RET**AI**L 5.0
Business process observability and control tower for Retail

Predict to prevent

Understanding the Retail industry

The Retail industry is evolving swiftly with the convergence of people, data, and technology all contributing to a rapidly changing landscape and is making the business processes hyper-complex for retailers. It is very important and difficult for the Retail businesses to observe these complex processes end-to-end in centralized manner and extract real-time insights to respond proactively and effectively.

The current siloed monitoring of each process results in ineffective decision making and high error rates. Retail enterprises require a holistic view of critical data and business processes across organizational boundaries to minimize operational costs, maximize revenue, pre-emptive identification and mitigation of potential risks, and improve time-to-market.

Value of DRYiCE™ iControl for retail

DRYiCE iControl (iControl) is a business process observability solution for Retail that provides real-time visualization of the full set of business processes, their integrations, and associated systems, providing IT and operations a granular view into process capability against key performance indicators and defined service level agreements. With iControl, organizations can go beyond the traditional monitoring of business processes and leverage next-gen observability to provide actionable intelligence to predict, prevent, and correct potential issues and performance bottlenecks. It enables organizations to leverage the data for regulatory requirements and flag any potential non-compliance. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and recognizes the process enhancement opportunities.

iControl is embedded with industry process intelligence and is backed by decades of HCLTech's experience in delivering business process services to Retail enterprises. We have funneled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view and actionable intelligence for forecasting and resolving possible risks.

Key industry challenges.

Lack of centralized visibility

Whether retail sell to end consumers online or offline, they require consolidated information at an organizational level

Siloed technical monitoring

Most of the monitoring tools track limited jobs and processes and are incapable of drilling-down to the business impact of process breakdown. This level of monitoring is insufficient for critical services in retail

Dependence on resource - intensive manual monitoring

Manual monitoring of processes is costly and time-consuming due to disjointed and siloed monitoring systems

Lack of proactive alerts

Industry-leading monitoring solutions generate alerts after a breakdown, leading to a loss in revenue and an increase in time-to-market

Key features

Cloud Ready (Splunk)
Cloud ready deployment

Customizable Home Screen
Customizable home screen to define views

Widgets
Visualize performance of flows, targets, and other drop-down filters using selectable widgets

Retail Domain Pack
Ready to use templates for retail value chain

Flow Performance
Set threshold for different time periods. Rules engine to calculate real-time performance

Predictive Analytics
Enable machine learning algorithms to provide trend predictions

Flow Designer
Create and store business flows and process steps Expand process steps into sub-flows

Standard KPI/Target Types
Six standard KPIs/target types to measure impact of IT performance on business outcomes

Flow Dependency Predictions
Provide early warnings on dependent process steps that may be impacted due to a breach on a previous process step

Dashboarding
Glass table dashboarding for real-time end-to-end visibility

Impact Drilldown
Identity impacted clients Analyze and understand extent of breaks

Service Intelligence
Visualize performance of the business flow Provide additional business context reporting

Control Measures
Operators and owners linked to business KPIs to provide transparency on responsibilities

Operational Reporting
Provide reporting of KPI performance for flow and dimensions over time

Create views of business operations by user type

Anomaly Detection
Periodic behavior observability Flagging of unusual deviations/patterns

Business Schedule
Set daily, monthly, rolling processing cycles Set custom calendars, based on time zone, region, and business profile

In-depth Performance Visualization
Visualize flow, target/KPI performance down to a widget on a single screen

Key benefits

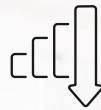Intelligent, real-time, and actionable insights

