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The Operational Agility Software Company

Professional Services

Professional Services Introduction

Blue Prism is committed to supporting our customers in building a sustainable and self-sufficient capability that maximises the benefits from robotic automation 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 that include:

- An Organisational Certification Review

- Individual Accreditation Review for new trainees

- Process Reviews to maximise the efficiency, effectiveness and mitigate operational and commercial risk relating to any new process automations

- Upgrade support - to minimse the impact of major scheduled technology changes on the virtual workforce

- Mentoring & ad-hoc support to provide specific assistance for individuals looking to build Blue Prism skills, or to provide expert consultancy in resolving specific technical development challenges.
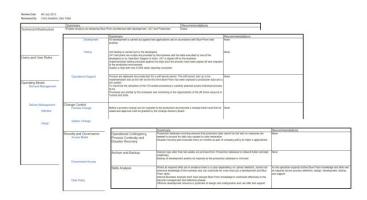
Organisational Certification Review

Once a client becomes accredited, they are entitled to a 6 monthly review of the infrastructure, delivery and support framework deployed to enable their Blue Prism robotic automation capability.

 "Blue Prism is committed to providing rapid and professional support to accredited users of the product."

The purpose of the onsite review is to support the user community in the on-going evolution and refinement of their capability to make maximum use of our continually improving methodology and product enhancements.

The review typically requires one day on site, and will be carried out by an experienced Blue Prism consultant. The consultant will work with an appropriate client representative (i.e. Automation Manager) to evaluate:

- Technical Infrastructure

- Operating Model

- Operational Support

- Security and Governance

- Operational Contingency and Continuity

- Users, Roles and Skills Analysis

Our certification report will provide an appraisal of the current framework. The report will highlight any areas requiring immediate attention and areas that could benefit from improvement. It will also identify opportunities for increased benefit.

> **Typical effort required:** *1 day*
>
> **Pricing:** *Free of charge by default*
>
> **Frequency:** *every 6 months*

Individual Accreditation Review

Trainees are escorted through a methodical and controlled accreditation programme at a pace and path suited to their individual requirements. Throughout the journey they are guided by the Blue Prism tools and resources, available via the Customer Portal.

Each trainee's progress is captured in their Personal Accreditation Plan (PAP). Due to the wide scope of development activities that can be encountered, a record is required to allow personal mentors to continually assess developer progress and highlight areas of further development before accreditation can be granted. To achieve 'accredited' status, the trainee's progress and achievements must be reviewed and signed-off by a Blue Prism mentor.

> **Typical effort required:** *1 day*
>
> **Pricing:** *Chargeable – to be completed for each new trainee prior to formal accreditation*
>
> **Frequency:** *As required*

Design Authority and Process Audit

"A process audit should be carried out to improve or maintain the quality of Blue Prism processes and developers."

The audit typically takes place towards the end of the development phase and as there is no need for access to target systems or data the review can be exercised remotely. The audit focuses on the following areas:

- Design review - Ensuring the object and process design will produce re-usable, low-maintenance and efficient deliverables

- Process resilience – Unstable systems, network issues, unidentified system responses and other IT issues can cause interruption to Blue Prism processing. Strong process resilience can ensure that if these issues do occur little or no manual intervention is required to keep the process running.

- Case Recovery – where a Blue Prism implementation is only supported by periodic database backup the process design needs to ensure that in the event of database recovery no case is worked twice or missed.

- Performance optimisation – To leverage the most out of the license pack the process need to be optimised to run as fast as possible without increasing the risk of process exceptions whilst still maintaining process quality.

- Risk identification – A detailed analysis of the object base and process will highlight potential for infinite loops, duplicate/orphaned cases, trigger failures or any possible process interruption where alerts are not present.

- Code review – Where code stages have been used to exploit functionality within the underlying .Net Framework a thorough review is carried out to ensure the implementation is the most efficient and effective solution.

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- Data security – complying with local data security policy is essential and a second pair of eyes on the process solution will ensure that nothing has slipped through the net. Best practise adherence – Adherence to Blue Prism best practise will ensure development is consistent and more easily supported by other developers.

Typical effort required: 2 days per process   *Pricing: Chargeable*

Recommended Frequency: Prior to rollout of each material new process

Upgrade Support

To enable a smooth transition to the next release of Blue Prism, clients have the option to engage our Professional Services team to complete a full impact assessment of the upgrade on the client's process automation estate. The objective is to identify and address any potential code conflicts. This is particularly relevant to clients that have a non-standard Blue Prism architecture, or are upgrading from an earlier release.

Typical effort required: 5 days per major release

Pricing: Chargeable

Frequency: 1 per year

Developer Support Pack

All Blue Prism accredited developers benefit from the fee-free developer support pack which consists of:

- *Forum – Developer forum provides technical queries and resolutions as well as access to the Blue Prism user base for help and advice for any topic.*

- *Tutorials – A range of informative product tutorials exist to support multiple areas of Blue Prism and delivery techniques.*

- *Templates and Guides – Process templates and object examples save development time and provide design consistency*

- *Business objects – A number of certified Blue Prism objects are available for reuse.*

- *Support – Post accreditation support for queries relating to automation of existing client technologies is available.*

Supplementary Services

Blue Prism offers supplementary services to support an array of situations such as:

- Training and mentoring for new resources

- Configuration Resource to support a surge in automation requirements

- Support for implementing complex automations

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- Support automating of new technologies

Typical effort required: As required

Pricing: Chargeable Time and Materials

Frequency: As required

- Creating tailored management information reports detailing automation capability usage and efficiency

- Performance tuning and load balancing to ensure optimum use of available licences