SS&C | blueprism®

Unlock New Business Value

With SS&C Blue Prism's AI-Powered Orchestration and
Automation Solution on Amazon Web Services **(AWS) Cloud**

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Unlock New Business Value With SS&C Blue Prism on AWS Cloud

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As an AWS and SS&C Blue Prism customer, our cloud strategy was a critical lynchpin to help scale our automation initiatives. Automation had become a critical need almost overnight and in every area of our enterprise."

— Business technology lead, Global Food Distribution Company

Introduction

SS&C Blue Prism intelligent automation on AWS provides the foundation of a redefined workforce that supports you in achieving what matters most – the best results for your customers, shareholders and employees.

Organizations are constantly trying to stay ahead in today's fast-moving markets, and many look to automation to gain operational efficiencies. But if you reimagine the way work is done you can unlock far greater transformational results that impact not just efficiency but growth, productivity, employee satisfaction and compliance too.

Discover how you can transform experiences and unlock new value with help from SS&C Blue Prism's unified, AI-powered orchestration and automation platform on AWS. Our solutions unite your people and digital workers into one collaborative and synchronized workforce and connect your work at all levels – tasks, processes and end-to-end journeys – enabling your business to innovate, grow and succeed rapidly.

This e-book explains how SS&C Blue Prism enables enterprises to redefine how they work, combining tools and technologies that help them develop, execute and orchestrate enterprise-wide automation — with AI infused throughout. You'll also discover how our relationship with AWS provides you with an accessible, scalable and secure cloud solution, seamlessly integrating with products from the AWS stack.

"

Organizations will reimagine their business and operating models, providing new answers to questions such as: How can I become more efficient? How can I deliver value and engage better with my customers? How can I innovate and create new products and services? What's the impact I want to have on society?"

— Giulia Carosella, EMEA digital business research lead, IDC Europe

Source: IDC EMEA FutureScape 2024 – Reimagining an AI Everywhere Digital Future

Transform processes, power work and elevate performance on AWS.

- **Integrate** AWS services easily into SS&C Blue Prism automations.
- **Leverage** certified AWS reference architecture in cloud or hybrid deployments for flexible and scalable deployments.
- **Procure** everything you need directly from AWS Marketplace.

Transform Processes

First, you need to work out where to start by analyzing your processes and identifying improvements that will deliver the most value to the business. By gathering insight you can discover roadblocks and opportunities to improve. Then you can design and develop high-value automations, processes and web interfaces that accelerate time-to-value and maximize return on investment (ROI).

SS&C Blue Prism on AWS accelerates and drives efficiency into the process improvement "process". It does this through a combination of development capabilities, including process and task mining tools, low-/no-code development, generative AI and pre-built connectors.

Together, these capabilities enable you to identify automation opportunities, then design and develop the automations that will transform your processes.

> **"**
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> **Organizations run into time-to-market problems and high opportunity costs when they try to drive process improvement efforts without first doing the fact-based planning that is so critical. Partnerships formed to join process discovery with automation make it far easier for customers to re-architect for speed and efficiency — a growth accelerator and a disrupter in intelligent process automation."**
>
> — Maureen Fleming, program vice president for IDC's Intelligent Process Automation Research

Reduce End-to-End Process Discovery and Analysis Time by 80%

SS&C | Blue Prism® Process Intelligence, powered by ABBYY Timeline, is available as a software-as-a-service (SaaS) solution on AWS. It uses machine learning and analytics to help you:

- Discover processes, mine tasks and investigate deviations and bottlenecks.
- Prioritize and recommend automations that will result in the highest returns.
- Capture detailed tasks and process information with precision and speed.
- Generate process documentation and prototypes with minor manual intervention.
- Model how your organization will benefit from automation.
- Integrate redesigned processes and workflows into existing systems.
- Accelerate planning, design and build of automations.
- Monitor and leverage data-driven insights for continuous improvement.

In addition to these benefits, you can connect work that happens at all levels with SS&C Blue Prism's AI-powered orchestration and automation solution on AWS. We help by ensuring that all tasks, processes and journeys are aligned to specific business outcomes and deliver the best experiences for customers and employees.

