing at a breakneck speed, many IT organizations are still struggling with siloed IT systems and poorly designed processes leading to avoidable outages and failed implementations. The increasing complexity in IT environment has increased business risk manifold while also impacting their ability to deliver to the needs of digital-native users who now form a sizable portion of the workforce.

To thrive on the technological advancements, IT needs to have an Enterprise Service Management architecture that drives standardization and yet flexible enough to allow ecosystem partners to plug and play their services to deliver an integrated user experience, while keeping the IT service costs under control.

SMART ENGINE TO AUTOMATE OPERATIONS

GBP is a ready-to-use, ITIL framework-based ecosystem built on the Cherwell platform. Leveraging proven IT service management (ITSM) best practices, GBP allows organizations to transform their businesses, accelerate their time to value and improve process efficiency.

PRODUCT FEATURES

- Streamlined processes for various enterprise management functions
- Well-defined ITSM data taxonomy across processes and configuration management database (CMDB)
- Multi-vendor process implementation and SLA and OLA framework
- Robust security built into the design
- Well integrated and seamless processes
- Granular view for improved operational efficiency
- Fully compliant and audit-ready
- Support multiple hosting options like Azure, AWS, private and on-premise

BUSINESS USE CASE

GBP has proven capability in

- Reducing unplanned costs and improving service ticket routing accuracy
- Facilitates the implementation of ITSM governance functions and reduces the occurrence of incidents
- Assesses both run-time and one-time activities and allows real-time measurement of service provider SLAs

DRYiCE Gold BluePrint (GBP) is for the customers who are looking for benefits such as value-for-money, accelerating the speed of innovation, and capability to manage services in a rapidly changing environment.

GBP is a read-to-deploy best practices IT Service Management (ITSM) process ecosystem aligned to various process models and frameworks, such as ITIL®, ISO 20000, TOGAF, CMMI, and COBIT®, coupled with HCL’s vast operational experience and expertise in ITSM providing a practical implementation of Enterprise Service Management and integration architecture.

It involves a group of service management processes and a state-of-art operating environment that brings best of breed technologies, like AI-powered chatbot, mobile app, managed cloud services, and dynamic surveys to manage enterprise IT service with a comprehensive feedback mechanism.

Its key objective is to deliver industry best practices, for service integration and management, in a prescriptive form, on a leading service management platform and deliver meaningful automation, unified reporting, dashboards, among others.
If you want to evaluate the practical impact of DRYiCE Gold BluePrint for your enterprise please reach out to us at dryicemarketing@hcl.com for an introductory call.

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