SS&C | blueprism®

Customer Excellence Awards 2024

Celebrating Limitless IMAGINATION

1 Join Us for the 2024 SS&C Blue Prism Customer Excellence Awards!

Over the last eight years, the **SS&C Blue Prism Customer Excellence Awards** have honored the pioneering achievements of our customers who've effectively mastered and innovated with intelligent automation (IA). If that sounds like your company, we'd like to invite you to share your accomplishments with us. Who knows? You could walk away with an award — and your peers in the industry will recognize you as an intelligent automation trailblazer.

Our awards program is the perfect platform to showcase the creative and bold ways you've used automation to transform your business. Whether you're using robotic process automation (RPA), business process management (BPM), document automation (DA) — or a combination of the three — if you just add imagination to your program, there are no limits to where intelligent automation can take you.

Tell us your story to inspire others!

"The SS&C Blue Prism Customer Excellence Awards proved to be a **significant achievement** for our development team at NHS Dorset, playing a crucial role in **elevating the profile of our automation team** both within the organization and across the NHS network. This prestigious recognition not only **validated our team's hard work** and innovative approach to automation but also **highlighted our commitment to advancing healthcare services through technology**. It not only **boosted the morale and motivation** within our team but also **positioned NHS Dorset as a leader in healthcare innovation**, inspiring other NHS entities to embrace similar technological advancements."

Paul Wyman
Automation architect, NHS Dorset

Let's look at a few details before we get started …

You can submit your entries here. Enter your own story, or if you're an SS&C Blue Prism partner with a compelling customer, you can submit an entry on your customer's behalf. There's no cost to enter and no limit to the number of categories you can enter. Our awards also recognize the people behind the technology with two individual awards; you can enter yourself or nominate a peer or your team lead.

Winners are selected by a team of industry leaders and influencers, representatives from last year's winners and senior SS&C Blue Prism IA experts.

Why should you enter?

- Prove the value of intelligent automation to your wider business.

- Benchmark yourself against your intelligent automation peers.

- Boost your team's motivation (and secure bragging rights) with recognition as an award-winning team.

- Break free from the ordinary; use your imagination to show us how amazing YOU are.

And there's more! Winners will receive an engraved trophy, a digital badge and the opportunity to share their winning story in a case study.

Don't miss your chance to enter.
We'll begin accepting submissions on January 16, 2024.

The deadline is March 3, 2024.

SS&C | blueprism
Customer
Excellence
Awards **2024**

It's easy to enter! Here's how:

1. Understand the entry process
by reading this Guide.

2. Choose your categories
Review each category to find your perfect fit. Our Guide will help you.

3. Prepare your entry
Check out the tips on page 7 to learn how to create a winning entry. Then, complete your entry online using the online platform. You can save and resume if needed.

