blueprism
Software Robots - The Virtual Workforce

Supporting the a Virtual Workforce powered by Blue Prism

Blue Prism is committed to supporting our customers in building a sustainable and self-sufficient capability that maximises the benefits from robotic automation. Adopting and maintaining a Robotic Process Automation Platform demands knowledge and support across operational and technology divisions in order to succeed, and the Blue Prism comprehensive support framework helps our clients and partners to deliver and maintain a successful capability.

Support for a range of organizational work-streams

Blue Prism Support Services cover a range of organizational work-streams:

Operational Stream
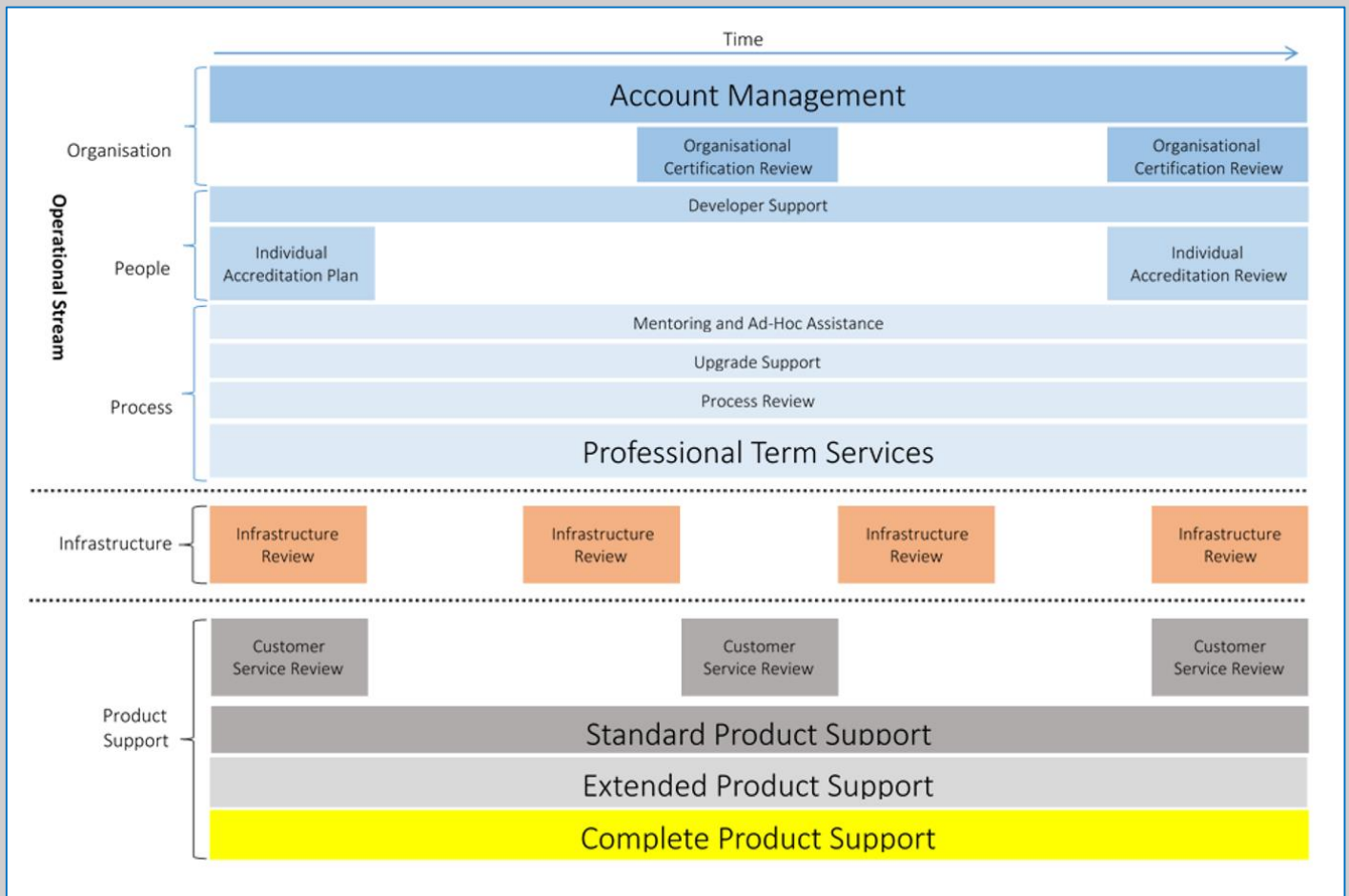Ensuring that the adoption is optimized within an operational context

Infrastructure Stream
Advising clients on establishing, maintaining and scaling their infrastructure through documentation, regular review and advice

Product Stream
Offering support, guidance and information on product use.

Blue Prism is committed to providing a comprehensive support framework to inform and support organizations as they build and maintain their Virtual Workforce

Blue Prism Support Services - Further information

Further information on the operational and product support offerings is available from the user portal and includes data sheets that describe the service review and infrastructure support offerings.

The following data sheets provide further information:

Professional Term Services

Blue Prism is committed to providing rapid and professional support to accredited users of the product via our structured Certification Programme. In addition to the suite of tools available through the customer portal and Customer Support, our Professional Services Team provides a range of specialist services such as Organisational and Individual Accreditation, design authority and development support and upgrade and project support.

Customer Support Services

Blue Prism is committed to customers' continued successful use of our products through a comprehensive support programme which provides product support within agreed SLA's, comprehensive incident tracking, escalation and resolution procedures, regular account service reviews and comprehensive customer portal providing enhanced collateral to completely support your Blue Prism Automation capability.

Customer Service Review

As part of our engagement, regular Service Review Meetings with our Customer Services Manager are available. The meetings allow the opportunity to review Support performance and process, discuss any outstanding issues and their progress. It also allows us to share upcoming release information, and any upcoming projects or important dates for the customer.

Infrastructure Review

The Infrastructure Review is a health-check focused on the hardware and associated software platforms that comprise the Blue Prism environment.

Recognising that businesses are continually reacting to change and frequently adopt new and varied technologies, the infrastructure review provides insight and guidance to ensure the platform has the capacity and capability to meet the ambitions and demands of the organisation in the future.

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