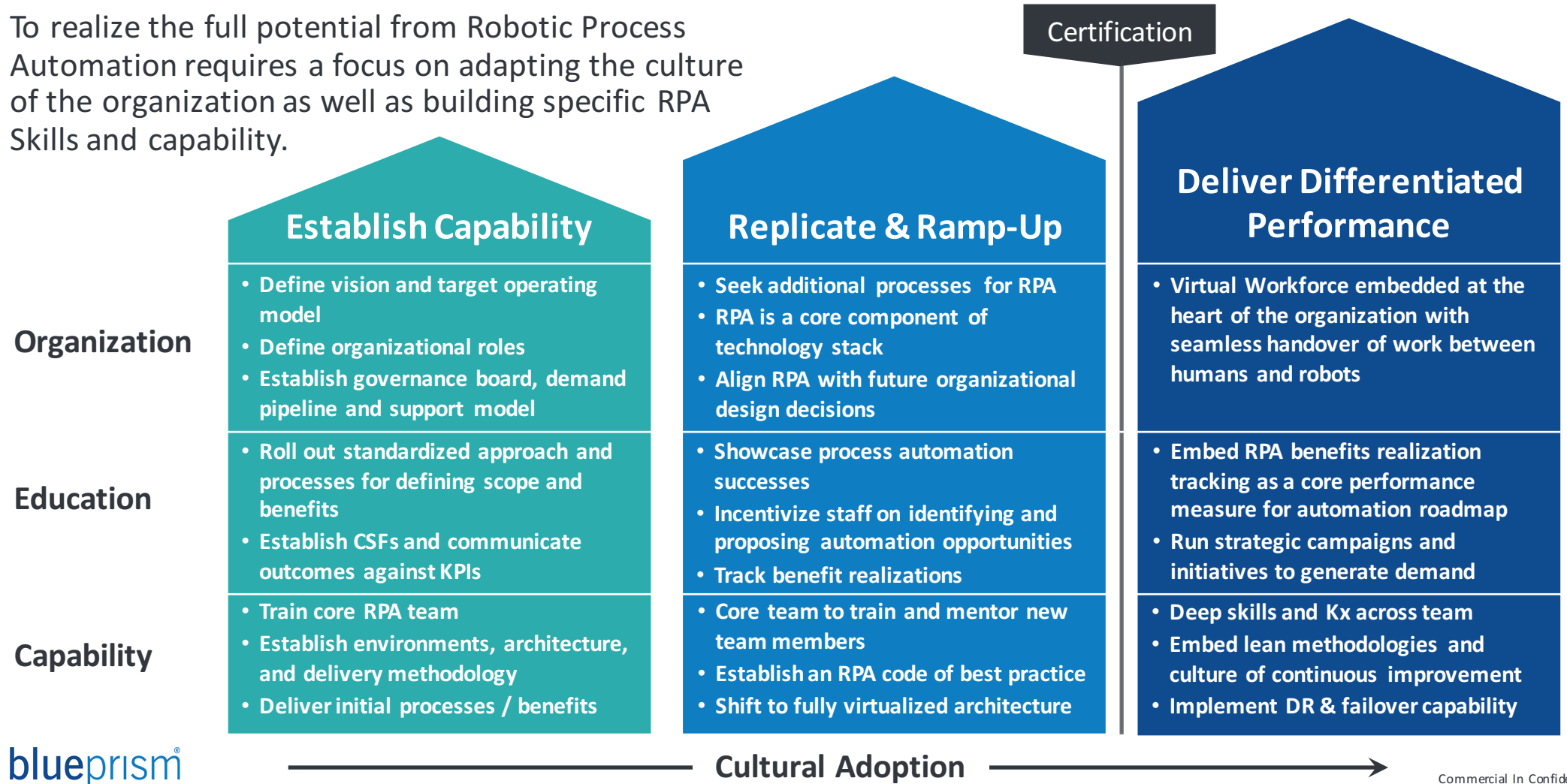


Blue Prism & the Virtual Workforce

Enterprise RPA Maturity Model

To realize the full potential from Robotic Process Automation requires a focus on adapting the culture of the organization as well as building specific RPA Skills and capability.



Making the case for the Virtual Workforce

The modern enterprise uses a combination of people and technology to fulfil their Business Processes.

People



Customer Interaction, Judgement, Interpretation

Technology



Business rules, consistent decisions, repeatability

As processes change in the competitive enterprise, for many business cases, the technology we use can't be adapted, evolved or developed at the speed at which the business needs to effect these changes.

In these areas, people are used to fill the gaps between systems and process.



Processes like this reside in what we call "The Long Tail of Automation"

Why can't this be solved with traditional IT automation?

Gartner Observations

80%

of companies
do not have a single
instance ERP

Large enterprises (over
\$1BN) have at least

100

different applications
and systems of record

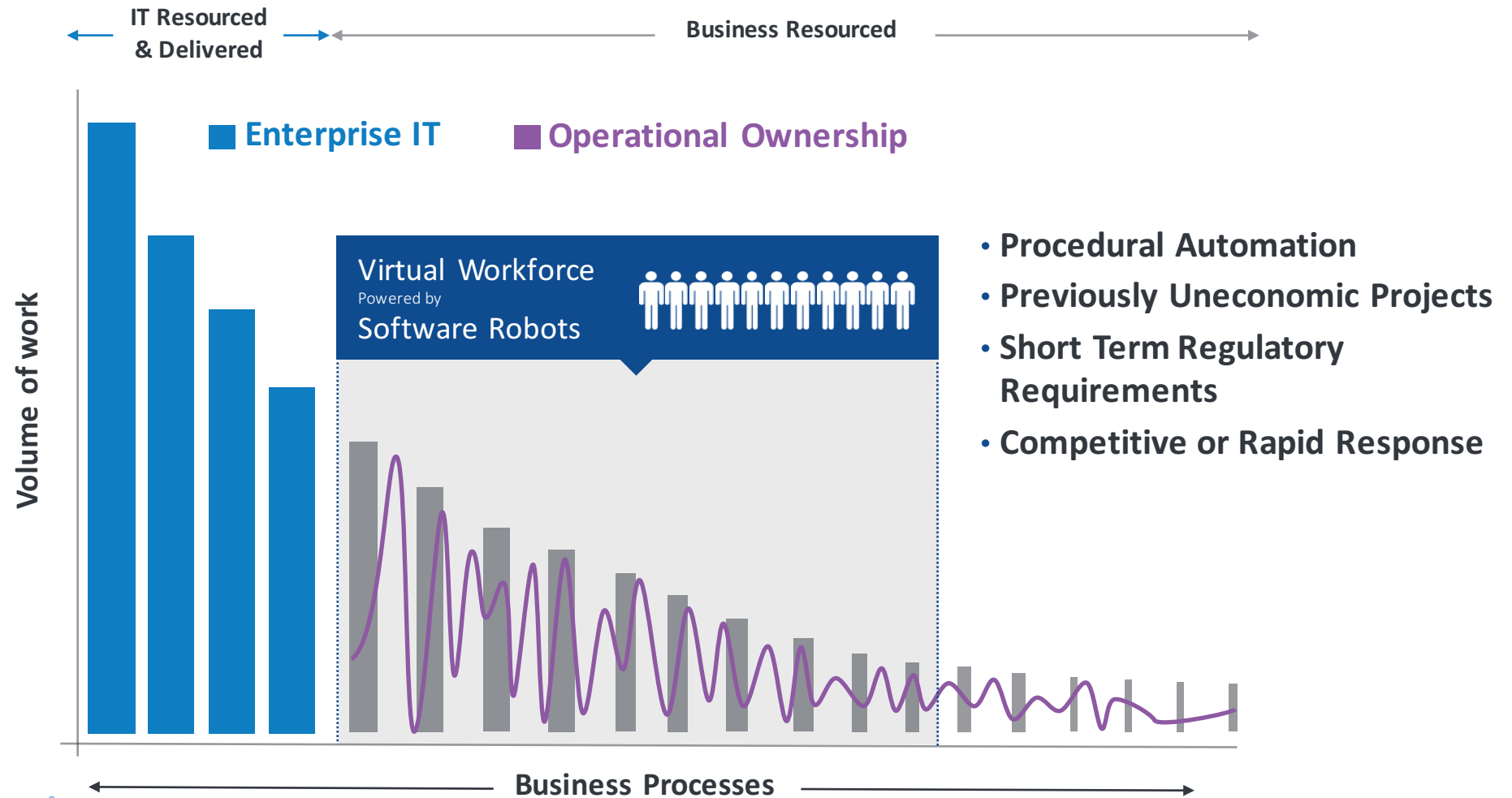
SOA initiatives and
large infrastructure
IT projects are

