

Professional Term Services

Professional Term 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.

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

Professional Term Services provided as standard:

- *Organisational Certification Review*
- *Developer Support Pack*

Additional enhanced Professional Term Services:

- *Individual Accreditation Review for new trainees*
- *Design Authority and Process Audit*
- *Upgrade Support*
- *Supplementary Services*

Organisational Certification Review

- **Bi-annual review of the robotic automation infrastructure, delivery and support framework**

Developer Support Pack

- **Complimentary access to online tutorials, templates and guides, pre-configured business objects and accelerators, the developer forum as well as access to a Blue Prism mentor for ad-hoc questions and advice**

Individual Accreditation Review

- **Provides a comprehensive review of the Personal Accreditation Plan (PAP), feedback on progress and final sign-off and approval on reaching 'Accredited Status'**

Design Authority and Process Audit

- **Guidance on maximising the efficiency and effectiveness of new process automations in addition to mitigating any operational and commercial risk**
- **The audit focuses on process resilience, data recovery, case recovery, performance optimisation and risk identification**

Upgrade Support

- **Provides a full impact assessment of a Blue Prism product or Host System upgrade in the client's process automation estate**
- **Guidance on planning and implementing product/system upgrades**

Supplementary Services

- **Accelerates capability development, address automation challenges and ensures maximum productivity**