iC DRYiCE iControl

Next Generation Business Flow Intelligence

Powered by Splunk

Introduction

The financial services industry is increasingly competitive, with new startups and technologies ceaselessly disrupting long established business models. Financial companies are adding new products and business lines while maintaining existing businesses and related technologies. This has increased complexity of business operations significantly. Not only do companies have to change and adapt quickly to the digital customer but they must change and integrate business processes internally to keep the lights on.

Adding to this complexity is an increasingly stringent regulatory environment. New processes, reporting and related technology must be established and integrated with day-to-day operations. The risk of non-compliance is high – fines or worse, being shut down.

These operations can be very complex. Often, it's hard to know when, where, and why they go wrong. Unfortunately, monitoring these processes is very difficult. Even if Business Process Management (BPM) tools are in place, they are usually not integrated across the organization and most report issues after the fact, leaving financial companies at risk from a business and compliance perspective.

In order to combat these risks and improve efficiency, financial services institutions need a way to efficiently monitor processes in real time. DRYiCE iControl (iControl) was specifically designed to provide companies with an end-to-end view of business process so they know when things are going wrong, when they happen and can identify where in the flow, the issue occurred. By creating meaningful views for both business and IT operations, iControl helps companies respond quickly and effectively to issues as they occur. iControl provides companies with the next generation of business flow intelligence.

Challenges of Business Process Flow Monitoring

Although financial companies have integrated a variety of BPM tools and quality processes throughout their organizations, it is still a challenge to identify problems quickly. For example, BPM tools are focused primarily on workflow, not process performance. Without performance functionality built in, proactively solving issues before they become worse or even go unidentified is difficult.

Financial organizations have a plethora of monitoring tools that are spewing out a bunch of alerts with warnings of all kinds with various risk levels. These can cause increased complexity within business processes and may not actually help the business owner with the intended outcome.

For example, the people receiving the warnings maybe receiving too many alerts and must discern which ones require action and which ones do not.

Another issue is that the people in charge of the business outcome don't necessarily receive the alerts or receive them without business context. As a result, these alerts tend not to help proactively resolve process issues that may cause compliance or business issues downstream. Without an end-to-end horizontal view across a flow combined with a vertical view up and down the technology stack, companies are always in the dark as to what is affected now and what's about to happen next.

Below are some of the challenges many companies face with monitoring their business process flows.

1   **Business Process Performance**

In large organizations there are a multitude of systems delivering an end product so when something goes wrong it is very complicated to trace it back to the source. Even when errors are identified in reports, tracing it back to find the root cause, two-three systems upstream involve heavy manual reconciliation. If companies cannot truly measure the entire process, they cannot identify where issues are and are unable to identify best ways to fix the process whether it be automation, process change, system enhancement, etc.

2   **Processes Across Business Lines**

It can be challenging to manage processes and systems across disparate, siloed business units. A business owner may be responsible for an outcome of a process but have literally no visibility to key parts of the process or technology. When each specific business line has its own metrics and performance indicators yet is dependent on systems and processes outside its direct control, it becomes almost impossible to identify problems or link events together in order to improve efficiency across the entire process flow.

3   **Siloed Technology Systems & Integration**

When different business lines implement their own technology, monitoring processes holistically becomes even more difficult. With technology changing fast and increased use of SaaS products, often systems are not integrated across processes end-to-end. Therefore, when there is technical issue or problem, usually a centralized technology team must track down where it occurred. This takes time and is reactive, it does not help the business remediate the issue quickly.

4   **Compliance & Security**

Financial services institutions face unique challenges in terms of monitoring and integration as they must deal with significant compliance and security issues. With increasing oversight and regulations, companies must ensure that their technology and processes are not exposing them to additional risk. However, this can be incredibly challenging when there is no centralized way to monitor business operations. Being unable to see how different parts of the process are functioning can present numerous threats. It becomes difficult or impossible to know when systems have been breached, fraudulent activity occurs, or sensitive information is being improperly handled.