Not

delivering their
business benefits

Gartner

Why can't this be solved with traditional IT automation?



The Virtual Workforce – powered by Software Robots

The Blue Prism proposition is a single instance, enterprise class capability designed and proven in regulated industries. The platform allows enterprise operational CoEs to automate with technology endorsed, hosted and supported by IT.

Governed by IT

Hosting

Governance

Support

Security

Scalability

Assurance

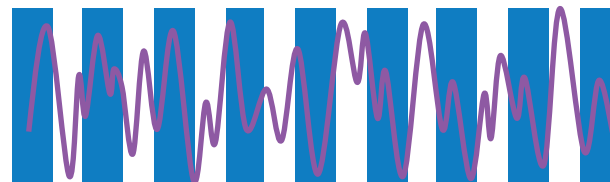


Day to Day Workload

Virtual Workforce



Powered by
Software Robots



Hosted by IT on resilient,
secured virtualized infrastructure

Controlled by the Operation

Vision

Organization

Governance &
Pipeline

Delivery
Methodology

Service Model

People

Building a mature capability

Supported and Hosted by IT

Enterprise Infrastructure

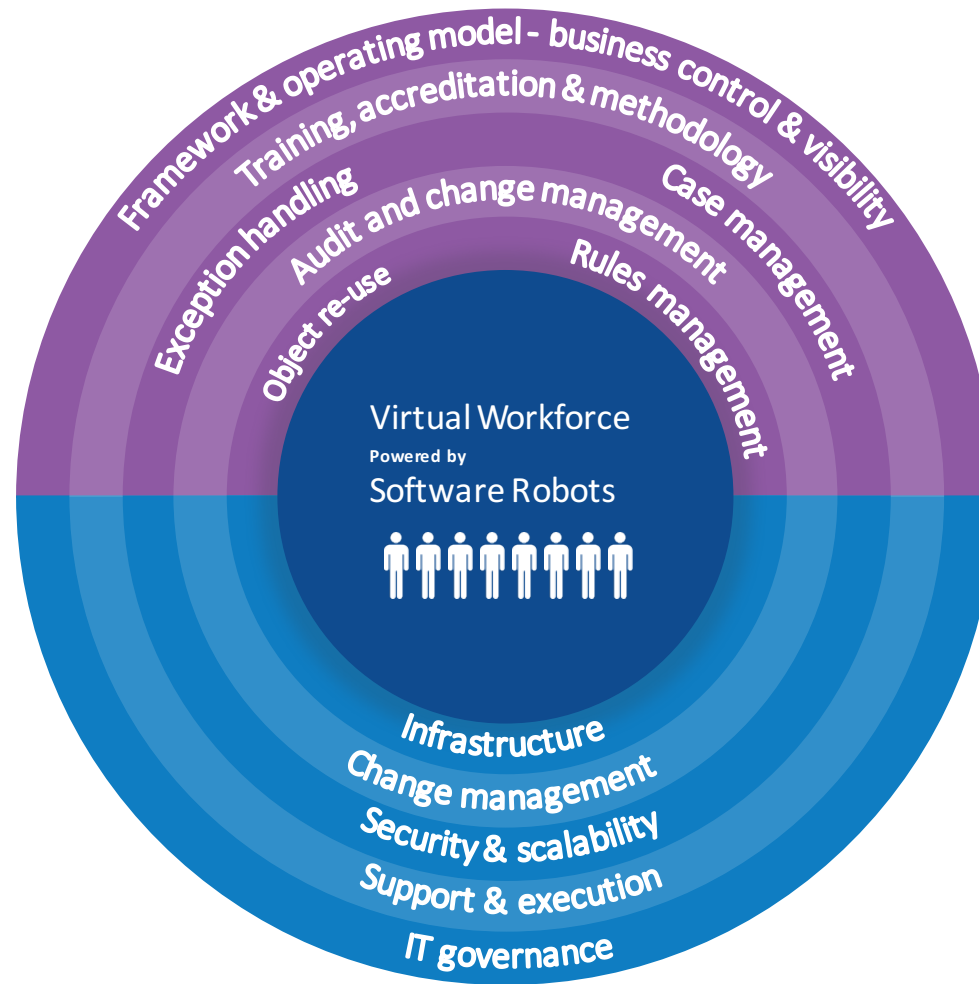
Regulatory Compliance

Supported Platform

Secured Environment

Scalable Cloud Deployment

Operational Assurance



Controlled by the Operation

Flexible Pipeline Management

Ease of Demand Management

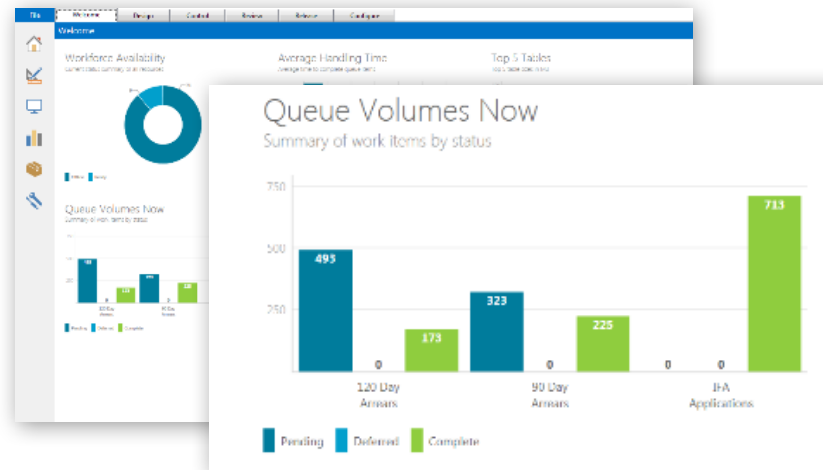
Autonomy - Faster to Deliver

Ability to adapt to detailed Insight

Rapid Change Model

Analogous to Existing Workforce

Managing the Virtual Workforce



Management dashboards

Dashboard Tile

Name: Queue Volumes Now
Description: Queue volumes by status

Display type: Chart
Auto-refresh: Never

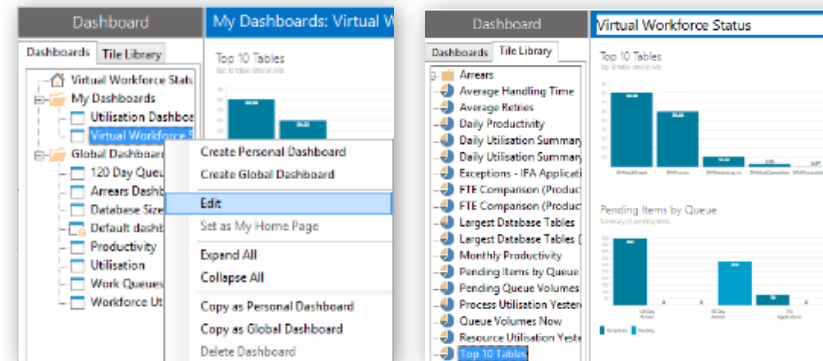
Chart type: Stacked column

Data source: BPDS_QueueVolumesNow

Parameters:

Name	Value
@BPQueueName	IFA Applications
@ExcludePending	false
@ExcludeDeferred	true
@ExcludeComplete	false
@ExcludeExceptions	false

Custom tile configuration



Dashboard Customization User specific configuration

Virtual Workforce Status

Top 10 Tables

Pending Items by Queue

Refresh statistics daily at: 01:00:00

Tools to refresh statistics (please refer to the documentation)

Statistics for: 30 day(s) and monthly statistics for: 12 month(s)

Automated system reporting

Benefits of an Enterprise Virtual Workforce

Technology



Robotic Cloud

Uses a private “Robotic Automation Cloud” to enable creation of workers on demand



Execution Intelligence

Continuously verifies outcomes; applies a digital level of insight to human processing activity



