

# HCLSoftware



## Business Flow Observability Solution for Transportation and Logistics



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**DRYICE** AI & Intelligent  
Automation

# Understanding the Transportation and Logistics Industry Trends

Transportation and Logistics industry is undergoing a massive evolution. Escalating customer expectations, fierce competition, and demand of lowering costs are among the factors driving this sector to reinvent business models.

Transportation and Logistics companies are adopting the disruptive technologies (AI/ML, Blockchain, Control Tower, etc.) to get the real-time insights enabling the organizations to improve the operational efficiency, enhance the visibility, and sustain in this dynamic market.

Backed by the diverse technology stack, Transportation and Logistics business processes often span across multiple business functions that complicates tracking, avoidance of non-compliance, on-time deliveries, and refining the business processes to plug any revenue leaks. Thus, enterprises require a holistic view of critical data and business processes across organizational boundaries to minimize operational costs, maximize revenue, pre-emptively identify, and mitigate potential risks, and improve the time-to-market.



# Value of DRYiCE™ iControl for Transportation and Logistics

**Our Vision - To empower our clients with seamless integration between their business processes and IT operations.**

DRYiCE iControl (iControl) is a business flow observability solution for Transportation and Logistics industry that provides real-time and actionable visualization of the full set of business processes, their integration, and associated systems, providing business and technology operations a granular view into process capability against key performance indicators and defined service level agreements. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and identifies potential process optimization areas.



iControl enables the stakeholders to improve the decision-making process of various business functions like Route Planning, Vehicle Planning, Freight Planning, Rescheduling, Pickup Management, and many more. With iControl, organizations can go beyond the traditional monitoring of business processes and leverage next-gen observability to provide actionable insights to predict, prevent, and correct potential issues and performance bottlenecks.

iControl is embedded with industry process intelligence and is backed by HCL's experience in delivering business process services to Transportation and Logistics enterprises. We have funnelled 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 with comprehensive insights for forecasting and resolving possible risks.



## Key Industry Challenges Addressed



Limited end-to-end real-time shipment visibility



Sub-optimal transportation planning leading to poor use of shipment capacity



Inaccurate operational metrics



Stations work in silos, no unified or defined process



High or low inventory in the warehouse



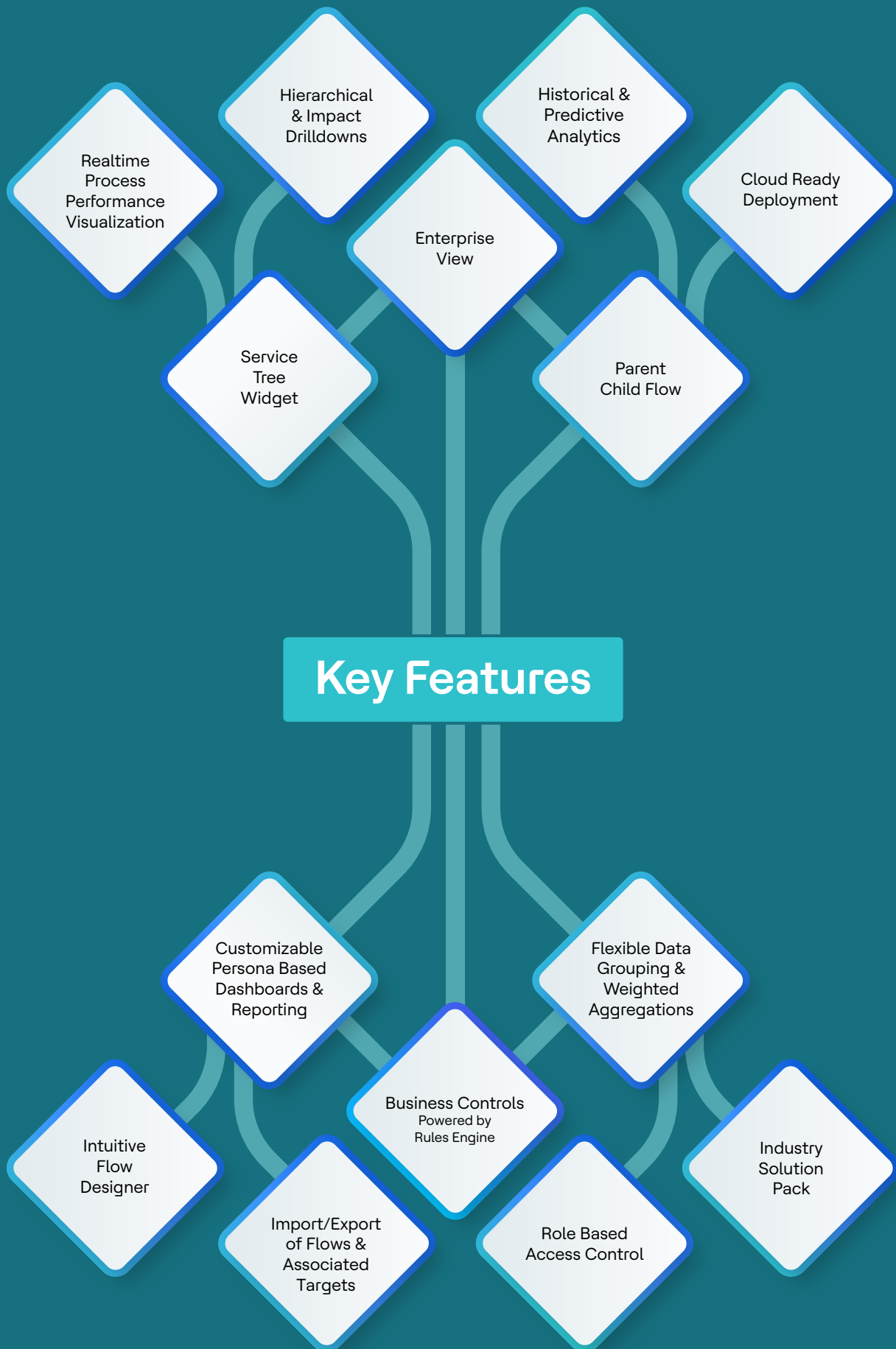
Slow recovery from operational disruptions, leading to missed SLAs, customer dissatisfaction and higher costs



