OB DRYiCE OptiBot

Workplace Optimization Software

The modern workplace has seen dramatic changes and has progressed from a distribution model to an enabling model owing to increasing device flexibility, real-time connectivity, enhanced workplace mobility, and workplace automation. However, IT struggles with several roadblocks like difficulty in adoption rate of new systems by end users and inability to monitor end-user devices given the complex nature of work environment. In addition, there are problems resolving complaints about system failures and falling CSAT scores that impact the end user experience.

The answer to these challenges lies in workplace management solutions which optimize workplace productivity and enable employees to focus on high value tasks.

DRYiCE OptiBot (OptiBot), an employee enablement and workplace optimization software, addresses these workplace environment problems by focusing on enhancing UX, making work life simpler, and reducing the burden on IT. OptiBot minimizes calls to the IT support function by preemptively resolving various commonly occurring system or application issues through unassisted automation, delivering a unique OptiBot feature we refer to as **"Sense Heal".**

OptiBot consists of five modules - **Healing, Knowledge, Reset, App, and Live.** It is also bundled with a **Behavior Change Management** program designed and developed for millennials to improve their efficiency, adoption rate, and overall workplace satisfaction.

KEY MODELS

HEALING
Do-it-yourself tool that automates routine computer maintenance so that end user devices keep running like new.

RESET
Password reset tool that allows end users to self-reset passwords remotely, without reaching out to the helpdesk.

LIVE
Chat based Service Desk communication channel which enables agents to serve multiple users simultaneously. The 'Live' module can be integrated with existing enterprise IM solution, thereby existing investment.

APP
An on-line enterprise app store that delivers apps on-demand, in real time. Users can also rent applications based on a pay-per-use model.

KNOWLEDGE
A self-help portal that can be hosted on enterprise intranet that furnishes end users with articles and knowledge base which can empower them to self-resolve common issues.

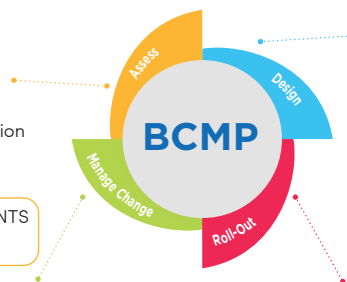## BEHAVIOUR CHANGE MANAGEMENT PROGRAM (BCMP)

BCMP is a comprehensive program designed to drive the adoption of OptiBot in a customer environment. DRYiCE will work closely with the customer to draw out a targeted change management program that helps realize the OptiBot value by providing the right solutions to the user alongside an elaborate adoption framework.

- Identify opportunities for OptiBot
- Understand existing tool efficacy
- Understand current adoption
- Evaluate parameters of dissatisfaction

Key change Players

- SPONSORS
- EVANGELIST
- CHANGE AGENTS
- TARGETS

- Benchmark the program against success criteria
- Identify strategies and policies that are acceptable to users
- Hold "reality check" meetings to work through the threats, losses, and resistance
- Mitigate change-resistance and establish effective communication framework
- Continuously update vision of desired future roadmap

BCMP

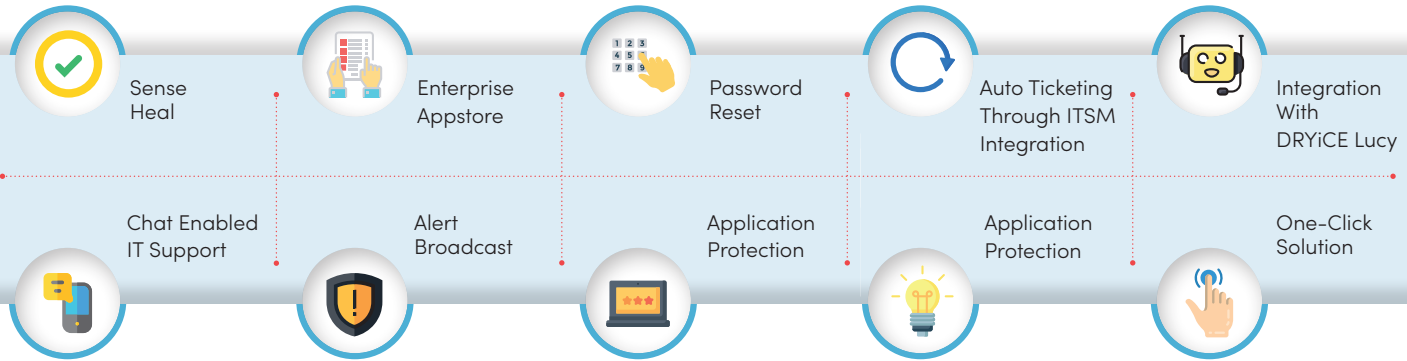*Assess* · *Design* · *Manage Change* · *Roll-Out*

- Design a multi-channel communication program
- Create marketing/ training module
- Model a feedback plan
- Policy design/ Reward program

- Gather and incorporate feedback from pilot users
- Mass roll out of the program through:
  - Employee Communication
  - End User Training
  - Enforce the defined policies
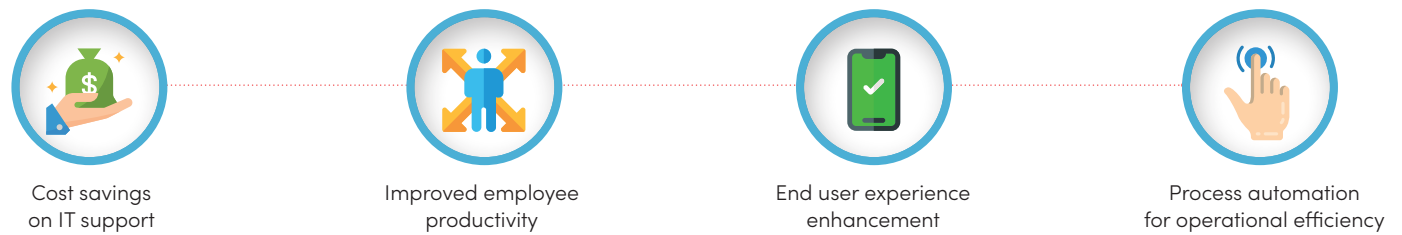- Define and measure mile-stones

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KEY FEATURES

- Sense Heal
- Enterprise Appstore
- Password Reset
- Auto Ticketing Through ITSM Integration
- Integration With DRYiCE Lucy

- Chat Enabled IT Support
- Alert Broadcast
- Application Protection
- Application Protection
- One-Click Solution

KEY BENEFITS

- Cost savings on IT support
- Improved employee productivity
- End user experience enhancement
- Process automation for operational efficiency

CASE STUDY

A F500, American multinational Oil and Gas corporation improved end user experience, reduced MTTR, and enabled chat based Service Desk communication channel by implementing OptiBot Healing and Live station in their large global and heterogeneous end user landscape with more than 100k users.

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