Enterprise Strength

Built on proven scalable and resilient technology and following standard architecture principles

End to end data governance and logical access management



Lights Out Workforce

Virtual Workforce from first principles, designed to work intelligently and autonomously

Operations



Increased Efficiency

Reduces operational costs and re-work, increases customer satisfaction



Complete Compliance

Virtual employees follow documented processes to the letter, without error, omission or deviation



On-Demand Management

Virtual employees are multi-skilled across all automated processes



Robotic Analytics

Draws insight from the wealth of data captured by the Virtual Workforce



Centralised Knowledge

Processing expertise is combined into a centralised repository and provides ease of maintenance through standardisation

Removes overhead and risk associated with localised initiatives

Product Demo

Making Sense of the RPA Market

Different Approaches to RPA



Virtual Workforce Platform

Single Instance, Enterprise strength, scalable, server-based capabilities that are designed to deliver strategic benefit



SDK / IT Developed

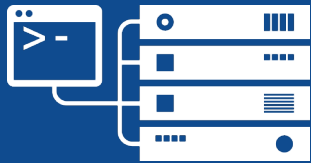
Provides a 'virtual API' to assist IT projects where interfaces don't exist



Desktop Recorded Automation

Multiple, short, record and replay tactical automations aimed at navigating systems on the desktop

Different Approaches to RPA



Virtual Workforce Platform

Controlled by the business, governed by IT
Project based on business requirements
Budget typically from the business function
Managed by the business function
High volume, complex processes



SDK / IT Developed

Controlled by IT on behalf of the business
Project requirements gathered by IT
Budget typically from the IT department
Coded by IT in response to requirements
"Point solutions" as part of a project



Desktop Recorded Automation

Run without IT knowledge
Adhoc simple tasks selected to save time
Budgeted within the business function
Simple scripts recorded on user desktops
Low volume, simple partial processes

Human Agent Replacement

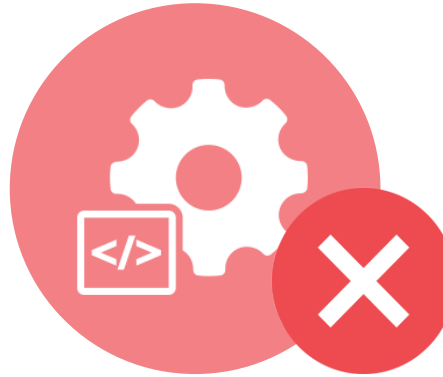
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Human Agent Assistance