The Complex World of Financial Services

Siloed business units and a myriad of compliance issues are inherent to the financial services industry. Adopting a comprehensive approach to monitoring business flow is the first step toward better business outcomes.

How Can DRYiCE iControl Help?

DRYiCE iControl provides comprehensive business process flow monitoring for enterprises. It is a cutting-edge product that has been designed to help companies overcome many of the challenges associated with monitoring business process performance across the enterprise. It offers unified ways to bring IT and operations together, eliminate monitoring silos and accurately measure business KPIs in real time, allowing companies to optimize systems and business outcomes.

iControl allows enterprises to gain intelligence from their data and measure performance end-to-end in real time. This can have a significant upstream and downstream impact on awareness of multiple interdependent systems, helping to reduce risk and improve performance. For example, regulatory requirements often span business lines and various systems. iControl can be used to monitor compliance enterprise wide for a specific regulatory requirement. The below benefits together allow companies to identify the sources of problems end-to-end allowing them to proactively address issues that prior, they would have little visibility to.

iControl in Action

Major financial services institution implements iControl to address ballooning complexity of critical business processes

Background	The Solution	The Results
A major financial services institution was receiving more than two billion technical alerts a day making it very difficult to derive meaningful insights to act upon. In addition, the disparate IT applications and business intelligence systems creating these alerts, made it difficult to provide a unified view of the entire landscape. *Additional challenges included:* • Keeping up with established service level agreements due to lack of adequate reporting and application monitoring systems • Tracking business metrics against each step of the business workflow to ensure efficient service delivery • Minimal service improvement plans and customizable visualizations in operational and technical areas	In order to overcome these challenges, the company deployed DRYiCE iControl to aid in decision making. *The major components of the iControl solution included:* • Providing business context by bringing together off-the-shelf business intelligence systems with the underlying data • Measuring the business impact, criticality of incidents and determining deadlines for corrective action • Enabling proactive application monitoring and management leading to improved end-to-end system visibility • Implementing customizable visualizations across business, technical and operations areas to enable business and infrastructure impact analysis reporting	The company experienced a dramatic improvement in managing their business processes including a **60-70% reduction in service level outages** and **more than a 20% decrease in escalations**. In addition, IT's alignment with business objectives improved dramatically, allowing business users to utilize system alerts and reporting to improve their business functions.

DRYiCE iControl Benefits

INCREASED STABILITY OF PROCESSES

Quicker identification of issues leads to faster issue resolution when dealing with external and internal customers. iControl can decrease the number of outages on average 60% through a 60% reduction in MTTI (Mean Time to Investigation) and a 30% reduction in MTTR (Mean Time to Repair). Users can see warning signs before they escalate to a problem. They can get ahead of problems and fix the problem quickly.

For example, a global financial institution used iControl to improve their payment deadlines by gaining visibility (and alerts) when their payment was stalled at a downstream process. This allowed them to intervene appropriately to move the transaction along.

IMPROVED EFFICIENCY ACROSS END-TO-END BUSINESS OPERATIONS

Early warning signs of bottlenecks and process errors give business owners visibility to recurring issues and which ones have highest impact on the organization. Operational reporting helps in highlighting the exact areas of the business process which can be helped by re-engineering or automation.

For example, a large global bank needed a solution to reduce the amount of time spent tracking payments and risk management files. They implemented iControl to automate this process, improving both turnaround time and the quality of the reconciliation.

IMPROVED COMPLIANCE & RISK MANAGEMENT

iControl gives compliance and risk managers a real-time understanding of which steps in a specific business process impacts compliance, giving them insight to risk of breach before it occurs. Compliance officers can know how they are doing in terms of compliance of a specific regulation in a complicated business process before reports are produced. These compliance views can also be shared with regulators to demonstrate how the organization has complete control over their organization from a compliance standpoint.

For example, various regulations require financial institutions to transfer payments within a certain time period, and instantaneous payments are right around the corner. Many compliance officers must wait until a report comes through by that time, they have no recourse to help mitigate transfer issues. iControl was used by a global financial institution to monitor payments. It gave users and compliance regulators visibility to payment issues in real time so operations could mitigate the impact and compliance officers knew their position at any point in time.