> "
> We really take the time to get under the skin of any process, to break down all of the component parts and see where digital workers could play a part. We've found that some processes that at first glance didn't look like being obvious candidates for automation, could actually be drastically streamlined and sped up, and save us a lot of time and money, by integrating digital labor. And conversely, some processes just simply don't lend themselves to automation. We're making sure we get this right at the outset and that's really driving the success of our automation program."
>
> — Greg Fleming, CIO, Thomas Miller

Power Work

Once you've optimized your processes, you can then focus on ensuring the work is executed by the best resource for the job – digital or human – at the most optimal time, every day. Getting this right can boost the speed, throughput and overall productivity of business teams and individual users, as well as ensure they deliver exceptional experiences to customers.

Ensure that your people, digital workers, tasks, processes, interactions and data are all AI-connected and working together in harmony with SS&C Blue Prism's orchestration and automation solution on AWS.

Our core automation capabilities, embedded in technologies such as attended/unattended automation, content processing, decision-making and communications, and process and case management, ensure you can maximize productivity, and user and customer experiences.

> **As part of our continuous improvement efforts, we partnered with our corporate accounting team who was outsourcing much of our day-to-day transactional processing. By deploying a team of digital workers, we were able to automate over 75% of that work, eliminating the need for an outsourced partner. In the end, we're doing the same work faster, cheaper and more accurately than the outsourced partner."**
>
> — Josh Tieman, director, enterprise productivity & intelligent automation, H&R Block

Pfizer Unifies Operations on a Single Intelligent Automation Platform To Deliver Medical Breakthroughs That Change Patients' Lives

"The automation team helps us maximize our resources, allowing colleagues to focus on more meaningful work as opposed to repetitive manual tasks to bring medicine to the world faster."

— Namita Pande, Enterprise automation team intake and portfolio lead, Pfizer

After successfully automating the back office, Pfizer found innovative ways to use Blue Prism Intelligent Automation to unify operations in patient-centered functions. The single view platform enabled this major fast-paced organization to quickly expand operations to process large amounts of Covid-19 vaccine clinical trial data. Digital workers enabled the safety team to increase bandwidth while keeping cost down and meeting stringent safety requirements.

500,000 hours
per year back to employees

~88% faster
processing of clinical trial data

35%-time reduction
to process product claim

Elevate Performance

To further elevate performance and unlock maximum value beyond the automation of tasks and individual processes, you need to be able to continuously orchestrate, monitor, analyze and optimize work at an enterprise level across entire customer and employee journeys.

SS&C | Blue Prism® Chorus is our business process management (BPM) solution that helps customers orchestrate business processes, supporting strategic transformation across the entire enterprise.

Orchestration guarantees organizations are always on the right path and getting the mission-critical work done first. It streamlines handoffs between people and technology to avoid delays and oversights and provides visibility of data and activities in one place so the business can detect risks and mitigate them.

Our suite of tools handles work and workforce orchestration, monitoring and control, and operational analytics and insights to make sure you maximize business growth, deliver the highest returns for your business and realize the transformation you set out to achieve.

Potential financial impact, over three years, of using S&C Blue Prism's intelligent automation platform:

5.4%
incremental revenue CAGR
(7.8% in year 3).

330%
ROI

Less than **6** months
to payback

Source: **The Total Economic Impact™ of SS&C Blue Prism Intelligent Automation Platform, April 2024**

Old Mutual Pays 99% of Funeral Claims in Less Than 8 Hours

"It's been an incredibly great journey to witness, and this is just the start. We've got some great building blocks in place and some important learnings from the funeral claims process. This will be extremely helpful when we move into new programs with claims that have much higher volumes, workflows and benefits."