Different Approaches to RPA



NO Recorders



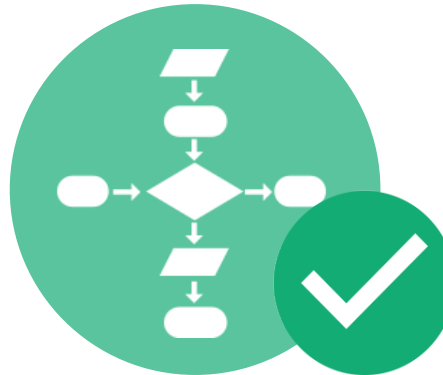
NO Scripts



NO Intervention



1. Utilize Object Models

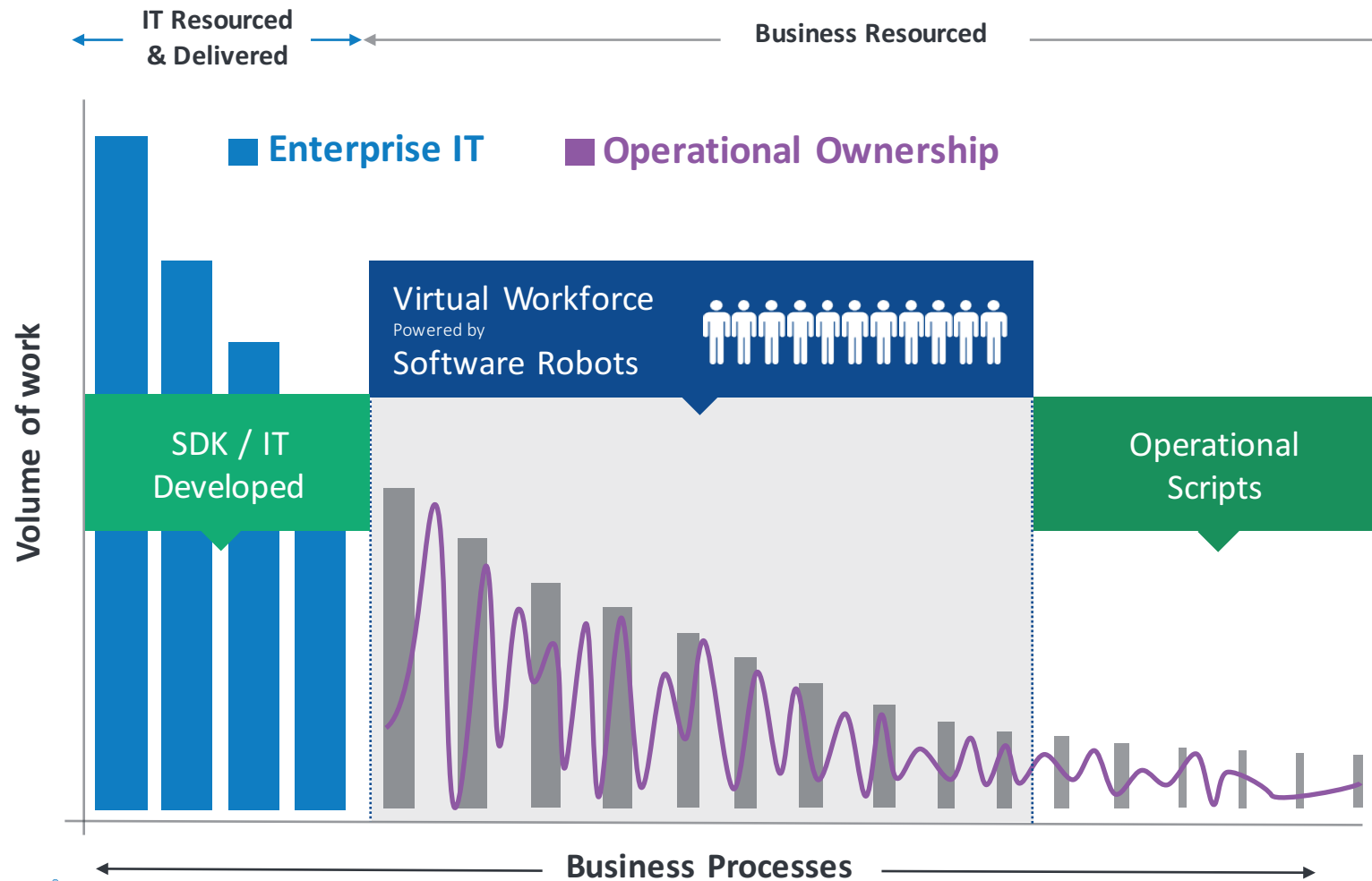


2. Design libraries of objects



3. Command & Control

Market Segmentation



The Seven Pillars of Successful RPA



Operations



Operationally Led Centre of Excellence

IT Supported Enterprise Infrastructure

Operational Performance & Productivity

Process architecture
Interconnected robots
Process Distribution for performance
Work queues / Flow

Ease of Development & Maintenance

Object oriented development
Citrix support
Various spy-modes

Methodology & Business Implementation

Operating Model
Training & certification
Development methodology
Process identification & business case

Security

Security model
Security hardening
Credential store
Encryption
Segregation of Duties

Resilience

Redundancy model
Failover Design
Disaster Recovery
Load Balancing

Governance, Risk & Control

Audit
Statefulness
Accountability
Activity Monitoring
MI
Release Mgmt.

Scalability

Process distribution
Deployment model
No of controllers per robot

Enterprise RPA – What it is, What it isn't...

What it isn't...



Rapid Task Building
Desktop Recording
Scripted Automation
Desktop Augmentation
Screen Scraping
Assisted Automations
Shadow IT



What it is...



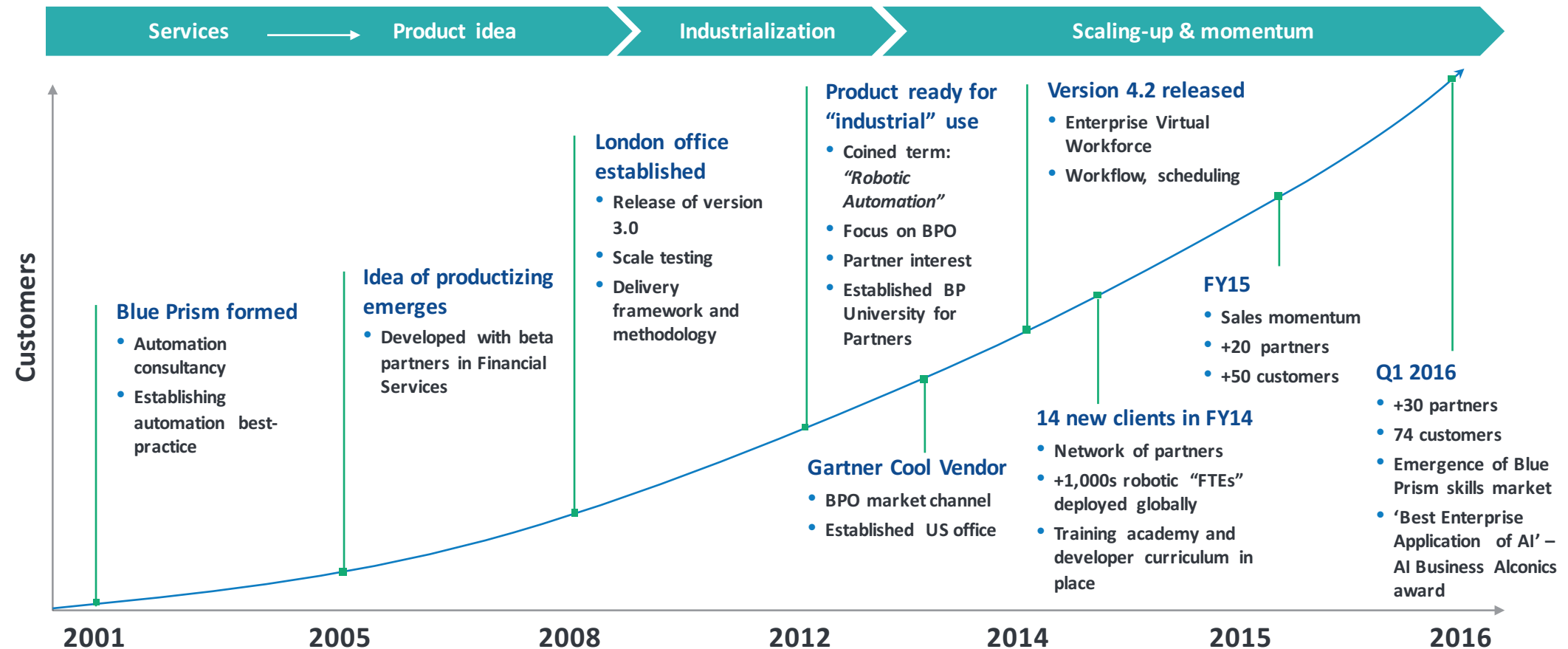
Discipline and Training
Architecture and Design
Re-use & Change Management
Security & Control
Resilient Execution
Lights-out - Governance & Compliance
Endorsed by IT



Evolution of the RPA Market

Blue Prism – Company Background...