IMPROVED CLIENT PERCEPTION

Business owners can gain a clear understanding of when and how client SLAs are being breached. iControl reduces the time it takes to identify an issue (MTTI) and enables them to drill down to a granular detail that allows them to assess the impact of the SLA breach, many times before it occurs. If an SLA breach in inevitable, iControl gives the business owner time to manage the client issue proactively - calling the client before they call you.

Key DRYiCE iControl Features

iControl has a wide range of features that incorporate features such as flow design, scheduling, and monitoring real time performance metrics incorporated with the power of Splunk analytics. *iControl has incorporated the following unique features:*

Flow Designer – iControl allows users to digitize a process end-to-end in a meaningful way. It stores business context, both flows and metrics using a wizard approach that makes it easy to set up.

Standard KPIs & Target Types – iControl uses six standard KPIs/ Target Types to measure the impact of IT performance on business outcomes so that it's easy for enterprise to compare process efficiency across the organization consistently.
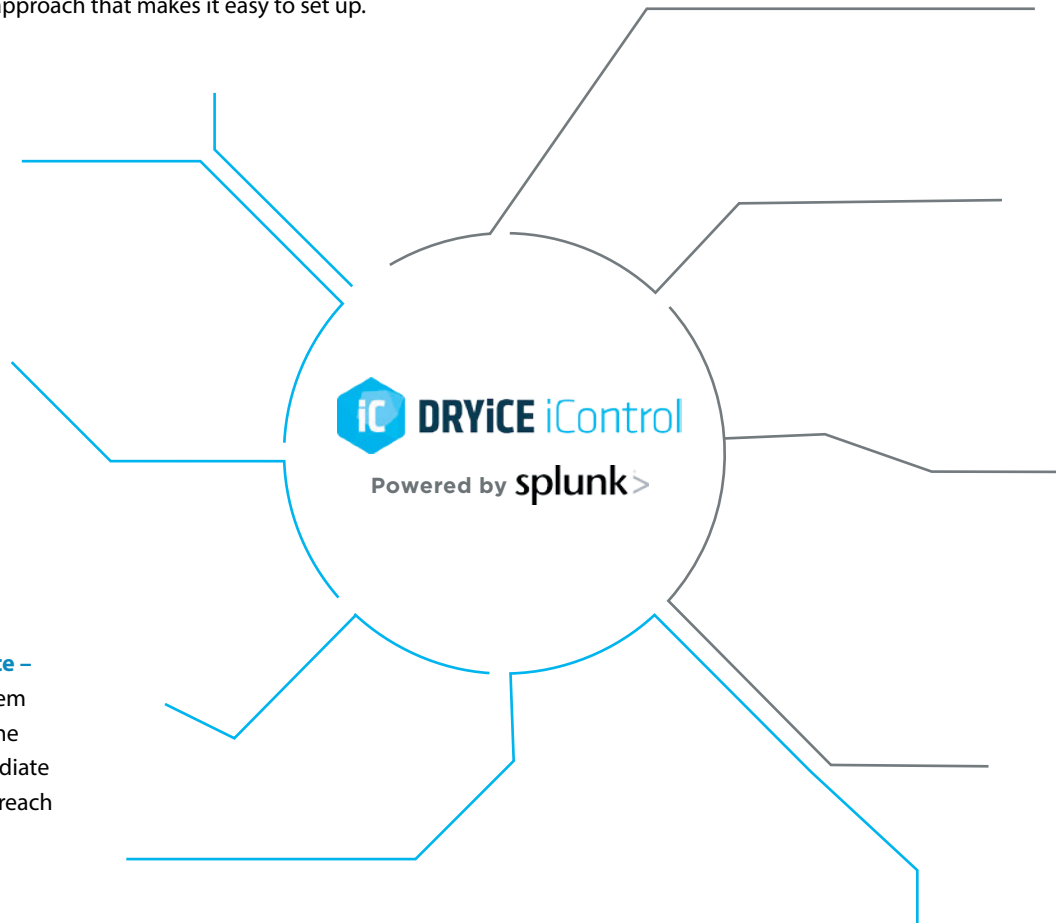
Business Schedule – iControl allows users to set daily, monthly or rolling process cycles based on custom calendars, time-zones, regions and business profiles. This allows companies to standardize process cycles and ensure important events are not missed.