— Craig Bestall, Head of corporate administration and servicing, Old Mutual

Old Mutual is South Africa's oldest mutual life insurance company and offers services like personal finance and insurance products for a diverse range of clients. Recently, they moved several of their systems and services to an AWS cloud environment to help them reimagine key business processes and better service their customers. In just three months, the team was able to completely re-engineer the funeral insurance claims process, one that provides immediate and impactful benefits to their clients. This process now runs quickly and effortlessly — 99% of funeral claims are paid within eight hours of receipt with most of them being paid within four hours. The turnaround time has improved by 43% and significantly enhanced customer experience.
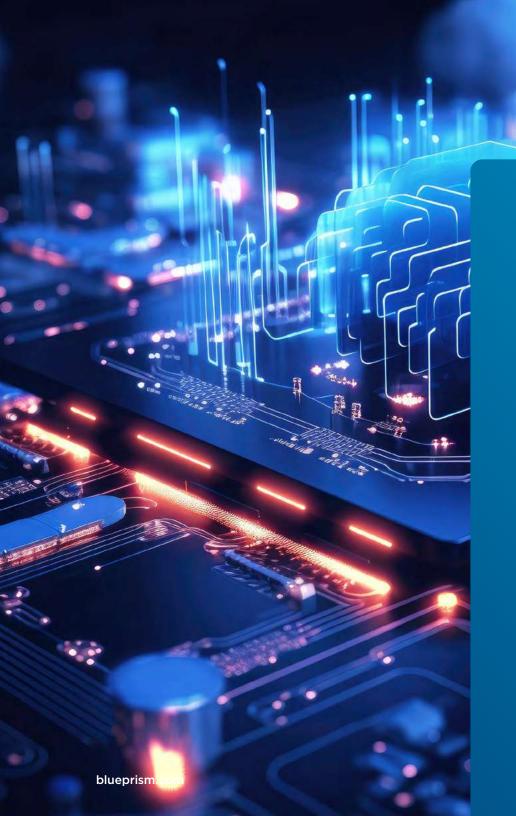
43% improvement

in one-day payments

3 months

to implement and generate value

500 employees

use Chorus daily across the business

SS&C Blue Prism and Generative AI

The advent of accessible gen AI technologies complements the existing AI capabilities that are already part of the SS&C Blue Prism orchestration and automation platform. Gen AI technologies create new content – including text, images, video and audio – based on natural language prompts, informed by the vast collated data on which they're trained. Combining automation with gen AI enables a business to automate even more extensively, within tasks and broadly across end-to-end processes involving multiple enterprise-wide departments.

Our solution integrates seamlessly with a huge array of gen AI technologies to enable, for example, the creation of accurate document summaries or meeting action items, text extraction from unstructured documents like invoices and receipts, and much more.

Watch our video on pharmaceutical adverse event reporting to see an example of SS&C Blue Prism and gen AI in action using Amazon Bedrock.

Five Ways to Drive Further Business Value With SS&C Blue Prism and Gen AI

1 **Automate faster**

Accelerate process discovery and development by enabling users to generate prompts that create processes, automations and other components.

2 **Improve decision-making**

Enable users to access and analyze data for informed, data-driven decisions.

3 **Reduce complexity**

Automate your more complex use cases while improving quality and minimizing disruptions.

4 **Elevate customer service**

Improve response and resolution times and expand the boundaries of customer engagement.

5 **Do more with less**

Accelerate your processes with minimal human effort to boost efficiency and productivity.

SS&C Blue Prism has developed integrations with AWS gen AI technologies, including Amazon Bedrock and Amazon SageMaker. Organizations can easily integrate them into SS&C Blue Prism automations by downloading the pre-built connectors from **the gen AI library** in our SS&C | Blue Prism® **Digital Exchange (DX)** "app store", saving precious development time. The DX is also home to over 250 other AWS connectors that enable customers to expand their automation solutions simply and quickly.

- **Amazon Bedrock** – A fully managed service that allows organizations to build and scale gen AI applications with foundation models on AWS.
- **Amazon SageMaker** – A platform that allows organizations to create, train and deploy machine learning models on AWS.

AI-Powered Platform

Our portfolio of tools and technologies to help you transform processes, power work and elevate performance is underpinned by our AI-powered platform that enables organizations to scale rapidly, deploy flexibly and extend easily.