An enterprise-grade “Virtual Workforce” powered by software robots, with live blue-chip customers.



Example Customers and Partners



Enterprise



Outsourcing / Consulting



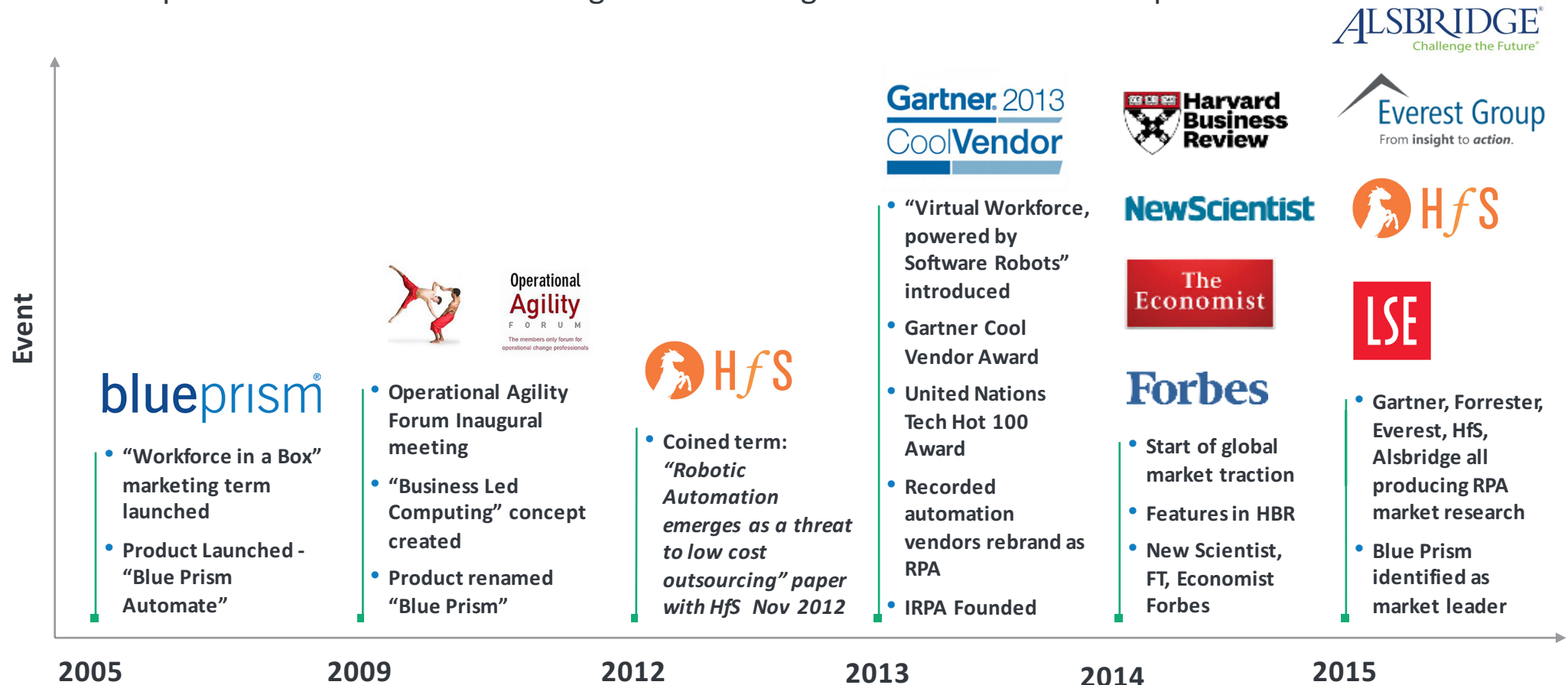
Virtual Workforce Case Studies

	Initialize	Industrialize	Institutionalize
			'Big-6' energy supplier
Processes automated	14 core processes	15 core processes	60 core processes
RPA transactions per month	120,000	400,000 – 500,000	c. 1,000,000
Number of robots	27 (started with 10)	>160 (started with 10)	>300 (started with 10) and “supervised” by 2 people
Number of FTEs replaced	Not about replacing FTE with technology but about continuous improvement	>100	>600 FTEs
Typical cost savings	30% to date	12 month payback period & ROI between 650 – 800%	200% within 12 months
Use cases	<ul style="list-style-type: none"> • Validation of London Premium Advice Notes • E-policy • Extraction of FX rates 	<ul style="list-style-type: none"> • SIM swaps • Credit checks • Order processing • Customer reassignment • Unlatching • Number porting • ID generation • Customer dispute resolution • Customer updates 	<ul style="list-style-type: none"> • Billings • HR • Tariffs • Excessive & negative consumption • Monitoring consumption • Tariff assurance gas • Reconciliation / compliance

Source – Mary Lacity, Leslie Willcocks, LSE Outsourcing Unit

From 'Automate' to the 'Virtual Workforce'-Market History

The development of the RPA market has grown following Blue Prism's as market pioneer



Analyst Commentary



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Academic Research – London School of Economics



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POLITICAL SCIENCE ■

London School of Economics

Interviewed 10 Blue Prism clients for their new book
Service Automation - Robots and the future of work

Clients interviewed included Telefonica O2, RWE npower, Xchanging, Gazprom, Aviva, American Express, Ascension Health, Leeds Building Society, University Hospitals Birmingham.

Three case studies

- 1) Telefonica, O2
- 2) Xchanging
- 3) RWE npower (anonymised)