Real Time Performance – Users can monitor system performance in real-time and set alerts for immediate notification when KPIs reach certain thresholds.

POWER OF SPLUNK

iControl uses Splunk for its powerful analytics capability. The following features are integrated into iControl to help predict issues ahead of time so users can get ahead of problems before they occur, or impact is high.

- **Anomaly Detection** – Monitor behavior to detect unusual patterns in behavior

- **Persona-Driven Dashboards** – Easily create visualizations for different personas that are linked together and measured in the same way across the organization

- **Impact Drilldown** – Drill down into a specific issue, gaining an understanding of the severity of impact, who's affected and where in the organization it occurred

- **Service Intelligence** – Link the application service score to the business process

Conclusion

Knowing where you are in the business process at any point in time is key for companies to make the right decisions and take the right actions. Strategic improvement initiatives such as automation and system enhancements are difficult to implement if you don't know where the problems are in your process and the severity of impact of those problems. Although there is a plethora of APM and BPM tools which have helped companies monitor point systems and understand key metrics, they have not helped companies monitor business process flow real time and proactively respond to potential issues before they occur. Without an end-to-end view across your business flow monitoring, companies become significantly less efficient and expose themselves to additional risk.

In today's fast changing world, financial services companies need to have a holistic view of their operations in real-time. DRYiCE iControl gives companies an end-to-end view of their business processes in real-time so they know when things are going wrong. By creating personalized, meaningful views for both business and IT operations, DRYiCE iControl helps business users easily monitor their specific business processes and proactively get ahead of potential issues. It is next generation business flow intelligence.

ABOUT THE SPONSOR:
DRYiCE by HCL TECHNOLOGIES

HCL Technologies (HCL) is a leading global IT services company that helps global enterprises reimagine and transform their businesses through digital technology transformation. HCL operates out of 32 countries and has consolidated revenues of USD 8.5 billion. HCL focuses on providing an integrated portfolio of services underlined by its Mode 1–2–3 growth strategy. Mode 1 encompasses the core services in the areas of applications, infrastructure, BPO and engineering & R&D services, leveraging DRYiCE™ Autonomics & Orchestration suite of products and platforms to transform clients' businesses and IT landscapes, making them 'lean' and 'agile'. Mode 2 focuses on experience-centric and outcome-oriented integrated offerings of digital & analytics, IoT WoRKS™, cloud native services and cybersecurity and GRC services to drive business outcomes and enable enterprise digitalization.

Mode 3 strategy is ecosystem-driven, creating innovative IP partnerships to build products and platforms business. HCL leverages its global network of integrated co-innovation labs and global delivery capabilities to provide holistic multi-service delivery in key industry verticals including financial services, manufacturing, telecommunications, media, publishing, entertainment, retail and CPG, life sciences and healthcare, oil and gas, energy and utilities, travel, transportation and logistics, and government. With 132,328 professionals from diverse nationalities, HCL focuses on creating real value for customers by taking 'Relationships Beyond the Contract'.

For more information, please visit
https://www.hcltech.com/autonomics-and-orchestration

ABOUT IRPA AI

Founded in 2013, the Institute for Robotic Process Automation and Artificial Intelligence (IRPA AI) is an independent professional association and knowledge forum for the buyers, sellers, influencers, and analysts of robotic process automation, cognitive computing, and artificial intelligence.

Our global network and advisory services offer leading-edge market intelligence, industry research, sourcing assistance, and events, as well as offering opportunities to learn and network with stakeholders across service industry functions.

To learn more, please visit www.irpanetwork.com

WE-107247723953-EN00IN