4. Submit your entry
The deadline is March 3, 2024

6. Good luck ...
And remember to celebrate your limitless imagination.

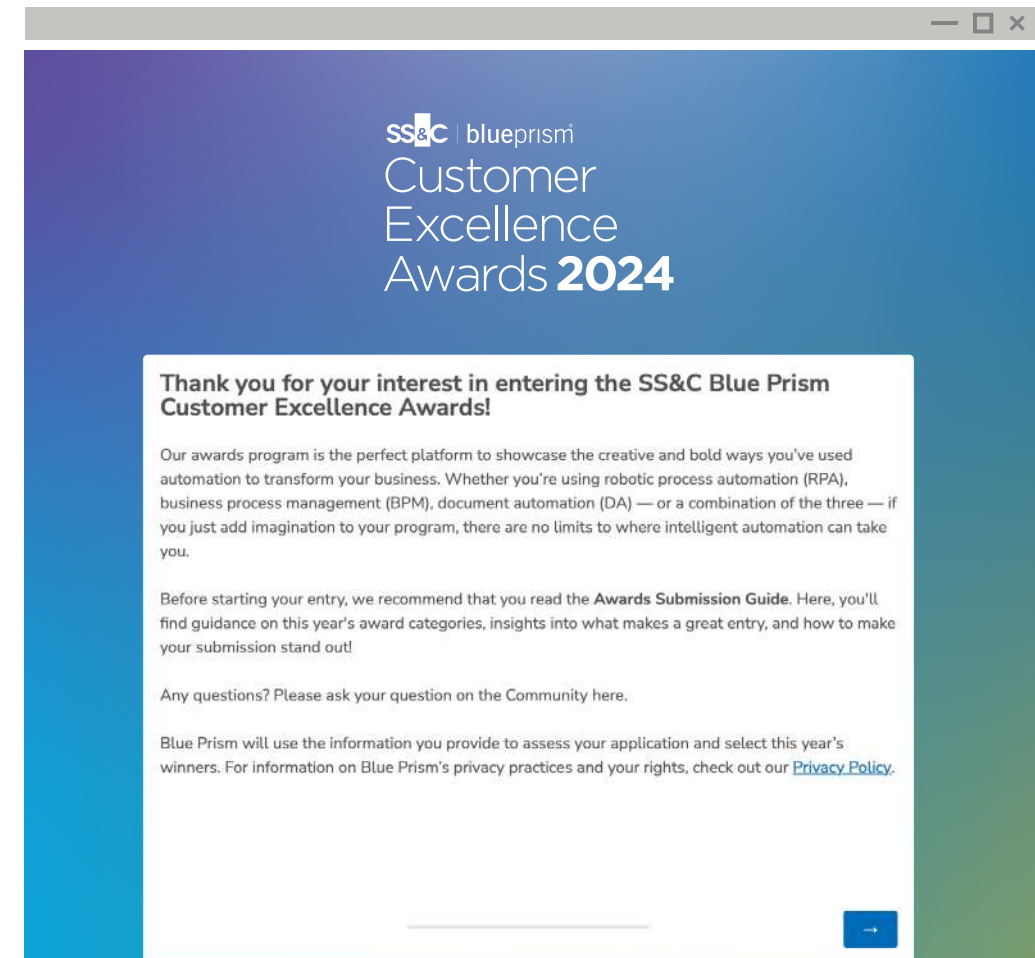## Create your entry on our submission platform

Click here to get started.

We're here to help!
You can also ask us a question in our dedicated community thread.

KEY DATES

> **Deadline for awards submissions:**
March 3, 2024

> **Finalists announced:**
April 8, 2024

> **Awards Ceremony:**
May, 2024

If you have any questions during the submission process, please contact bpm-awards@sscinc.com.

SS&C | blueprism
Customer
Excellence
Awards **2024**

Thank you for your interest in entering the SS&C Blue Prism Customer Excellence Awards!

Our awards program is the perfect platform to showcase the creative and bold ways you've used automation to transform your business. Whether you're using robotic process automation (RPA), business process management (BPM), document automation (DA) — or a combination of the three — if you just add imagination to your program, there are no limits to where intelligent automation can take you.

Before starting your entry, we recommend that you read the **Awards Submission Guide**. Here, you'll find guidance on this year's award categories, insights into what makes a great entry, and how to make your submission stand out!

Any questions? Please ask your question on the Community here.

Blue Prism will use the information you provide to assess your application and select this year's winners. For information on Blue Prism's privacy practices and your rights, check out our Privacy Policy.

SS&C | blueprism
Customer Excellence Awards 2024

We'll be honoring 24 award winners across seven categories. We've outlined brief descriptions of each award, along with the requirements for consideration.

We can't wait to see which ones you choose.

Transformational Excellence Award:
Best overall use of intelligent automation

This SS&C Blue Prism customer has driven the most impactful digital transformation using intelligent automation. Has your digital transformation been a total game-changer for your business? Would your CTO say SS&C Blue Prism products are integral to your business operations? Are your own customers reaping benefits because of your automation program?

Include:

• Evidence that the automation has scaled across multiple business functions.

• Evidence of transformative use of intelligent automation to do work and deliver value that's otherwise impossible without automation.

• Evidence of tangible value delivered to internal teams and end customers alike.

