



# Blue Prism Robotic Process Automation

Achieve Your Agency's Mission by Augmenting  
Your Team with a Digital Workforce



**Tighter budgets, expanding workloads, declining workforces, increasing regulatory requirements, rising data security concerns, and growing citizen expectations...as a public sector executive, these are pressures you live and breathe every day.**

With mounting mandates to address all these challenges, an increasing number of CIOs, CTOs, program managers, and other executives in federal, state, and local agencies are exploring robotic process automation, or RPA. RPA mimics the way humans perform the predictable, repetitive, tedious, and error-prone portions of business processes. Think new hire onboarding, employee transfer processing, financial reconciliation, purchase requisitions, invoice processing and asset management, plus agency specific processes such as maintenance work scheduling and call center-based case retrieval. Virtually any high-volume, high touch, business rule-driven, repeatable process is a candidate for RPA.

Now, Blue Prism connected-RPA provides the foundation for transforming how agencies align their workforce with evolving mission requirements. A way of overcoming technology obsolescence and connectivity to legacy systems by providing access to leading-edge cloud, artificial intelligence and cognitive capabilities.

Because Blue Prism Digital Workers follow programmed rules, they automatically improve process quality, efficiency, consistency, accuracy, and compliance. Just as importantly, they allow organizations – both public and private – to do more, with less staff, for less money, and free-up human employees' time to focus on tasks requiring emotional intelligence, reasoning, judgment, and direct customer interaction.



## Blue Prism: The Citizen-Centric RPA Solution

The President's Management Agenda, published in March 2018, makes a direct link between strategic workforce management and its use of "IT modernization to drive increasing efficiency, effectiveness and transparency." Modernization is intended to support the reskilling of the federal workforce—and reskilling, in turn, will support the adoption of further technology innovations. Therefore, selecting the right RPA solution is a critical business decision for your agency, its mission, its constituents, and its employees.

An intelligent Digital Workforce platform lays the foundation for modernization by facilitating the automation and orchestration of a wide-range of processes, providing agencies with greater ability to shift employees to higher value work.

### What are the imperatives of a successful Digital Workforce?

**Intelligent:** Digital Workers that understand context, derive meaning, and anticipate change

**Connected:** bring people, machines, processes and data together with best of breed technologies

**Easy-to-Control:** provide 24/7 functionality with full visibility, control, and absolute compliance

**Easy-to-integrate:** integrates with virtually any system or application, freeing humans from repetitive work to drastically increase productivity

**Enterprise-grade:** a Digital Workforce run by the business and built with IT governance and security

**Scalable:** deploy one, several or all resilient Digital Workers on premises or in the cloud to scale on-demand

**Secure:** ensure policy compliance, and non-repudiation with proven security in a connected workforce

**“We refer to hours back to the business. We’re giving hours back to our workers through automation, so that they can spend less time on manual processes and more time on value-added activities.”**

— JOMEL ANGAT, Senior Lead, Smart Process Automation and Robotics Center, Fannie Mae

With a Digital Workforce from Blue Prism, the only public company in the RPA space, you'll be able to:

- Make constituents happier with faster execution of customer service requests and automated 1-on-1 inquiry responses. With Blue Prism, an inventory of reusable robotic objects and processes can be deployed as needed.
- Lower your cost to serve by turning slow manual tasks into fast, round-the-clock processes.
- Reduce operational risk by collecting every nuance of every process transaction.
- Decrease remediation time by isolating exceptions and anomalies for faster review.
- Defend against fraud with real time reporting, while lowering the cost of compliance with governing bodies. Blue Prism offers centralized management to ensure absolute policy compliance, scalability, and IT approval.



## Blue Prism's connected-RPA platform takes process automation to the next level by leveraging world-class, leading edge artificial intelligence (AI), machine learning, analytics, and cloud capabilities to help drive comprehensive digital transformation.

Our support for multi-team environments means that agencies can set up a single “center of excellence” from which to manage Digital Workers across multiple offices or organizations. This makes expanding deployments easier across an agency without increasing complexity or costs.

Because Blue Prism's Digital Workforce takes RPA to the next level by leveraging world-class, leading edge artificial intelligence (AI), machine learning (ML), analytics, and cloud capabilities to help drive comprehensive digital transformation, you'll realize unparalleled results. For example:

**ENGIE**, a leading energy and services group in the U.K. used Blue Prism to help the North Tyneside Council improve efficiencies and services to citizens. With Blue Prism 55% of new benefit claims are processed within 24 hours of submission and they are realizing a 50% reduction in days to process new benefit claims.

### **University Hospitals Birmingham NHS**

**Foundation Trust** has been able to continually enhance quality of care through repeated initiatives to connect data and systems; a key enabler and accelerator of high quality care is the ability to have the right data in the right place at the right time with Blue Prism.

**Western Union**, a leader in global payment services, has been able to greatly increase customer satisfaction with 24/7 support and 100 percent customer self-sufficiency. They have realized \$1M of savings in the first 6 months of using Blue Prism.

