



iAu **DRYICE** *iAutomate*
**AI-powered
Runbook Automation**

INTRODUCTION

We are living in the digital age where enterprises are relying on technology and automation to drive their IT and business operations. These operations are often repetitive, mundane, and utilize significant human effort for resolution. The situation makes it more of a necessity than an option to think out of the box.

In the era of new age technologies such as AI, ML, and NLP, there exists the need for a consolidated product that can leverage the power of such technologies. This product will help streamline the entire life cycle of incident/service request/change request life cycle management by observing, identifying symptoms, recommending necessary actions, and resolving issues automatically with minimal human intervention, thereby enabling extreme automation.

DRYiCE iAutomate is one such product that brings in the power of AI, ML, and NLP for smart runbook automation through extensive use of proprietary NLP algorithms and knowledge analysis in conjunction with orchestration engines. It provides robust, end-to-end incident remediation and task automation across the infrastructure and applications landscape by leveraging a repository of over 1500 configurable and reusable runbooks.

CHALLENGES ADDRESSED BY DRYICE iAutomate

Managing a complex infrastructure and application landscape with multiple vendors supervising different technologies



Increasing cost of IT operations

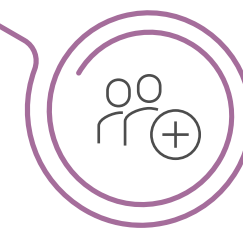


Falling customer satisfaction index



High dependency on humans for:

- Knowledge creation and retention
- Resolving issues that are redundant
- Upskilling/reskilling resources



FEATURES AND CAPABILITIES



Continuous Identification of Automation Opportunities

iAutomate integrates with the ITSM tool to identify automation opportunities based on the tickets created



Self Healing

Auto-executes workflows based on experiential learning



Intelligent Recommendation

Recommends the best-suited runbook for resolution using NLP



Runbook Creation

Identifies and creates non-existent runbooks on the go



Digital Assistance through Knowledge Repositories

Ingests, analyzes, and recommends relevant knowledge articles from multiple data sources to human agents, enabling faster resolution



Advanced Knowledge Search

Searches knowledge articles across multiple repositories. It also refines search results using filters



Real-time Updates on Workflows

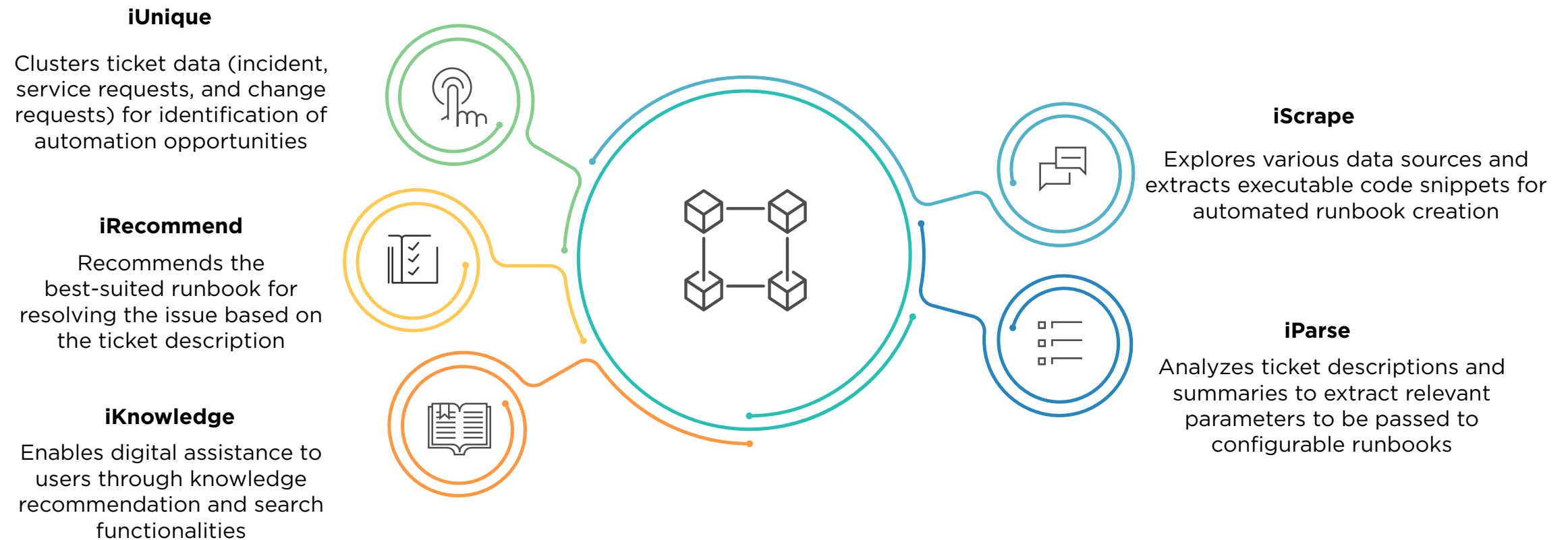
Logging of workflow executions and real-time updates for auditing and tracking



Configurable and Reusable Workflows

Enables quicker implementation

KEY MODULES



BUSINESS BENEFITS



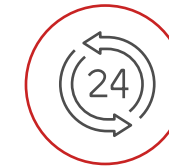
Agility

iAutomate increases business agility by automating IT operations. For example, IT tasks can be executed multiple times faster, thereby, enabling quicker resolutions



Cost Optimization

iAutomate significantly reduces operational cost and allows human resources to focus on more creative activities



Outage Prevention

iAutomate works on redundant systems (load balancing) and is available 24X7 to resolve issues without human intervention



Reusable Knowledge and Runbooks

iAutomate has a repository of over 1500 configurable and reusable runbooks which can be used across customer environments



Time to Value

iAutomate can auto-create solutions which are absent in the repository by leveraging executable codes published on domain websites

CASE STUDY

DRYiCE iAutomate brought down manual priority incident remediation of a major US-based medical technology company by 40%



Business Problems

- A complex infrastructure and application landscape with multiple vendors managing different technologies
- High error rates due to the manual resolution of voluminous incidents/service and change requests
- Manual processes and resolutions were not reproducible. This required a shift from traditional runbook automation to solutions leveraging machine learning for automated end-to-end resolution



Solution Highlights

- HCL implemented DRYiCE iAutomate to enable automated resolution of incidents, service requests, and change requests, resulting in higher availability and huge savings in costs associated with downtime
- iAutomate's NLP micro-services enabled it to understand incident texts and recommend an appropriate solution while learning continuously
- iAutomate enhanced its core knowledge repository by ingesting ticket data and resolutions provided by SMEs in the past



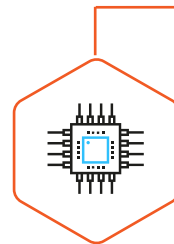
Business and Technical Benefits

- Improved MTTR by over 50%
- Over 20% reduction in change failures
- Over 20% improvement in SLA adherence

ABOUT DRYiCE

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.

Our vision focuses on:



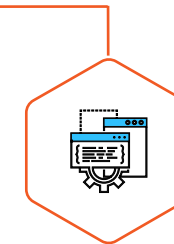
Enabling a service
Oriented Enterprise



AI-led Service
Assurance



Driving Enterprise-wide
Digital Agility



Business Flow
Intelligence



Want to know more?
Visit our website at dryice.ai or
write to us at dryicemarketing@hcl.com