

iA DRYICE iAssure

A F200 US MANUFACTURER REDUCED SERVER PROVISIONING TIME FROM 21 DAYS TO 4 HOURS



THE CLIENT

The client is an engine manufacturing major with revenue of more than **USD 20B**. The company manufactures and services engines and related equipment, including filtration and power-generation products. It also designs and distributes them to over 190 countries.



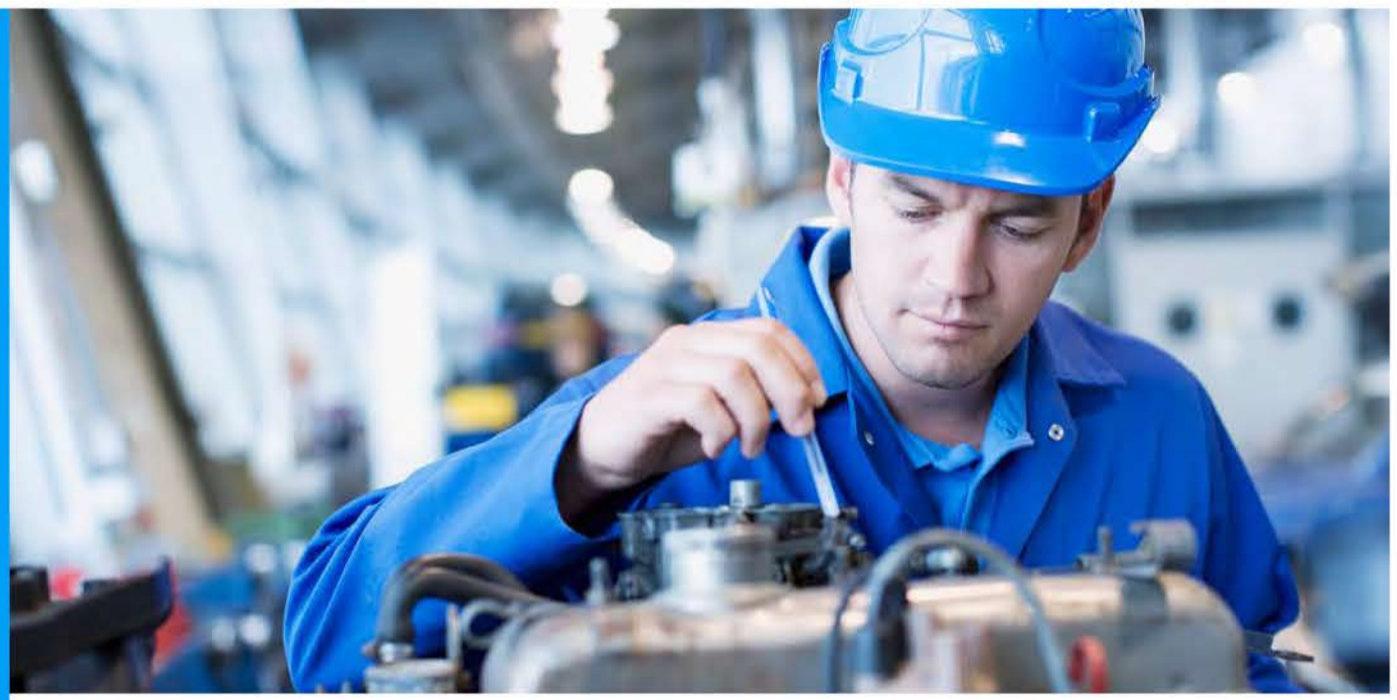
GLOBAL CHALLENGES

The dependency on manual operational procedures increased the chances of errors and lowered the efficiency level of the manufacturer. The datacenter required an overhaul to make the workflow more agile. The challenges faced by the client included:

- Inefficient datacenters causing major carbon footprint in the existing landscape. The client failed to optimally utilize the five datacenters they owned, as they functioned in silos
- Though the client had a shared services organization to enable the “as-a-service” model for multiple IT infrastructure projects but was relying heavily on unstructured and manual processes
- Inability to focus on its organizational strategy, i.e., customer experience and global markets, owing to the slow pace of IT adoption in the organization
- Manual IT asset provisioning process was slow, error-prone, and lacked agility, resulting in reduced operational efficiency of IT employees and business users



HYBRID CLOUD SOLUTION



The DRYICE iAssure service assurance platform helped in detecting cost spikes and providing deep visibility into cloud consumption. The platform helped automate its existing workflow, thus boosting the overall operational efficiency. The highlights of the solution included:

- Automated cloud provisioning across hybrid environments. All five datacenters which were operating in silos were integrated
- Enabled ‘one-click catalog system’ for provisioning and decommissioning of IT assets. The new catalog provided the end user a shopping cart like experience, thereby delivering better customer satisfaction
- Provided customizable and dynamic web-based user platform for accurate cost estimations and personalized reporting dashboards for both business users and IT staff

IMPACT DELIVERED

Average server provisioning time was brought down from 21 days to four hours

Enhanced customer experience and reduction in manual efforts

100% automation for server deployment

Provided digital business-IT interface to plan, provision, customize, and de-provision resources for the ease of users

What is **iA DRYICE iAssure**

DRYICE iAssure is one of our flagship platforms. It is the world's first and only AI-led enterprise service assurance platform that the customers could consume "as a service." It drives predictability, visibility, control, and effectiveness, powering enterprises' success in the digital era.

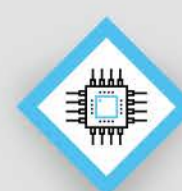


About **DRYICE** by HCL Technologies

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:



AI-led Service Assurance



Enabling a service Oriented Enterprise



Driving Enterprise-wide Digital Agility