Proactive alerts to prevent business process failures

Enabling higher business compliances and regulations

Improve customer experience

Reduced inspection time and actionable impact assessment

Faster root cause identification and closure

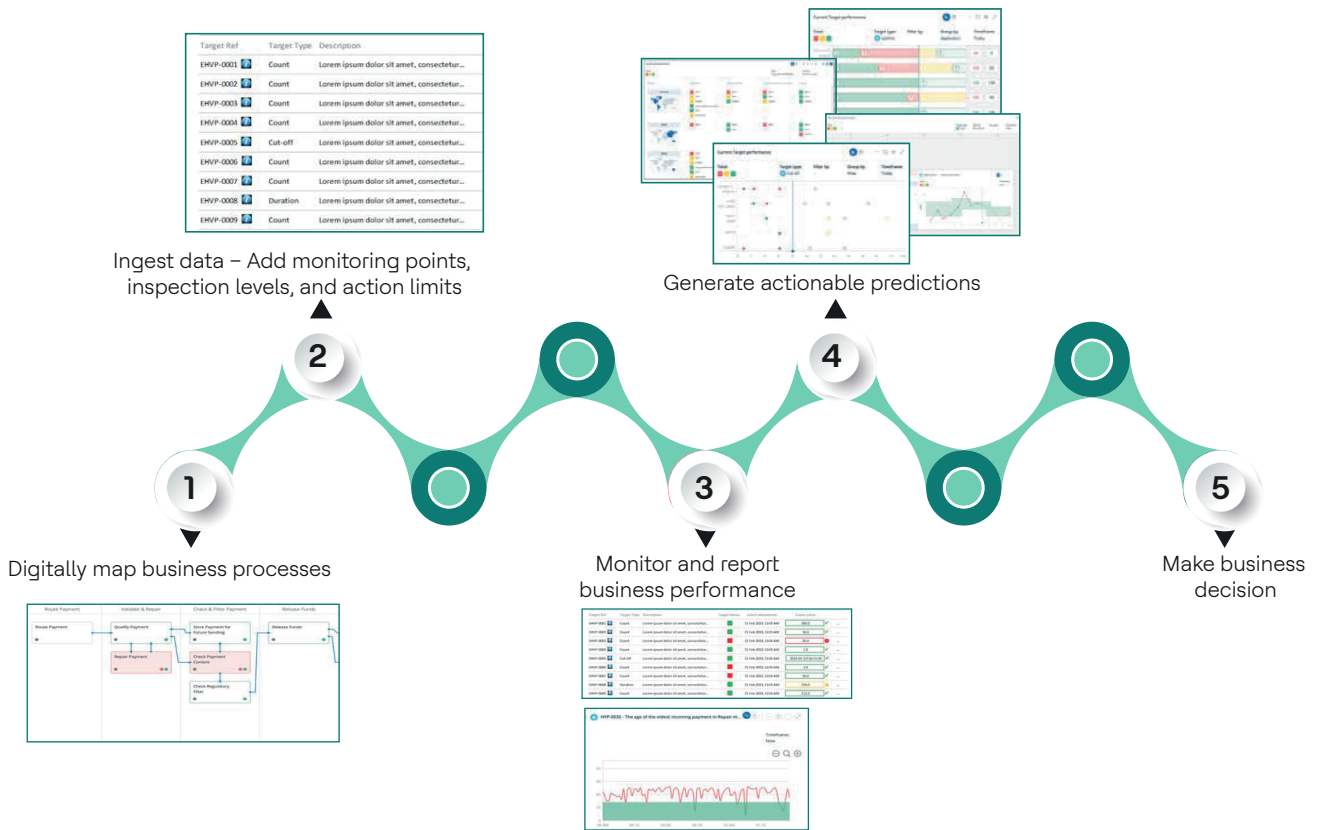Improve stability and MTTR (Mean Time To Response)

Provide transparency on agreed performance statistics for both IT and business

Meeting commercial obligations with partners

iControl methodology

Ingest data – Add monitoring points, inspection levels, and action limits

Generate actionable predictions

2

4

1

3

5

Digitally map business processes

Monitor and report business performance

Make business decision

About DRYiCE software

DRYiCE software is a division of HCLTech 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 / rcpg.solutions@hcl.com

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