

Customer Support Infrastructure Review

Infrastructure Review - Introduction

Blue Prism recognises that many of our customers rely daily on their Robotic Process Automation platform and want to ensure that it's in good working order.

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.

Conducted by a Blue Prism Platform infrastructure expert, the review takes a detailed look at the overall platform and provides insight of:

- *Best practise recommendations*
- *New features for performance, resilience, failover and scalability*
- *Suitably of the platform with respect to the aspirations of the business*

Provides a detailed assessment highlighting where attention is required.

“The Blue Prism Infrastructure Review not only checks that we have the appropriate backup and maintenance plans in place, but also highlights where there are enterprise features for redundancy, scalability and resilience that we can take advantage of”

Current Infrastructure

- **Validate the current Blue Prism platform including hardware specification, core software and connectivity.**
- **Identify the technologies used for virtualization and remote monitoring.**
- **Review existing backup and maintenance plans to evaluate continuity capability.**
- **Evaluate current performance and housekeeping activities and recommend options for optimisation.**

IT Objectives

- **Understand planned changes to the network, or ambitions to introduce new technologies.**
- **Encourage use of high-availability, high-performance features.**
- **Review the failover and disaster recovery procedures.**

Ambitions for the Robotic Automation Platform

- **Understand ambitions for changes to the performance, capacity or capability of the platform.**
- **Identify additional systems and technologies to be automated by the platform.**