

HCLSoftware

HCL iControl

Business Flow Observability
Solution for Life Sciences



HCL iControl

Understanding the Life Sciences Industry Trends

The technological advancements in the pharmaceutical and biotechnology sectors are revolutionizing the way research and development are conducted by life sciences organizations. This growth is exciting but results in insecure collaboration and significant challenges to operational efficiency. Add to it the complex regulatory and compliance initiatives that are increasingly being introduced by industry bodies, and the result is organizations seeking real-time, proactive monitoring solutions. Such solutions will enable them to stay ahead of complications, minimize costs, and drive operational excellence to enhance compliance and produce a competitive advantage.

The current localized and siloed monitoring of many business functions renders it incapable to predict the impact of a breakdown on the overall business. In addition to identifying compliance violations, an efficient monitoring solution would enable organizations to gather intelligence and track all business processes to create an end-to-end holistic view across organizational boundaries.



Value of HCL iControl for Life Sciences Industry

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

HCL iControl (iControl) is a business flow observability solution for Life Sciences that provides real-time visualization of the full set of business processes, their integrations and associated systems, providing business and technology operations a granular view into process capability against key performance indicators and defined service level agreements. iControl adapts a holistic, data-centric, and observability driven approach that emphasizes on exploratory capabilities, and extends the traditional monitoring by a significant reach. It enables organizations to leverage the data for regulatory requirements and flag any potential non-compliance.



It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and recognizes the process enhancement opportunities. iControl is embedded with industry process intelligence and is backed by decades of HCL's experience in delivering business process services to Life Sciences enterprises. We have funneled 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 and actionable intelligence for forecasting and resolving possible risks.

Key Industry Challenges Addressed



Localized data view

Life Sciences offerings go through multiple linear processes, from R&D to development to dispensing, before they are launched commercially. The end-to-end chain of operations involves multiple information systems, each with its own monitoring stack producing localized data flow views



Dynamic industry regulations

Life Sciences industry operates under the ambit of complex and dynamic regulatory and compliance requirements



Technical monitoring

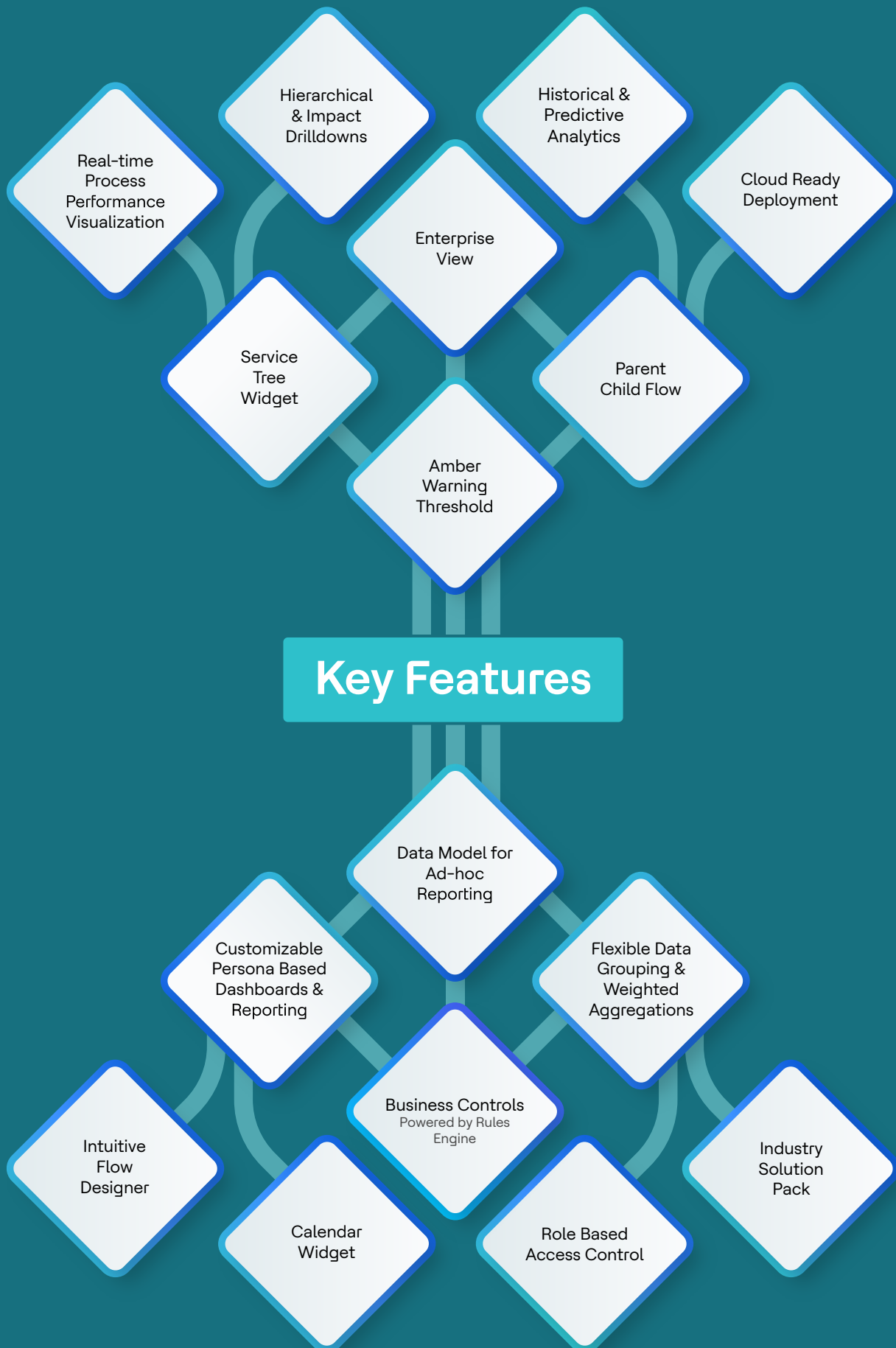
Most of the monitoring tools track only technical parameters of jobs and processes, and are incapable of drilling-down to business impact of a breakdown



