DRYiCE Gold BluePrint

Best practice ITSM process ecosystem
with proven operations experience

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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

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.

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

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Business Benefits

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

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

- Delivers refreshed workflows, process models with improved quality of data

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

- Provides well documented thoroughly tested upgrades for easy and quick implementation

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

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.

Technology

GBP and other applications in its ecosystem are developed in the form of pre-built mergeable apps that can be quickly applied in the system. CSM platform enables the development and modifications of apps using visual editors and is governed via meta-data configuration files. Several configurations are encapsulated in the platform components using automated workflows in the form of one-steps, expressions, dashboards, process workflows, supporting tasks, and are integrated to create the readily deployable industry best practices framework.

GBP - Standard, includes best practice aligned service management processes, namely -

1. GBP Incident Management along with Major Incident Management

2. GBP Change Management

3. GBP Problem Management

4. GBP Service Request Management

5. GBP Knowledge Management

6. GBP Asset Management

Apart from these, GBP includes the three bundled integrations:

1. One instance of existing Lightweight Directory Access Protocol (LDAP) solution

2. One instance of existing SAML v2.0 compliant Single Sign On (SSO) solution

3. One instance of an existing Event Management solution (manager-of-managers)

GBP offers a jump-start to ITSM by providing customers access to:

Process Manuals: Process manual serve as the reference for how the processes are designed to operate

User Guides: User guides offer in-depth training content for all persona that use the product

Test Suite: Business users can readily use test cases to validate key features of the product

Access to the product support portal DRYiCE Support Center, empowers customers to seek support and request enhancement.