

## DRYiCE Gold BluePrint

DRYiCE Gold BluePrint (abbreviated as GBP) is a Service Management and Integration ecosystem built on PaaS (Platform as a Service). Its key objective is to realize the real-life use of industry best practices for Service integration and management with the help of prescribed ITSM processes, tool configurations, automation, unified reporting, dashboards among others.

It includes the best features of multiple IT service management frameworks. It is the practical implementation of 'Enterprise Service Management' and 'Integration Architecture' and includes multiple mini frameworks.

GBP includes Detailed ITIL® based processes spanning across the entire ITIL lifecycle. Additionally, it embraces HCL Gold Standard Framework that incorporates the best practices from various industry standards such as ITIL®, ISO 20K, TOGAF, CMMI and COBIT®.

## Why DRYiCE Gold BluePrint?

DRYiCE Gold BluePrint introduces self service concepts and automates routine administrative tasks freeing developer / admin time for higher value added tasks.

### Features

#### Secure by Design

Security hardened instance

#### Data Model

Well defined ITSM data taxonomy across processes and CMDB

#### Process Integration Framework

Close and seamless coordination of processes

#### Process Categorization

Granular categorization leading to higher operational efficiency

#### Auditing Enabled

Fulfillment of Auditing and Compliance requirements

#### SIAM Enabled

Supports multi-vendor process implementation powered through SLAs and OLAs

#### Exclusive Reporting

Dashboards and reports that highlights KPIs, trends and bottleneck

#### Intuitive Interface

Easy interface for users enabling them to interact with system in minimum steps

#### Timely and Accurate

Automated process flow to provide accurate delivery within specified timelines

## Benefits

### Best Practices

IT process ecosystem designed based on ITIL framework coupled with vast implementation experience of HCL including the inputs from focus groups and real users.

### Proven ROI

Ready to use mature blueprint resulting in quick time to floor with reduced cost and complexity

### Improved Relevancy and Utility

Delivers refreshed workflows, process models with improved quality of data

### Ease of Use

Empower users with enhanced UI resulting in quick ticket logging and easy closure of tasks

### Easy Upgrade

Provides well documented thoroughly tested upgrades for easy and faster implementation

### Simple Licensing

Enjoy simple licensing and flexible deployment options

### Improved Customer Satisfaction

Improved customer satisfaction through more streamlined, consistent and effective service delivery