Four (4) winners in total: 1 global winner, 3 regional all-stars (EMEA/APAC/AMERICAS)

[Category Submission Template]

Innovation Brilliance Award:
Most innovative solution

This award showcases customer trailblazers and out-of-the-box thinkers. Wow us with your creativity and share your imaginative approach! Are you creating completely novel solutions or taking automation to new heights with innovative use cases, integrations and extended technologies?

Include:

• Evidence that SS&C Blue Prism or SS&C | Blue Prism® Chorus has been essential to solving a specific challenge to your organization.

• Demonstrated use of artificial intelligence, machine learning, generative AI, natural language processing or other technology to enhance the capabilities of SS&C Blue Prism.

• Evidence of clever and creative use of SS&C Blue Prism products to automate or improve your processes.

Four (4) winners in total: 1 global winner, 3 regional all-stars (EMEA/APAC/AMERICAS)

[Category Submission Template]

Operational Ingenuity Award:
Best overall strategy

This award celebrates customers who've built a solid 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 automation structure, winners of this award will describe the foundation on which their automation program thrives and achieves scale and transformation.

Include:

• Evidence of a robust and strategic approach to program planning.

• Evidence and concrete examples that demonstrate strong governance rationale and prioritization standards.

• Evidence of a thorough and effective governance system.

Four (4) winners in total: 1 global winner, 3 regional all-stars (EMEA/APAC/AMERICAS)

[Category Submission Template]

SS&C | blueprism
Customer
Excellence
Awards **2024**

Sustainability Driver Award:
Best use of IA for ESG initiatives

This award honors customers who're using intelligent automation to make lasting and impactful changes in support of environmental, social and governance (ESG) initiatives. Entrants should demonstrate the methods and results of using SS&C Blue Prism IA technology to contribute to sustainability or environmental impact improvements, social impact improvements and the governance of these areas within their organization, customers or suppliers.

Include:
- Evidence of driving positive change in either environmental, social or governance initiatives via automation.
- Examples of automated processes and use cases.
- Evidence of surpassing original goals and delivering additional benefits.

Four (4) winners in total: 1 global winner, 3 regional all-stars (EMEA/APAC/AMERICAS)

⬇ **Category Submission Template**

Rising Star Award:
Best newcomer to intelligent automation

This new SS&C Blue Prism customer has driven rapid value in their first year of using intelligent automation. Was your implementation of RPA, BPM or DA especially impactful in your business? Did it make a big difference in one particular area? Did you automate a surprising number of processes in your first year? Or did you do something transformative or innovative by using BPM or DA?

Include:
- Evidence of the extent and speed at which the initial goals were exceeded.
- Efficient and demonstrated use of good governance to set foundations for the future.
- Tangible demonstration of short-term achievements.

Four (4) winners in total: 1 global winner, 3 regional all-stars (EMEA/APAC/AMERICAS)

⬇ **Category Submission Template**

Builder of the Year

This award recognizes a builder who has built the most complex, innovative or value-driving automations. Does this sound like you? Note, this award is open to self or peer-nomination, so nominate a team member … or yourself!

Include:
- Examples of initiatives in which the individual has gone above and beyond.
- Examples of automated processes delivered accurately and efficiently.
- References from peers, colleagues or managers describing the individual's performance.

We recommend a single nomination per individual, inclusive of peer references and examples.

Four (4) winners in total: 1 global winner, 3 regional all-stars (EMEA/APAC/AMERICAS)

⬇ **Category Submission Template**

Leader of the Year

This award is reserved for the great visionaries of our industry — those who not only advocate for the use of automation but have played a key role in shaping the industry as a whole. This award is open to self or peer-nomination.

Include:
- Evidence that the individual is advocating for automation in their industry.
- Examples of how these activities and endeavors have contributed to the wider automation community. (For example, have they aided other organizations? Have they established an operating model or automation framework that's been adopted elsewhere?).

We recommend a single nomination per individual, inclusive of peer references and examples.

Four (4) winners in total: 1 global winner, 3 regional all-stars (EMEA/APAC/AMERICAS)

⬇ **Category Submission Template**

ENTRY CONFIDENTIALITY

We understand that sharing your story and successes can make you nervous, but it shouldn't stop you from sharing your great achievements. You will be able to control the level of permissions you are willing to share with us upon submitting your content, where you will be asked to acknowledge that you have obtained authorization to do so on behalf of your company.