Limited insight into actual shipment costs and savings opportunities




Adherence to complex transport regulatory compliances



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**Google Cloud Platform, Splunk Cloud and Splunk Enterprise.**



## Key Benefits

	Proactive identification of early/delayed shipments	
	Intelligent, real-time, and actionable shipment insights	
	Automated measurement of KPIs for shipment and carrier	
	Accurate planning and forecasting based on granular data	
	Enhanced customer satisfaction and service reliability	
	Reduction in manual errors and subjectivity	
	Real-time exceptions monitoring	
	Accurate visibility and increased operational productivity	



## Typical Industry Use Cases

### Transportation/logistics cost reduction



Operational cost reduction

#### iControl observes

- Timely equipment driver availability and assignments
- Idle time of transportation resources (i.e., dwell times)
- Trailer capacity utilization
- Faster shipment order processing, and transportation planning

### E2E supply chain visibility



E2E supply chain visibility

#### iControl displays

- Network bottleneck detection and derive alternative path
- Full cycle shipment tracking (order initiation through financial settlement)
- Analyze broader network impacts and root analysis

### Financial reconciliation



Accurate and timely financial reconciliation

#### iControl learns

- Procure-to-pay cycle breaches (i.e. variance between shipment invoice and quote)
- Timely claims processing
- Timely financial settlement (posting to GL)
- Profitable analysis at shipment, carrier & customer level

### Improved customer service



Customer service assurance

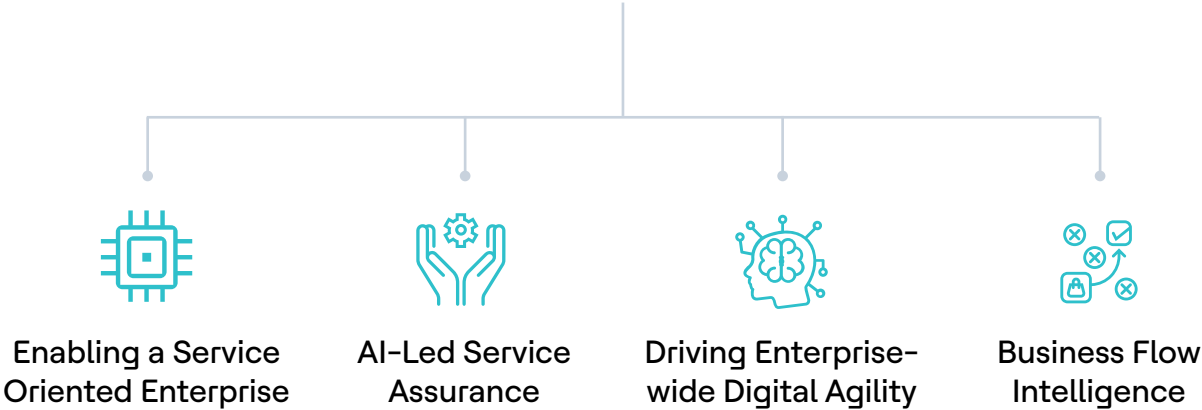
#### iControl presents

- Customer ETA variance alerts
- Shipment performance history
- Timely customer receipt and acknowledgement
- Customer level real-time tracking and reporting

# About DRYiCE

DRYiCE™ is HCLSoftware's foray into the world of AI and Intelligent Automation, focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster, and cost-efficient manner while ensuring superior business outcomes.

## Our vision focuses on



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Visit our website at [dryice.ai](http://dryice.ai) or write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com)



# HCLSoftware

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