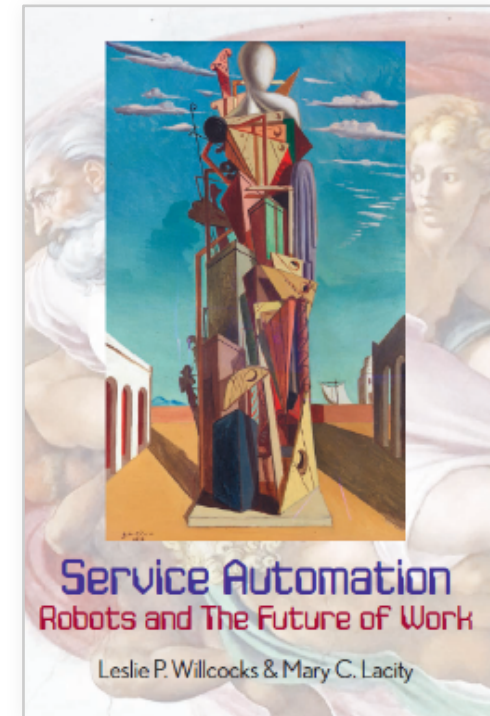
Two white papers

- 1) The role of IT in RPA
- 2) RPA in Shared Services

Watch the LSE videos - https://www.youtube.com/watch?v=0EBcZQwC5_g

<http://www.blueprism.com/case-studies>

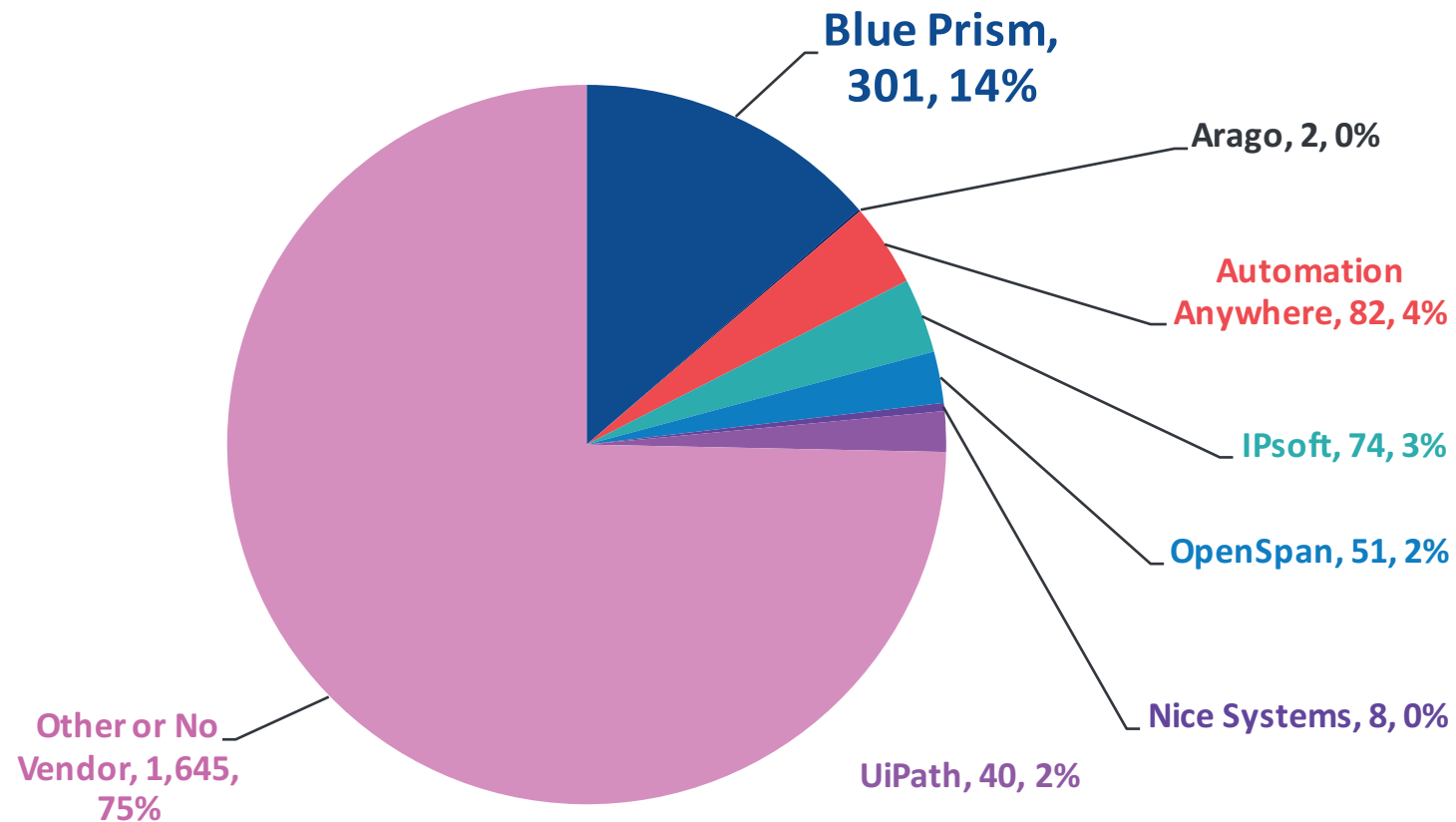
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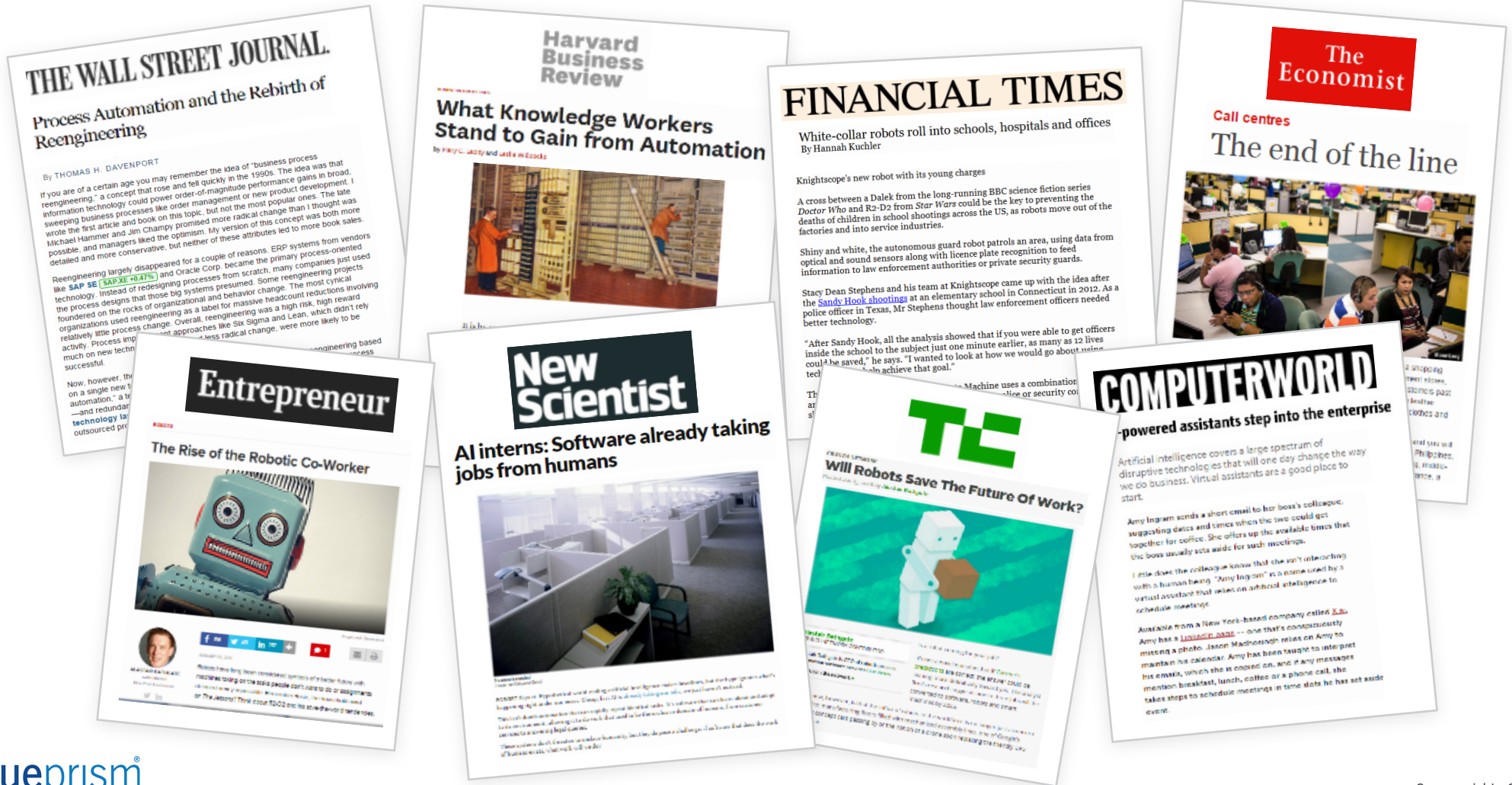
PR Share of Voice – Which RPA vendors are being heard?