Check out our top tips for creating an outstanding entry. How do I win over the judges?

1. Hit the high points

Think of your application as an executive-level summary or report. You want to communicate your strategy and process to guide the judges through your story, with enough meaningful detail to create impact without being overwhelming.

2. Be concise and use evidence

Your entry should explain the facts in straightforward terms, with data and evidence to back up key points.

3. Include impact and outcomes

What were you trying to achieve in your business case? What additional or unexpected benefits did you realize as a result of your implementation?

- **Efficiency** (accuracy, quality, speed, cost, etc.)

- **Effectiveness** (agility, responsiveness, analytics, employee/customer satisfaction)

- **Enablement** (digital platform, new products/services businesses, increased revenue/profit/market share, differentiated customer experience, etc.)

4. Metrics

Be as specific as possible about business outcomes and impact (use percentages, fractions and multiples to give a sense of scale where company policy prohibits exact figures, e.g., x% faster, halved delivery times, doubled ROI, record customer satisfaction scores, etc.). Metrics are powerful and our judges love them!

5. Language

All judging will be conducted in English, so please submit your entry in English. We've found that Google Translate (or an equivalent) is often good enough to share the essence of what's being shared.

A. Entries

1. Can we enter multiple categories?

Yes, however we're limiting each organization to one award win and will be prioritizing the highest-scoring entry for the award.

2. Can we enter the same category multiple times with different content?

No, we ask for one single entry per organization/individual per category

3. I'm an SS&C Blue Prism partner, can I enter on my customer's behalf?

Yes, however you're responsible and accountable for having received adequate permissions from the organization and/or individual prior to entering. Upon entering, you may customize ongoing communication preferences.

4. Will there be an extension to the deadline?

No, we're not planning to extend the deadline beyond March 3, 2024.

5. How might our entry be used during the Awards?

If you were to be shortlisted as a finalist, or selected as winner, we will be using your organizations' logo and name, and/or the individual's headshot as part of our communications to the intelligent automation community. You agree that by providing the logo and individual's headshots, you have the authority to do so and to grant us the right to use such logo and individual's headshot as described hereunder. These communications include, but are not limited to blogs, social media posts and website updates.

As a reminder, if any sensitive information is being shared within the entries, we strongly encourage you to mark these elements of the entry as "confidential".

Due to the nature of the program, we cannot give visibility to finalists and/or winners of content (imagery and/or written) ahead of various announcements and events.

By entering in the Customer Excellence Awards, you acknowledge that you have the adequate rights and permissions from your organization to participate and you have full authority to agree to the terms and conditions.

Please refer to the 2024 Customer Excellence Awards' Terms & Conditions and SS&C Blue Prism's Privacy Policy for more information

DON'T FORGET

1. Keep your eye on the deadline!

All entries are due on March 3, 2024.

2. Pick your categories carefully

Category selection is key. Review each and select the one/ones that best reflects your accomplishments.

3. Tell a story

Narratives are more powerful and compelling than plain facts.

6. Is there a limit to the number of words allowed per entry?

Yes, please limit your word count to 1,500 words or less per entry.

7. Is there a fee for submitting an entry?

No, it's entirely free!

8. How will the contents of my entry be used beyond the Awards?

All winning entries will be turned into a public customer story that will be made available on SS&C Blue Prism's digital channels after the conclusion of the 2024 Customer Excellence Awards. The customer story will be shared with you prior to publication for your feedback.

When you submit your entry, you can opt-out or add conditions to your story being used publicly. By entering the Customer Excellence Awards, you acknowledge that you have obtained all relevant authorizations from your company to share any information publicly in accordance with your selected options.

Please note that this does not exclude your inclusion as part of communications pertaining to the Customer Excellence Awards. (See above)

Your stories are invaluable to us as an organization too! The Customer Excellence Awards help us keep our finger on the pulse of what intelligent automation teams are doing today. It is a premier source of customer intelligence and inspiration for our teams and gives us real-life insight as to how our customers are leveraging our products.

