**OPERATIONAL INGENUITY**

*Best overall strategy*

**How to use this template:**

This template is to help you prepare the contents of your entry for the 2025 Customer Excellence Awards. To confirm your participation, you will need to complete the entry submission form [here](https://blueprism.az1.qualtrics.com/jfe/form/SV_bDaCD0h12Q3lYai) and submit it by **March 5, 2025**.

Remember that if elements of your entry are sensitive, please mark them as confidential. Refer to the Submission Guide for additional support, tips and tricks.

**Other information required upon submission:**

Please make sure you have the following information available upon submitting your entry in the submission form.

* What edition(s) / core product(s) and associated add-ons of SS&C Blue Prism you are using
* Your company logo
* Decide if you want to add credit for your win to one of your partners
* Decide how much of your entry you’re comfortable sharing outside of the awards (please see the guidance in the Submission Guide)

**About this category:**

This award highlights customers who’ve built a reliable framework and delivery methodology for intelligent automation success. Whether operating within a federated environment, following the SS&C | Blue Prism® Robotic Operating Model™ 2 (ROM™ 2) or building their own, winners will describe the robust foundation on which their automation program thrives.

Include evidence:

* The robust and strategic approach to program planning.
* Concrete examples that demonstrate strong governance rationale and prioritization standards.
* A thorough and effective governance system.

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| **1) Tell us a bit more about your organizational structure and your team. Please share details on the setup, skills and humans behind intelligent automation.**  *Please share details on the setup of your automation capability, the skills of your team(s) and how well automation is adopted in your organization. Also, have you utilized SS&C Blue Prism’s Professional Services for assistance? If so, tell us about how they helped you succeed.* (Max 3500 characters) |
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| **2) How has this intelligent automation vision enabled you to influence your digital transformation strategy?** *Describe your core initiatives and the ways you've structured or augmented your team to deliver against these with automation.*  (Max 3500 characters) |
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| **3) Tell us about your delivery methodology and governance approach.**  *Please include info like:* *How you document processes; Best practices used to ensure you’re driving consistency; How you test approaches; Who you collaborate with (in the organization and/or within SS&C Blue Prism when automating); Any new methodologies or approaches gained during your projects, etc.,*  (Max 3500 characters) |
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| **4) Tell us about an intelligent automation initiative that positively impacted your organization and why this stands out to you.**  (Max 3500 characters) |
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