HCL **iControl**

Enterprise Command Center for Business Observability

HCL iControl is a business observability platform that gives you a real-time, end-to-end view of your critical business processes. Linking IT events, metrics, and system performance directly to business KPIs helps you identify issues as they emerge, understand their true business impact, and take action before they disrupt operations or the customer experience.

Capabilities

From Blind Spots to Business Context

Traditional monitoring tools generate volumes of technical signals but tell you nothing about whether your business is actually running. HCL iControl models and monitors business processes by ingesting data from any source (logs, metrics, events, APIs) and maps it to the outcomes that matter, giving every alert a business consequence.

From Reactive Reconstruction to Real-Time Visibility

When issues surface after the fact, damage is already done.HCL iControl observes processes step-by-step as they execute, so you see exactly where a flow is today, not where it was hours ago after a log review.

From Vague SLA Breaches to Pinpoint Accountability

HCL iControl lets you define and track KPIs at every stage of a process be it cut-offs, throughput, duration, so you can pinpoint precisely where and when performance degraded, and who needs to act.

From Manual Compliance Checks to Automated Regulatory Controls

Compliance teams often rely on labor-intensive manual checks, fragmented workflows, and after-the-fact audit preparation.HCL iControl embeds regulatory controls directly into business process flows, enabling real-time traceable compliance, automated obligation monitoring, and continuous evidence collection turning quarterly audit scrambles into always-on governance.

Key Features

Intuitive Flow Designer

Digitize and monitor end-to-end business processes with an intuitive visual flow designer that maps business context, controls, and dependencies in real time.

Business KPI & Rules Engine

Define KPIs and business controls at every stage of a process using configurable thresholds, alerts, and rule-based evaluations.

Predictive Analytics & Anomaly Detection

Detect unusual patterns, identify emerging risks, and proactively respond to issues before they impact critical business operations.

GenAI-Powered Flow Generation

Accelerate process discovery and KPI mapping using GenAI to automatically generate business flows and recommend relevant controls.

Impact Drilldowns & Root Cause Visibility

Drill down from business KPIs to underlying applications, infrastructure, and dependencies to quickly identify affected services and operational bottlenecks.

Flexible Data Ingestion & Aggregation

Ingest and aggregate data from logs, metrics, events, APIs, databases, and enterprise systems to create unified business process visibility.

Persona-Based Dashboards & Reporting

Deliver tailored operational and business views for CXOs, operations teams, and IT users with role-based dashboards and contextual reporting.

Industry Domain Packs

Accelerate adoption using pre-built business process templates and KPI models for industries such as banking, insurance, retail, logistics, manufacturing, and more.

Benefits

- Make Faster, More Confident Business Decisions
- Improve Operational Efficiency
- Strengthen Compliance & Reduce Regulatory Risk

Real Business Impact

60%
Reduction in service-level outages

20%
Fewer operational escalations

30%
Faster MTTI

To learn more, please write to:

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