

AI-Powered Runbook Automation



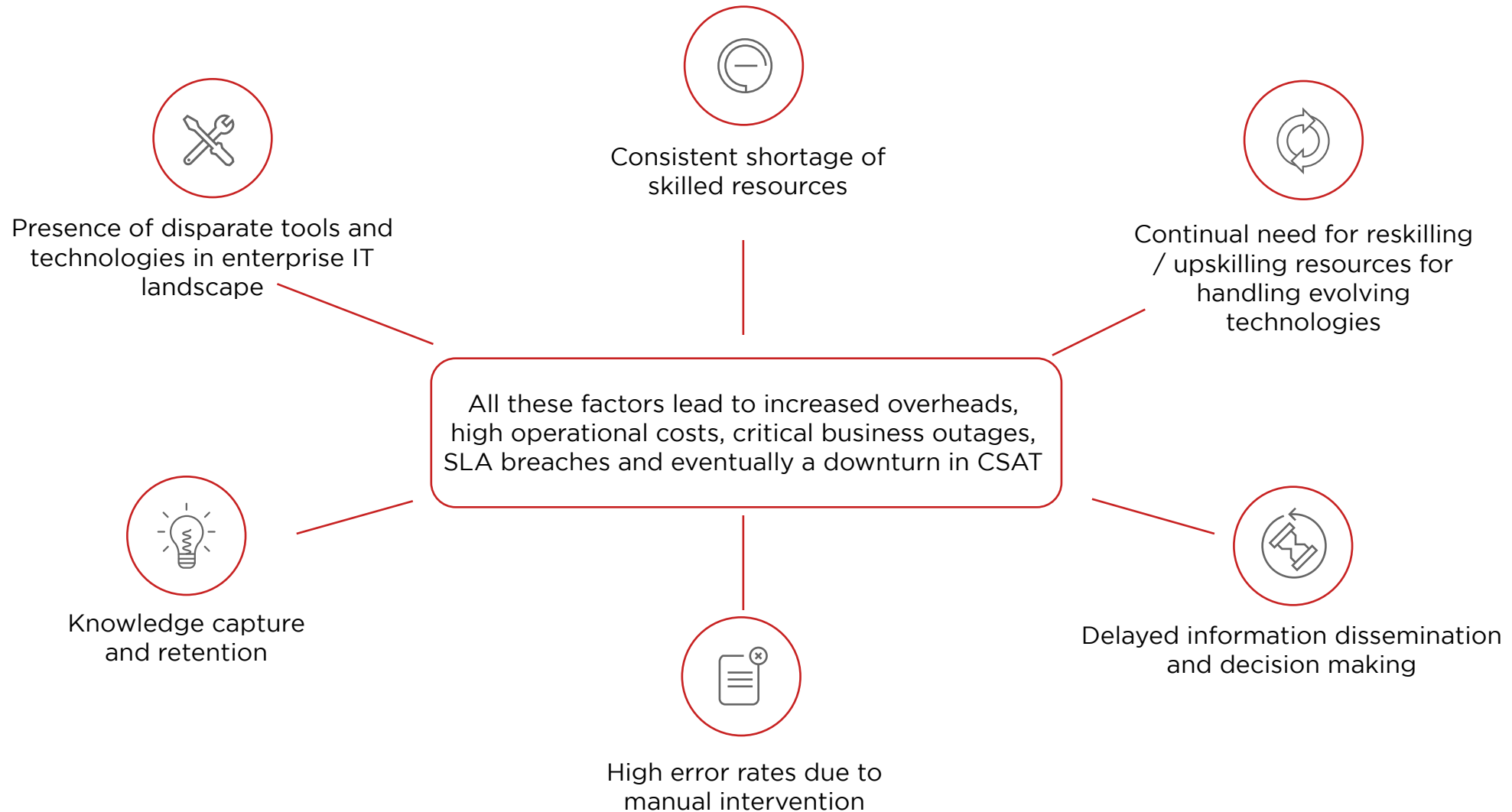
INTRODUCTION

We are living in the digital age where enterprises rely 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 all such next-gen technologies. This product will help streamline the entire life cycle of incident/service/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



KEY FEATURES



Continuous Identification of Automation opportunities

Identify potential Automation candidates by analyzing ITSM tickets



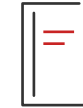
Self Healing

Auto execution of workflows based on experiential learning



Ad-hoc / scheduled runbook executions

Search and execute runbooks on CIs; schedule executions in advance on one-time / recurring basis



Runbook creation

Identifies and creates non-existent runbooks on the go



Recommendation

Recommends the best suited runbook for resolution using Natural Language Processing



Digital assistance through Knowledge Repositories

Recommend relevant Knowledge Articles to human agents enabling faster resolution



Advanced Knowledge search

Search for Knowledge Articles across multiple repositories



Real-time updates on workflows

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



Configurable and reusable workflows

Enabling quicker implementation



Enhanced security

SAML and token based authentication along with data encryption

BUSINESS BENEFITS



Agility

iAutomate increases business agility by automating IT operations. Thereby, enabling quicker resolutions



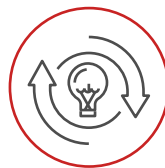
Cost optimization

iAutomate significantly reduces operational cost and allows human resources to focus on innovation



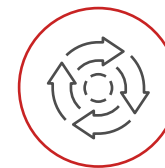
Outage prevention

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

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

- DRYiCE implemented 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



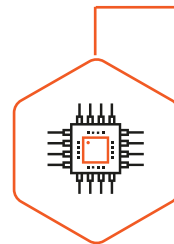
Business and Technical Benefits

- Improved MTTR by over 50%
- Over 20% reduction in change failures
- More than 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:



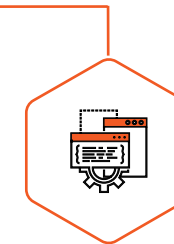
Enabling a service
Oriented Enterprise



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