

# HCLSoftware

## HCL iControl

Enterprise command center driven by business flow observability



HCL iControl

# What problems does HCL iControl solve?



## Stability and growth

- I need visibility of my overall organizational health
- I can't identify what is impacting the stability of my business operations



## Regulatory compliance and risk management

- I need to show audit and regulatory controls on my business processes
- Daily reports and transactions are often published after the respective cut-off breach, resulting in penalties



## Efficient operations

- I need to review my business process and improve it
- I can't identify recurring issues and near misses to implement service improvements



## Client perception

- I need to be aware of client impacting problems, before they do

## Value of HCL iControl

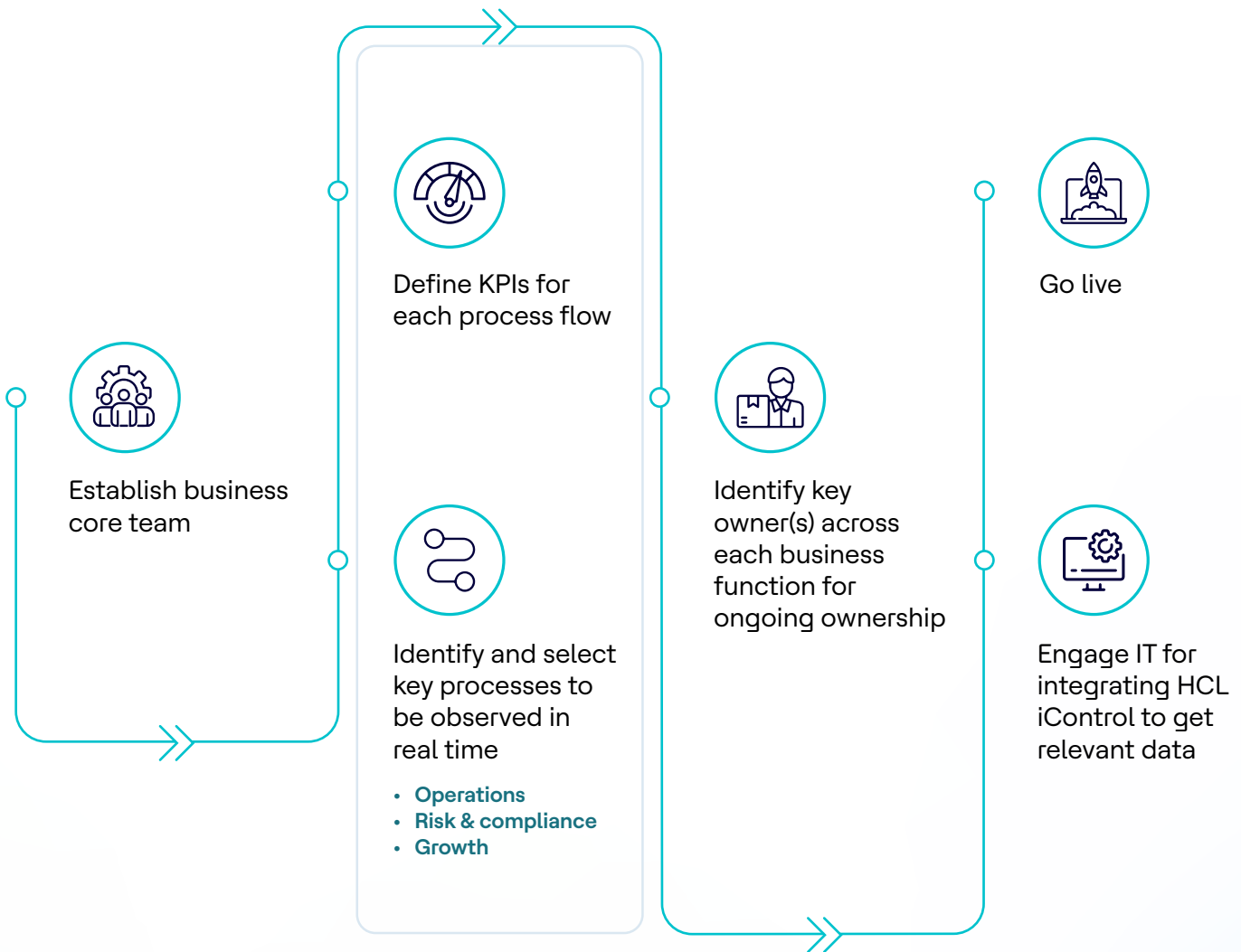
**Our Vision - To empower our clients with seamless integration between their business processes and IT operations.**

It's the digital age and many enterprises now rely on technology and automation to drive their complex business operations. Often it is hard to know when, where, and why they go wrong. To be effective you need to have a real-time holistic view of your operations coupled with efficient identification and resolution of critical issues.

HCL iControl, enabling the Enterprise Command Center, delivers real-time business flow observability, offering insight to leaders from CXOs down to the level of on-ground operations teams into business-relevant controls by creating meaningful views from both business and technology perspectives. It enables operations and technology staff to ensure seamless functioning of systems that powers the critical business flows on a 24x7 basis, while empowering them to respond proactively and effectively to any issues, alerts, or failures. It is a next-generation business flow intelligence solution driven by observability, accelerating innovation, and built to enhance customer experience.



# HCL iControl Methodology



# Key Features

- 01. Realtime process performance visualization
- 02. Hierarchical & impact drilldowns
- 03. Historical & predictive analytics
- 04. Enterprise view
- 05. Cloud ready deployment
- 06. Service tree widget
- 07. Parent child flow
- 08. Customizable persona based dashboards & reporting
- 09. Flexible data grouping & weighted aggregations
- 10. Intuitive flow designer
- 11. Business controls powered by rules engine
- 12. Industry solution pack
- 13. Calendar widget
- 14. Role based access control
- 15. Amber warning thresholds
- 16. Data model for ad-hoc reporting

Now available on Google Cloud Platform, AWS, Splunk Cloud and Splunk Enterprise.

# Key Benefits

Delivering a collaborative view across business and IT

On an average our customers save

Up to **60 hrs** Per month through elimination of manual checks

Up to **30 mins** Per incident through faster troubleshooting

Up to **20 hrs** Per month through elimination of manual reporting

-  Quicker impact assessments and faster response
-  Clear dependencies and ownership
-  Increased resilience and minimized risk

**It's knowing what's important when and where within your business flow**

## About HCLSoftware Intelligent Operations

HCLSoftware Intelligent Operations is 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.

Want to know more?  
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# HCLSoftware

Fueling the Digital+ Economy

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HCLSoftware develops, markets, sells, and supports product families in the areas of Digital Transformation, Data, Analytics & Insights, AI & Automation and Enterprise Security platforms. HCLSoftware is the cloud-native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including more than half of the Fortune 1000 and Global 2000 companies. HCLSoftware's mission is to drive ultimate customer success with its IT investments through relentless product innovation.