**BNY Mellon Bank** has realized 100% accuracy in account closures across 5 systems with an 88% improvement in processing time.

**IHG**, a global company with a broad portfolio of hotel brands, was able to free-up and repurpose capacity to focus on agency and hotel relationships. With Blue Prism they achieved an increase of 400 daily transactions by reducing processing time by 2 minutes.





UNITED STATES

# General Services Administration Building

- ← Main Entrance
- ← Visitors
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## Under the Hood: How Blue Prism's Digital Workforce Works

Blue Prism configuration is code-free, logical, and highly visual. Processes are designed to be created, maintained, and managed by business users, process excellence engineers, and subject matter experts. Building blocks are designed for re-use, and are interlinked to produce, centrally stored, end-to-end processes.

Blue Prism's Digital Workers are endowed with six Intelligent Automation Skills: Knowledge & Insight, Learning, Visual Perception, Problem Solving, Collaboration and Planning & Sequencing.

These skills are Blue Prism's vision for a truly intelligent Digital Workforce capable of working hand-in-hand with human employees to deliver tangible results against increasingly demanding expectations. Through our partnerships with the world's foremost cognitive computing and AI technology companies, we're rapidly evolving the capabilities and intelligence of our Digital Workers so they can apply their multiple skills to any functional area of an organization.

## Implementing a customized Blue Prism intelligent Digital Workforce is simple.

Identify the process you want to automate, download the AI and cognitive technology you want to use, and then drag and drop all of your business objects into your process.

- 1** Create a workflow by using the Object and Process Studio to drag and drop modular tasks. Capture information, link processes, and edit workflows easily with the Application Modeler.
- 2** Download best of breed AI technologies from the Digital Exchange into Blue Prism to upskill your Digital Workers.
- 3** Decide which Digital Workers to deploy for which tasks, and edit those assignments as your agency needs change.
- 4** Assign tasks across multiple Digital Workers. Work queues make it easy to scale up and out, or back and down.
- 5** Manage exceptions by effortlessly redesigning the workflow to hand them off to a specific person or other Digital Workers.
- 6** Monitor the productivity of your Digital Workforce easily via the platform's Control Room.

**Blue Prism is the first and only RPA vendor to achieve the highest level of Veracode Verified, a program that validates a company's secure software development processes.**

## Security and Compliance

To protect your systems, programs, and data, your RPA solution must meet cybersecurity and information control standards and policies. Blue Prism supports PCI-DSS, HIPAA, and SOX-compliant processes, with a large number of controls in place to provide the necessary security and governance. In addition, Blue Prism is the first and only RPA vendor to achieve the highest level of Veracode Verified, a program that validates a company's secure software development processes. Blue Prism is also the world's first software vendor to attain Verified Continuous, Veracode's top tier and its most comprehensive for integrated and mature secure practices.

Automation must provide optimum controls for 100% policy-compliance through impenetrable data and access security. Blue Prism leverages our many years of working with the most secure commercial organizations in the world for absolute bullet-proof security.

Through continuous testing and vetting, and ensuring we have the proper tools and processes, Blue Prism continues to deliver Digital Workers that are secure, reduce the risk of data breaches, and meet compliance requirements in a wide variety of industries.

## Working with Blue Prism

To make sure your Digital Workforce implementation is successful, our accredited Blue Prism partners can guide you through your end-to-end digital transformation journey, providing services including:

- Identifying the processes that are best suited for RPA.
- Establishing a benefits case that encourages agency-wide recognition and adoption.
- Providing the necessary skills to operationalize resources through role-based training and mentoring accreditation.



## Blue Prism connected-RPA Ensures the Delivery of Your Agency's Mission

Whatever the specific mission of your agency, Blue Prism's connected-RPA platform can help you attain it with more efficient processes, fewer mistakes, a more optimized workforce, better compliance, and more satisfied citizens. And when it comes to keeping government programs cost-effective, streamlined, and sustainable, Blue Prism's Digital Workforce rises above the rest. Blue Prism is available now on GSA's IT Schedule 70.

Call us at  
**1-888-75-PRISM (1 888-757-7476)**

or visit us at  
**[www.blueprism.com/gov](http://www.blueprism.com/gov)**

to start your agency's digital transformation today!

### About Blue Prism

In this digital era where agencies need to rapidly align their workforce with evolving mission requirements and with budget constraints, only agencies that embrace intelligent automation—designed for efficiency, scalability, security and ease of use- will thrive. At Blue Prism, we pioneered Robotic Process Automation (RPA), emerging as the trusted and secure intelligent automation choice for the Fortune 500 and public-sector market. Now we bring you connected-RPA supported by the Digital Exchange (DX) app store—marrying internal entrepreneurship with the power of crowdsourced innovation.

Blue Prism connected-RPA can automate and perform mission critical processes, allowing your people the freedom to focus on more creative, meaningful work. More than 1,000 major enterprise customers leverage Blue Prism's Digital Workforce, empowering their people to automate billions of transactions while returning hundreds of millions of hours of work back to the business. Visit [www.blueprism.com](http://www.blueprism.com) to learn more about Blue Prism.