

SS&C | blueprism®
Customer
Excellence
Awards **2025**

SUBMISSION GUIDE

1. Join Us for the 2025 SS&C Blue Prism Customer Excellence Awards
2. Let's Get Started!
3. Browse the Award Categories — It's Time To Find Your Fit
4. Get Set for Success: How To Craft an Award-Winning Entry
5. Frequently Asked Questions
6. Meet Last Year's Winners

Celebrating Boundless
IMAGINATION

1 Join Us for the 2025 SS&C Blue Prism Customer Excellence Awards!

Over the last nine 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), or IA, if you continue to push the bounds of your imagination, there are no limits to where automation can take you.

With boundless imagination, automation possibilities know no bounds. Share your story to inspire others and drive innovation!

“Winning the global Leader of the Year award was truly an amazing achievement for both myself and my team. It has been a fantastic recognition of our ability to stand up and deliver a world-class RPA offering. The award has significantly boosted our visibility, not just internally but also throughout the wider intelligent automation community. This recognition has generated considerable interest in our journey and has led to an increase in internal automation opportunities coming our way.”



Vanessa Corbett

CXO, Robotics, Customer
Intelligence Platform, Technology & Transformation
ASB

Join Us for the 2025 SS&C Blue Prism Customer Excellence Awards! cont'd

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 December 16, 2024.

The deadline is March 5, 2025.



2 Let's Get Started!

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 5, 2025



6. Good luck ...
And remember, just add your 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 5, 2025
- **Finalists announced:**
April 10, 2025
- **Winners announced:**
May 6, 2025

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

SS&C | blueprism
Customer
Excellence
Awards 2025

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) or IA - if you continue to push the bounds of your imagination, there are no limits to where 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](#) or email bpm-awards@sscinc.com.

About the submission process:

- We suggest you leverage [our templates](#) to help you draft your entry before completing the form.
- You can enter multiple categories, but you cannot have multiple entries open concurrently. Please submit your first entry **before** starting another.
- Your entry will auto-save and can be edited until you complete the submission form. Only completed forms will be submitted to the judges after the deadline of March 5th, 2025.
- You will receive an acknowledgment email upon completing the form, with a copy of your entry.
- Need to make changes to your entry after submitting your entry? Please submit your template document to bpm-awards@sscinc.com. Only the latest entries of submissions will be submitted to the judges.

SS&C Blue Prism will use the information you provide to assess your application and select this year's winners.

For information on SS&C Blue Prism's privacy practices and your rights, check out our [Privacy Policy](#).

[Start Entry](#)

3 Browse the Award Categories — It's Time To Find Your Fit

We'll be honoring 28 award winners across seven categories. We've outlined brief descriptions of each award and the requirements for consideration.

Transformational Excellence Award: Best overall use of intelligent automation

This SS&C Blue Prism customer has driven the most impactful digital transformation with intelligent automation. Have you transformed your business operations? Are your customers benefitting from your automation program?

Include evidence of:

- The automation scaling across multiple business functions.
- IA delivering value that's impossible without automation.
- Tangible value delivered to internal teams and end customers.

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

Innovation Brilliance Award: Most innovative solution

This award showcases trailblazers who embrace emerging technologies such as generative AI. Are you creating novel solutions and innovative use cases with integrations and extended technologies?

Include evidence of:

- SS&C Blue Prism as essential to solving a specific challenge in your organization.
- Using artificial intelligence (AI), machine learning, generative AI, natural language processing, etc., to enhance SS&C Blue Prism capabilities.
- Clever and creative uses of SS&C Blue Prism products.

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

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, winners will describe the foundation on which their automation program thrives.

Include evidence of:

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

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

Browse the Award Categories — It's Time To Find Your Fit cont'd

Sustainability Driver Award:

Best use of IA for ESG initiatives

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

Include evidence of:

- Driving positive change in either environmental, social or governance initiatives via automation.
- Specific automated processes and use cases.
- Surpassing original goals and delivering additional benefits.

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

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 or innovative in your business?

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 short-term achievements.

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

Builder of the Year

This award recognizes a builder who has built the most complex, innovative or value-driving automations. Note, this award is open to self or peer nomination.