Choose the deployment method that meets your needs:

- Deploy **SS&C |Blue Prism® Enterprise** completely in your environment, including your AWS public cloud.
- Allow us to host and fully manage your entire solution in our AWS environment with **SS&C | Blue Prism® Cloud**.
- Opt for a hybrid model using **SS&C | Blue Prism® Next Generation**.

The SS&C Blue Prism Next Generation Platform

Next Gen is our digital-native hybrid cloud platform that provides access to intelligent automation capabilities, delivered flexibly to suit your business needs. It enables hybrid deployment of SS&C Blue Prism solutions, giving you all the scaling and flexible benefits of the cloud as well as the security of a self-hosted digital workforce operating behind your firewall.

Partnering with AWS means we can offer customers SaaS on AWS, including easy integration with products from the AWS stack.

Visit the **SS&C Blue Prism store on AWS Marketplace** to access all our solutions, including our digital native Next Gen hybrid cloud solution.

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We are excited for customers to harness SS&C Blue Prism's Next Gen platform on AWS, which provides control and governance safely, securely and at scale. With Amazon Bedrock's generative AI capabilities and SS&C Blue Prism for automation and orchestration, we can deliver enterprise value in the areas of customer service, knowledge management and personalized content for customers."

— Shashi Prabhakar, director, partner solution architecture at AWS

Luxury Retailer Responds to Customer Requests in Seconds

"We've deployed an SS&C Blue Prism digital workforce to help deliver a better customer experience, and to allow our employees to focus on solving more complex customer requests."

— Project manager, Luxury Retailer

A European online retailer partnered with SS&C Blue Prism digital workers in an AWS environment to enhance customer experiences, particularly in the returns process. The automation team was able to quickly launch their program using AWS, which provided faster resource scalability than their own data center. Digital workers now manage the return label process – quickly handling requests, issuing duplicate labels, clearing backlogs and helping the retailer exceed SLAs. The team also became self-sufficient through AWS, avoiding months of waiting for IT to complete the work.

Increased
customer satisfaction

Sharp reduction
in average handling time

Rapid scale
with benefits realized quickly

Top 5 Reasons

To Choose SS&C Blue Prism's AI-Powered Orchestration and Automation Solution on AWS

SS&C Blue Prism's AI-powered orchestration and automation solution on AWS helps you reduce the time it takes to deliver business value by providing easy access to all AWS services and obtain immediate SaaS via our Next Gen hybrid solution.

1 Industry-recognized expertise

Our AI-powered orchestration and automation platform and solution have earned unrivaled industry recognition, being named a Star Performer and Leader in the Everest Group 2023 Process Orchestration PEAK Matrix®, and a Leader in the 2024 Gartner® Magic Quadrant™ for RPA, the Everest Group 2023 RPA PEAK Matrix®, and The Forrester Wave™ RPA, Q1 2023.

2 Significant revenue growth and rapid ROI

An independent **2024 Total Economic Impact™** study conducted by Forrester Consulting, commissioned by SS&C Blue Prism, demonstrates that our AI-powered orchestration and automation solution drives strategic-level business value including a **compound annual growth rate of 5.4%** over three years.

3 Scalable, full-stack IA platform

SS&C Blue Prism on AWS brings together top technologies, capabilities and expertise that enable organizations to deliver transformational results across the enterprise, from cost savings and productivity gains to exponential growth and exceptional experience – for customers and employees alike.

4 Accelerated speed-to-market

With SS&C Blue Prism on AWS, you gain improved planning, design and deployment aided by AI and gen AI-based no-/low-code tools for fast delivery of optimized customer and employee journeys.

