



DRYICE Gold BluePrint SIAM IMPROVED CSAT SCORE OF A GLOBAL COSMETIC GIANT BY 12%

Customer Background

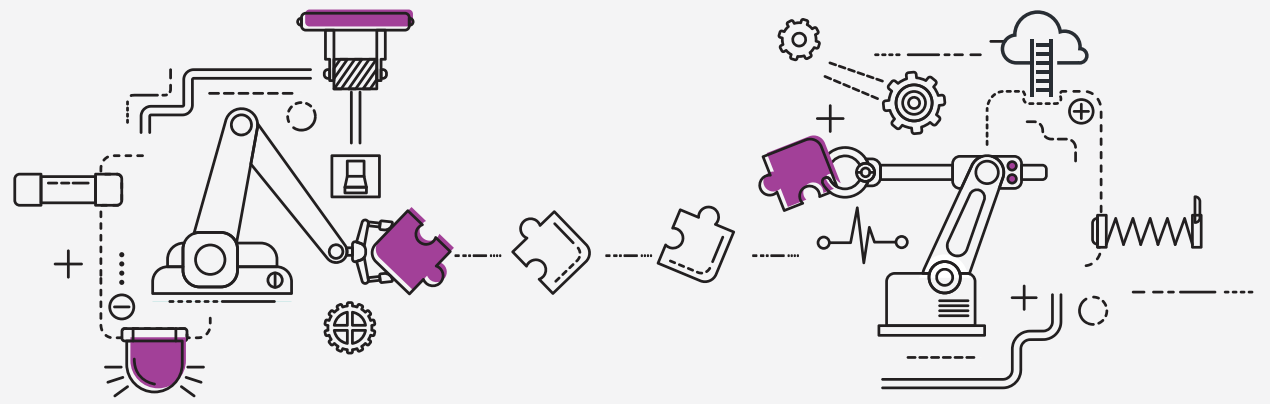


- Manufacturer and marketer of cosmetic and skincare products with a global presence.
- Caters to over 47,000 end users spread across 56 countries.

- Lack of a centralized function for multi-sourcing model support; no process standardization
- Lack of visibility into supplier performance
- High business cost of outages, low coordination
- Lack of process standardization and ownership

Challenges Faced

DRYICE Solution



- Leads mapped to each region for efficient coordination of regional operations and improved stakeholder management
- Implemented Service Management Office (SMO) function, comprising 18 specialists spread across four countries
- SMO facilitates management of ITSM process execution, operational governance & performance, and KPI reporting across suppliers

- 38% decrease in P1 incidents and 5% in overall volumes; P1 MTTR contracted by 40%
- Cost of monthly outages diminished significantly
- 12% improvement in average CSAT scores; CMDB completeness level at 96%
- Reduction in unplanned emergency changes
- Implemented comparative performance matrices for all suppliers

Benefits

What is DRYICE Gold BluePrint SIAM?

DRYICE Gold BluePrint SIAM is the HCL's best practices process ecosystem. It is designed, used and maintained for SIAM Services.

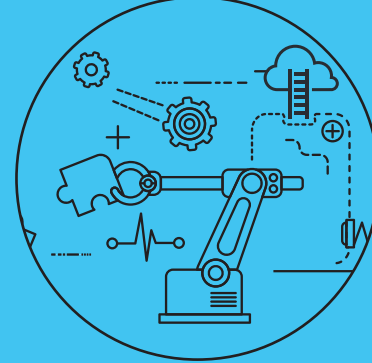
It enables a multi-supplier environment pre-implemented on the ServiceNow platform with pre-configured best practices.



DRYICE Gold BluePrint SIAM impact

DRYICE Gold BluePrint SIAM resulted in a 12% improvement in average CSAT scores for the customer, with a CMDB completeness level at 96%.

It diminished the cost of monthly outages significantly, leading to a reduction in unplanned emergency charges.



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