Include evidence of:

- Initiatives in which the individual has gone above and beyond.
- Automated processes that delivered efficiency.
- 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)

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 of:

- The individual advocating for automation in their industry.
- How these activities and endeavors have contributed to the wider automation

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)

4 Get Set for Success: How To Craft an Award-Winning Entry

ENTRY CONFIDENTIALITY

We understand that sharing data can make you nervous, but it shouldn't stop you from sharing your great achievements. Any information you're not willing to share publicly should be marked as confidential within your entry. You will also be able to control the level of permissions you are willing to share with us upon submitting your content. You acknowledge that by sharing confidential information, you have obtained the relevant authorization to do so on behalf of your company.

Get ready to impress! 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.

5 Frequently Asked Questions

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 5, 2025.

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

If you're shortlisted as a finalist, or selected as a winner, we will use your organization's 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.

6. Will my entry be used for marketing purposes?

Before submitting your entry, you'll have the option to specify how we can use it for marketing. You can choose to allow us to use your entry with or without your approval, or not at all. Additionally, you can decide whether you want to be named or if the content should remain anonymized.

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 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 [2025 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 5, 2025



2. Pick your categories carefully

Category selection is key. Review each and select one(s) that best reflects your



3. Tell a story

Narratives are more powerful and compelling than plain facts.

Frequently Asked Questions cont'd

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

Yes, character count to 3,500 characters or less.

8. Is there a fee for submitting an entry?

No, it's entirely free!

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

Winning entries will be turned into a public customer story available on SS&C Blue Prism's digital channels after the 2025 Customer Excellence Awards. The customer story will be shared with you before publication for your feedback.

When you submit your entry, you can opt out of the public customer story or clarify your comfort level by sharing your information from the entry publicly. By entering the Customer Excellence Awards, you acknowledge that you have obtained all relevant authorizations from your company to share any information publicly per your selected options. Please note that this does not exclude your inclusion as part of communications about 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's 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.

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 10, 2025.

6 Meet Past Year's Winners

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.

“Winning the Global Builder of the Year award always keeps me motivated to do something new and out of the box to make our digital workers smarter and smarter. Winning Operational Ingenuity Excellence award 3 consecutive years helped us build confidence and delivered proof of our controlled framework throughout the RPA project lifecycle. It is now considered the standard framework for any new automation implementations. These awards continue to motivate our team to drive additional improvements.”



Jignesh Khakhriya

Senior software engineer robotics,
Shell

“Winning the Innovation Excellence Award and Business Value Driver from SS&C Blue Prism was pivotal in driving the adoption of our automated process across branches. It allowed us to showcase measurable results, demonstrating how automation transformed operations, improved customer satisfaction, and created a cultural shift within the organization. This recognition not only validated our efforts but also helped us gain the buy-in needed to expand automation adoption throughout branches that were initially resistant, ultimately enhancing both internal and external customer experiences.”



Silvina Montemartini

Head of RPA,
Santander

Meet Last Year's Winners cont'd

“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.”



Jesse Tutt
 Program Director, Intelligent Automation,
 Alberta Health Services

“Winning the Customer Excellence Award was a defining moment for our team. It gave us a sense of pride and validation for the hard work we put into delivering exceptional results. It also opened doors to new opportunities to build stronger connections across multiple zones in ABI, becoming a talking point for collaboration and innovation. The award wasn’t just an acknowledgment — it was a catalyst for motivation, encouraging us to continually strive for excellence and make an even greater impact on our organization’s digital strategy.”



Abhay Kumar
 Automation COE Lead,
 Ab InBev

Meet Last Year's Winners cont'd

“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. The award significantly amplified our visibility and credibility, paving the way for further innovations and collaborations within the NHS ecosystem.”



Paul Wyman
 Automation architect,
 NHS Dorset

FINAL REMINDERS



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 5, 2025

Read this Guide



Judging

Judging will be completed by industry leaders



Finalists announced

April 10, 2024



Winners announced

May 6, 2025

Celebrating Boundless **IMAGINATION**

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 and accelerate growth.

To learn more visit www.blueprism.com and follow us on Twitter [@blue_prism](https://twitter.com/blue_prism) and [LinkedIn](https://www.linkedin.com/company/blueprism).