Jan. 1 – April 25, 2016



- In measurement timeframe this year, “robotic process automation” appeared in 2,203 media conversations/articles (traditional news outlets, blogs and forums)
- Consistently, majority of RPA conversations do not mention the key vendors
- Blue Prism’s remains the dominant player in RPA conversations with 14% share of voice

Press Coverage Highlights



Components of an enterprise RPA capability

Vision

- Defining the vision for process automation
- Identifying the expected business benefits and outlining how these align to corporate strategy

Organization

- Defining the organizational design that best supports delivery of the RPA capability and aligns with corporate strategy and culture

Governance & Pipeline

- Defining the opportunity assessment approach and pipeline triage procedure to optimize the number of processes selected for automation and the maximize the associated business benefit
- Agreeing the delivery approach based on Blue Prism vanilla methodology and embedding the templates and policies in existing client change management methodologies

Delivery Methodology

- Defining the delivery management and tracking approach that ensures optimal usage of the defined methodology

Service Model

- Agreeing the engagement model required to support operational processes
- Defining the management, reporting, scheduling and referral handling processes for BAU

People

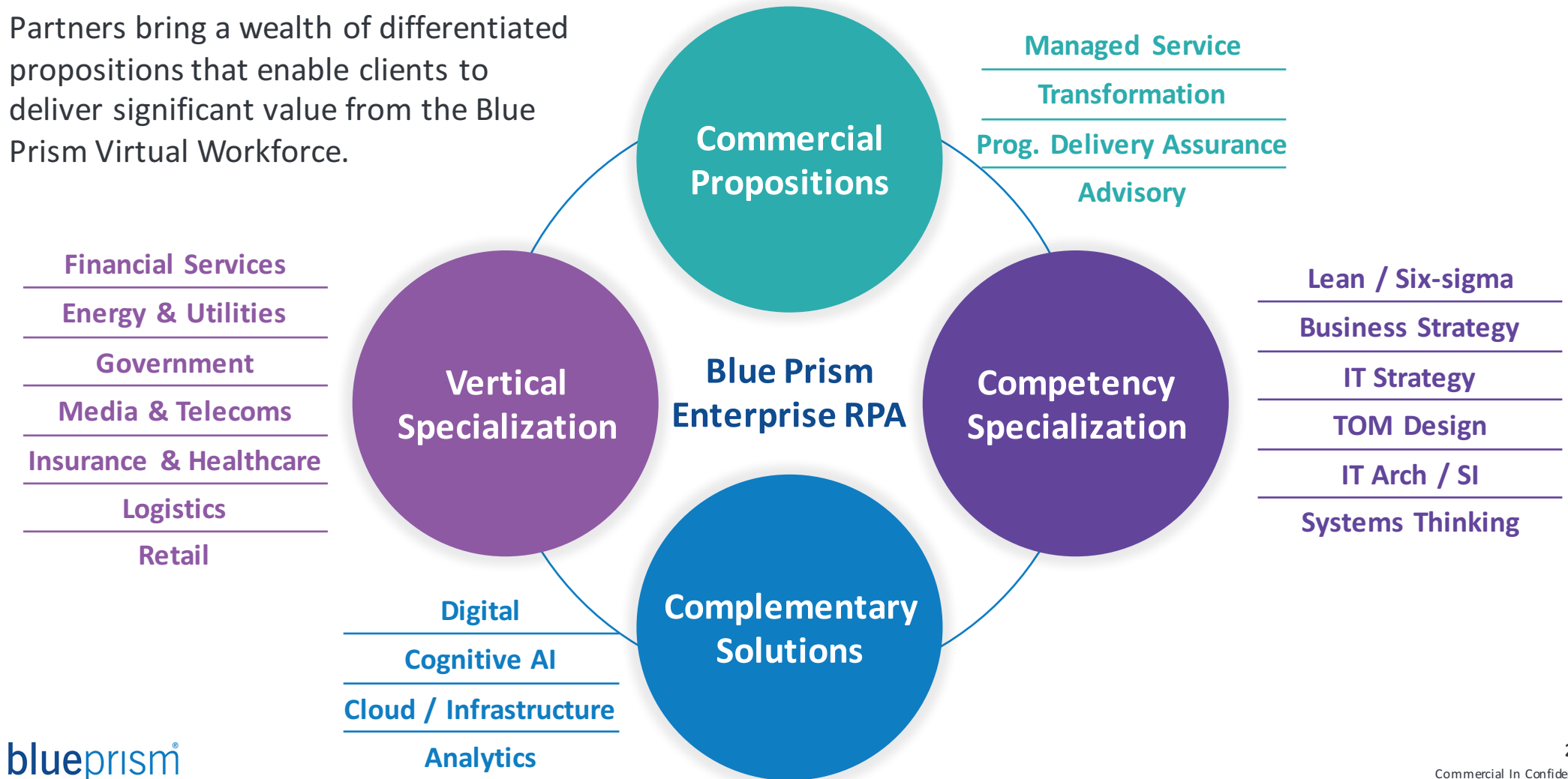
- Defining the roles and responsibilities that will operate efficiently in the existing organizational structure
- Supporting the selection of candidates for all roles in the delivery and support teams and optimum training/mentoring approach for the Blue Prism delivery and support teams

Technology

- Defining a scalable, low maintenance technical environment and associated growth strategy

What do partners offer?

Partners bring a wealth of differentiated propositions that enable clients to deliver significant value from the Blue Prism Virtual Workforce.