B. Judging

1. Who are the judges?

Our judging panel is comprised of industry leaders and influencers, representatives from last year's winners and internal subject matter experts. We will be announcing our judges on our digital channels and website, keep an eye out!

2. Who can be a judge?

Judging is open to SS&C Blue Prism customers, industry leaders and internal subject matter experts. Individuals working within partner organizations are not eligible to be part of the judging panel. If you're interested in joining the judging panel this year, please share your contact information here. You'll still be allowed to enter your program (or yourself) for an award, but you won't be judging in the category you've entered.

3. How will the entries be judged?

Each category has a selection of criteria on which the judges will base their evaluation. The shortlist of finalists will be comprised of the top-scoring entries for each region. A panel of judges will select the winner in each category from the finalists.

All judges will sign a non-disclosure agreement that prevents them from discussing or sharing the entries outside of the program.

4. Will I be required to provide any additional information?

If you're shortlisted as a finalist, you'll be invited to join a virtual meeting to provide additional support for your entry in April. Participation is not mandatory but can certainly help score some bonus points for your entry during the final selection. We'll also accept short videos as an alternative to a live meeting.

You may also be asked to provide some content showcasing your entry before the Awards Ceremony which includes but is not limited to written or recorded statements and names, and photos of the members of your team.

More details will be shared with finalists alongside the announcement on April 8, 2024.

Each year we celebrate the outstanding achievements of some of our most innovative, thoughtful and forward-thinking customers. Peruse the stories from a few of our past winners to gain inspiration for your award-winning entry.

Global Transformational Excellence, Equinix

Equinix is the world's digital infrastructure company — its 248 data centers are located on six continents, in 32 countries and 71 metro areas. To operate at this scale, Equinix must run its business at peak efficiency. Intelligent automation has been a key component of the company's digital transformation strategy. Four years ago, Equinix worked with WonderBotz to place an SS&C Blue Prism digital workforce in nine key areas of its business. Recently the company's efforts were recognized when it brought home the global Transformational Excellence award from SS&C Blue Prism.

GLOBAL WINNER

- 175,000+ hours given back to employees.
- $7 million in cost avoidance.
- 97% faster creation of purchase requests.

Learn More About Equinix

APAC All-Star, Sustainability Driver, Prudential Singapore

Prudential Assurance Company of Singapore has served local residents' financial needs for more than 90 years. The company's 1,200 employees are passionate and driven to improve the world around them. Prudential's comprehensive environmental, social and governance (ESG) initiatives reflect their desire to be a positive force. They've used intelligent automation to help further these goals, specifically by automating a key policy conversion process that reduced paper use — and the company's carbon footprint.

APAC ALL-STAR

- 100,000+ hours returned to the business annually.
- 90 kilograms reduction in carbon dioxide emissions per year.
- Cost avoidance hundreds of thousands of SGD saved annually.

Learn More About Prudential Singapore

"Receiving the SS&C Blue Prism Customer Excellence Award was a remarkable milestone that highlighted Alberta Health Services' commitment to innovation in the Intelligent Automation space. This recognition has fostered a sense of pride and spurred us to elevate our IA program even further. Additionally, the award has enhanced our visibility within the Intelligent Automation community, leading to valuable networking opportunities."

GLOBAL WINNER

Jesse Tutt
Program Director, Intelligent Automation,
Alberta Health Services

"Winning the ROM Excellence and Operational Ingenuity Excellence award helped us build confidence and delivered proof of our controlled framework throughout the RPA project lifecycle, and it is now considered as the standard framework for any new automation implementations. The awards continue to motivate our team to drive additional improvements."

GLOBAL WINNER

Jignesh Khakhriya
Senior Software Engineer Robotics,
Shell

SS&C | blueprism

Customer Excellence Awards **2024**

Celebrating Limitless
IMAGINATION

One trophy per company
Customers are limited to winning just one award this year. If you enter multiple categories, your highest-scoring entry will be considered for an award.

Submit by March 3, 2024
Read this Guide

Judging
Judging will be completed by industry leaders

Finalists announced
April 8, 2024

Enjoy the Ceremony
May, 2024

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**.

pw-0344