Lack of proactive alerts

Industry-leading monitoring solutions generate alerts after a breakdown, leading to loss in revenue and increase in time-to-market





Now available on



splunk>cloud

splunk>enterprise





Key Benefits



Improve customer experience and retain business

Identify risk prone business processes



Provide transparency on agreed performance statistics for both IT and business

Reduce IT and business manual workarounds



Consistently meet regulatory performance needs

Achieve rapid agreement between business and IT on root cause identification



Detect business-critical issues proactively and boost MTI (Mean Time to Identify)

Improve stability and MTTR (Mean Time To Response)

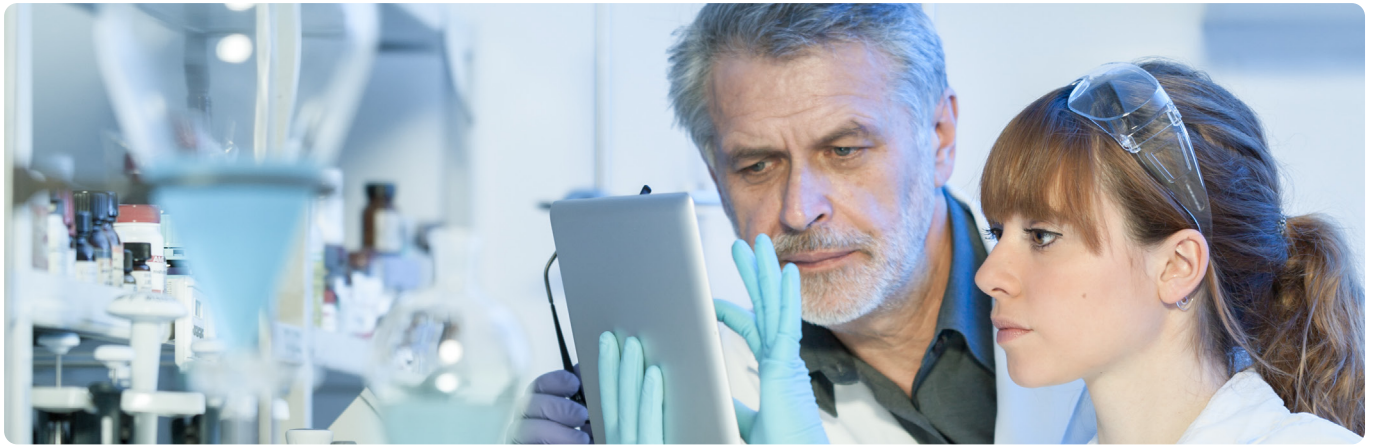


Reduce upfront cost of automation

Reduce cost-to-serve



Accelerate time-to-market



Typical Industry Use Cases

In-process quality control



When the business needs performance analytics

iControl presents

- Persona-based summaries
- User metrics
- Predictive leading indicators
- SLA performance
- Flow performance and cut-offs

Abnormalities



When Operations needs to know

iControl displays

- Equipment inactivity
- SLA cut-off proximities
- Alerts

Missed SLA cut-offs



When Operations needs to predict

iControl learns

- Issue counts
- Resolution rates
- Historical analysis
- Threshold attainment

Summaries



When equipments in error status

iControl observes

- Equipment status in manual repair/fatal status
- Process stage drilldowns
- Log details
- Map of affected business areas

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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Fueling the Digital + Economy

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About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ economy by developing, marketing, selling and supporting solutions in four key areas: digital transformation; data and analytics; AI and intelligent automation and enterprise security. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.