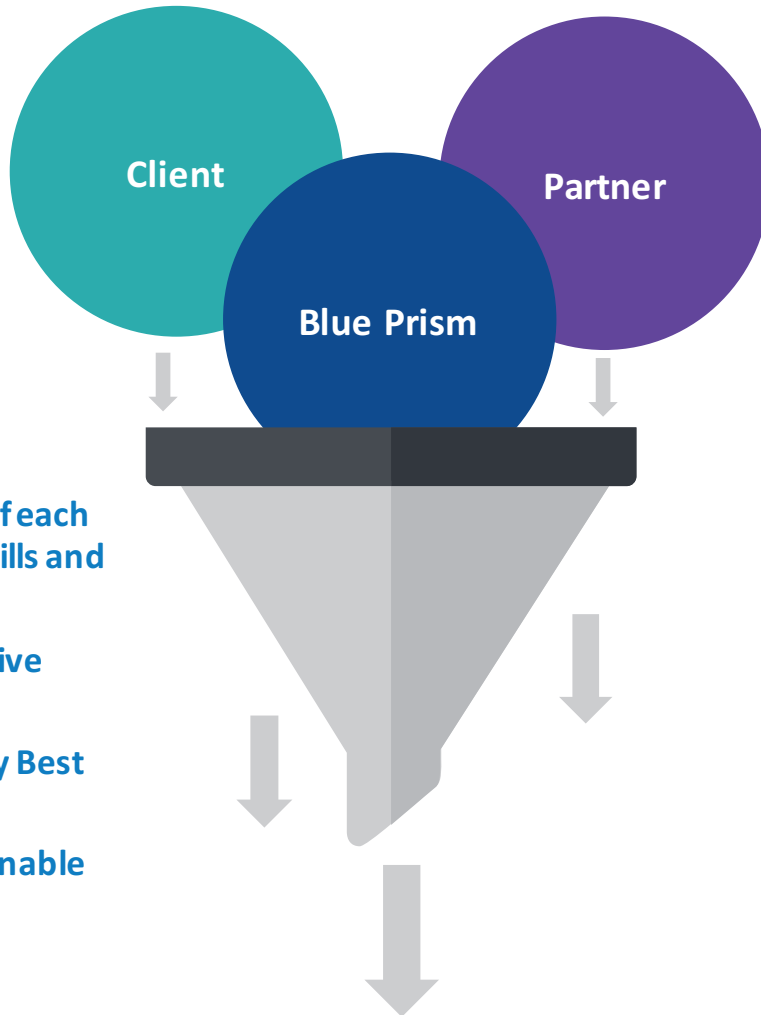
What do partners offer?

Blue Prism partners provide a wealth of skills, knowledge and expertise that complement the product-specific knowledge of the Blue Prism team:

- **Resource capacity across the globe**
- **Tiered rate card**
- **Flexibility to provide resource in line with demand (e.g. staff augmentation)**
- **Industry specific knowledge across all verticals**
- **Opportunity Analysis and Business Case definition**
- **Process Assessment, re-engineering and documentation**
- **Competitive sourcing option (e.g. RPA as a service)**
- **Cloud / infrastructure provision**
- **Complementary solutions (e.g. ICR, AI, data labeling)**
- **Transformational Change expertise**
- **Option to leverage your existing trusted partner network**

How does the partner model work?

Approach



Benefits:

- Optimum utilization of each organizations' core skills and resource
- Timely and cost effective deployment
- Adherence to industry Best Practice
- Maximized and sustainable business benefit

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Owner	Role
Client	<ul style="list-style-type: none">• RPA Strategy and Cultural Adoption• Contracts and Funding• Program Governance• Business Process insight
Partner	<ul style="list-style-type: none">• Global pool of skilled Blue Prism resources• Competitive Services Rate Cards• Client domain/industry expertise• Value-Add offerings:• Organizational Change Management• Opportunity Assessment• RPA capability creation• Managed Service
Blue Prism	<ul style="list-style-type: none">• Trusted Adviser• Product Expertise & Licenses• Quality Assurance and Best Practice• Certification

Blue Prism – Trusted Advisor Role

Vision

- Review the stated vision and validate alignment with execution steps
- Output is an Executive Summary stating organizational readiness to deliver the vision and recommendations for improvement as appropriate

Organization

- Review the proposed organizational structure and validate ability to deliver the vision
- Output is a rating of organizational readiness to deliver the vision based on Industry and Blue Prism Best Practice.

Governance & Pipeline

- Review governance and demand management approach
- Output is a rating of the ability for the governance model to control the flow of work into the RPA capability to maximize business benefit through effective use of the robots

Delivery Methodology

- Review proposed delivery methodology and validate suitability to rapidly deliver high quality processes and create a re-usable component library
- Output is a rating of suitability and an ongoing assessment of adherence to the stated methodology

Service Model

- Review proposed Service Model and validate suitability to maximize efficiency and business benefit through effective use of a reliable robotic workforce
- Output is a rating of suitability and an ongoing assessment of adherence to the stated model

People

- Review roles and responsibilities and validate suitability of structure and resources assigned
- Output is a rating of the team structure and the resources assigned (including certification levels where appropriate)

Technology

- Review technical infrastructure design and validate ability to accommodate a scalable Virtual Workforce
- Output is a rating of the ability of the technical infrastructure to host the required number of robots

Engaging the right partner for you

Vision	Strategy Consulting	To what extent is the automation strategy defined and the strategic objectives clear, and how complex do you envisage this to be?
Organization	Organization Design	To what extent have you determined where the Virtual Workforce capability will sit within the organization, how process automations will be managed and how this function or capability will interact with the broader organization?
Governance & Pipeline	Process Transformation	What level of process re-engineering could be required to unlock the maximum benefits from Blue Prism automation? Has the demand management and Business Case modelling approach been defined?
Delivery Methodology	Programme Delivery	Do you have the knowledge in-house to define and implement an industry standard, best practice Blue Prism automation delivery methodology and integrate it with existing organizational policies?
Service Model	Service Delivery	Will the Virtual Workforce be managed internally or is a managed service preferable? Are the definitions of the roles, responsibilities and operating standards in place for supporting the Virtual Workforce?
People	Staff Augmentation	Would you consider augmenting your resource pool with certified Blue Prism skills and knowledge to get started quickly and maximize the benefits in the shortest possible timeframe?
Technology	Technology Consulting	To what extent has the technical solution architecture required to support and govern the Virtual Workforce capability been designed? Technically, where does Blue Prism fit within the technology landscape?

Assessment approach:

- Identify the knowledge gap against each component
- Determine for each gap whether external support is required
- Using our Partner Selection Tool, identify a shortlist of recommended partners that are the best fit with individual client requirements and values based on the responses
- Blue Prism will provide guidance and assurance throughout the partner selection, project delivery and ongoing support phases.

What do partners offer?

Do you have existing partners who are not yet skilled or certified Blue Prism users?

The Blue Prism team provide a training, mentoring and certification service to rapidly mobilize your existing partners.

- **Mature Partner Enablement Program designed to provide hands-on upskilling of your partners resources working on projects to deliver business benefit to your organization through the automation of your business processes**
- **Comprehensive resource profiling and selection to ensure the optimal blend of skilled partner resources is assigned to the project**
- **Structured Quality Assurance interventions by the Blue Prism team ensure you have full visibility of adherence to industry best practice throughout the upskilling period**
- **Regular reporting of progress on process automation and capability creation activities direct to you as the valued client**
- **Certification of partner resources and delivery / support capability**

Further information

Please contact your Blue Prism® Account Manager or
Customer Services team if additional information is required

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