5 Marketplace access to SS&C Blue Prism and pre-built connectors

Customers can purchase SS&C Blue Prism AI-powered orchestration and automation solutions, including process intelligence, document automation, BPM, ESG solutions, professional services and more, via the **AWS Marketplace** or directly from SS&C Blue Prism. Hundreds of connectors to best-in-class AI and gen AI technologies to further accelerate customer automation programs on AWS are also available via the **SS&C Blue Prism DX**.
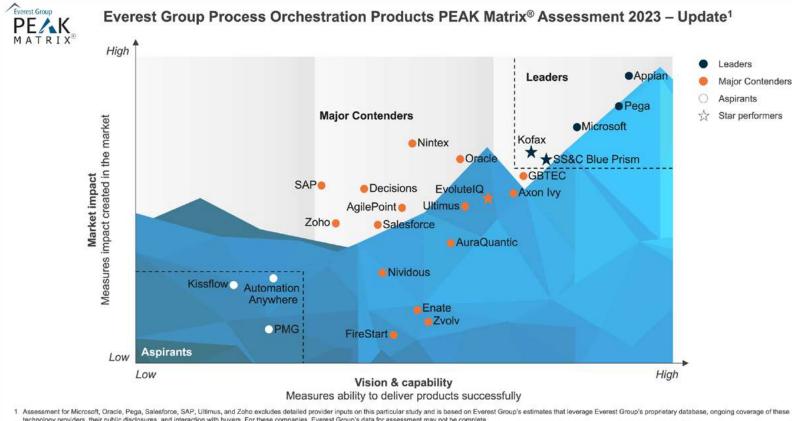
> "If you want to be able to build your infrastructure as quickly as possible, and you're doing it internally, AWS is definitely the way to go. ... The AWS infrastructure allows us to be flexible and agile. Instead of buying more equipment, within a few clicks and a couple of minutes, we have the memory or capacity that we need. I think it's something that not only has helped us get over the hump of going from POC to enterprise, but also sustaining and growing and having that scale."

— **Project manager, Luxury Retailer**

SS&C Blue Prism Honored as a Star Performer and a Leader

Everest Group Process Orchestration Products PEAK Matrix® Assessment 2023 – Update

Everest Group Process Orchestration Products PEAK Matrix® Assessment 2023 – Update[1]

1 Assessment for Microsoft, Oracle, Pega, Salesforce, SAP, Ultimus, and Zoho excludes detailed provider inputs on this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary database, ongoing coverage of these technology providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may not be complete
Note: Star Performers are selected based on a relative comparison of providers' performance on the market impact and vision & capability dimensions in the previous and latest PEAK Matrix® assessments. Providers with the highest year-over-year improvement are designated as Star Performers. The Star Performer title does not reflect the overall market leadership position, which is designated through Leaders, Major Contenders, or Aspirants
Source: Everest Group (2023)

This assessment has been licensed to **SS&C Blue Prism**

> " The only major IA provider to offer market-leading and integrated BPM, RPA, IDP, task and process mining, and no-code app development in a single suite.
>
> — SS&C Blue Prism

Unlock Business Value Faster With SS&C Blue Prism's AI-Powered Orchestration and Automation Solution on AWS.

SS&C Blue Prism on AWS enables enterprises to redefine the way they work, combining tools and technologies that help them develop, execute and orchestrate enterprise-wide automation, with AI infused throughout. Reduce time to value and deliver the best results for your customers, shareholders and employees.

Talk to an expert to get started.

Contact Us

See how **SS&C Blue Prism on AWS** can help your organization unlock business value faster or contact us at **bpm-contact@sscinc.com**.

SS&C | blueprism®

SS&C Blue Prism allows organizations to deliver transformational business value via our intelligent automation platform. We make products with one aim in mind — to improve experiences for people. By connecting people and digital workers, you can use the right resource, every time, for the best customer and business outcomes. We supply enterprise-wide software that not only provides full control and governance but also allows businesses to react fast to continuous change.

Exceed customer expectations, stay competitive, accelerate growth.

To learn more, visit **www.blueprism.com** and follow us on Twitter **@blue_prism** and **LinkedIn**.

"
This AWS Marketplace offering makes it easy for customers to add digital workers with embedded AWS machine learning skills to their intelligent automation arsenal, quickly deploy on AWS, and leverage consolidated billing through their AWS enterprise agreements.

Customers can access a range of cloud-based deployment options from the AWS Marketplace with just a click of a button, spinning up automations or digital workers as needed – and without the worries or incremental cost of setting up underlying infrastructure. **"**

— Linda Dotts, chief partner strategy officer, SS&C Blue Prism

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