



blueprism®

A Digital Workforce for Every Enterprise

servicenow™



SOLUTION BRIEF

## Blue Prism & ServiceNow: Beyond Automation, Build Intelligent Digital Workflows

Companies today are investing heavily in enterprise software that can improve processes and streamline workflows. Process efficiency reduces costs and increases revenue, while delivering outstanding experiences that customers deserve.

Blue Prism and ServiceNow have joined forces, creating a pathway for organizations to move beyond automation to intelligent digital workflows. Connect, amplify and streamline applications across the enterprise, and maximize innovation across fully integrated industry-leading platforms.

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### Power up digital workflows and boost efficiencies with intelligent automation.

ServiceNow offers an integrated and connected set of applications that allow businesses to improve organizational workflows and operations. The Now™ platform lets you build, test and publish business applications that manage processes and streamline workflows across every line of business from finances, HR, IT and security.

When combined with Blue Prism connected RPA, organizations can leverage advanced automation through an intelligent digital workforce equipped with skills that can handle repetitive tasks while increasing accuracy and improving speed—all while ensuring strict compliance, unprecedented security and effortless scalability.

#### CHALLENGE

Large enterprises today face service constraints related to disjointed systems, disparate data, and manual workflows.

#### SOLUTION

A modern, service management solution powered by advanced, intelligent automation that's cloud-based and built to scale across the enterprise.

#### BENEFITS

- Drive better customer experiences by consolidating tools in a single platform
- Eliminate costly, time consuming, error-prone activities through advanced automation
- Transform the way you deliver services by streamlining operations and increasing process efficiencies

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## ServiceNow & Blue Prism RPA: Better Together

Speed digital transformation with an integration platform and digital workforce designed with you in mind.

Together, ServiceNow and Blue Prism deliver a cloud-based integration platform enhanced with an intelligent digital workforce that operates autonomously. Track and manage business procedures easily, with unattended process automation to speed decision making and service for any industry.

Together, we offer an integrated, end-to-end, scalable solution that saves time and money while increasing process efficiency.

The joint solution enables organizations to do the following:

- Control costs, centralize data across the enterprise
- Seamlessly connect apps and handle increased workflows with speed and accuracy
- Boost process efficiencies with advanced automation

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## Introduce digital transformation by empowering your people with intelligent automation that eases workflow. Sample use cases include:

### Contact Center/ Service Desk Automation.

Improve customer experience by adding capacity to handle increasing workloads, decreasing hold time, empowering agents, controlling costs.

**Service Apps for COVID-19.** Quickly connect apps to applications within the enterprise, supporting workflows and seamlessly executing business processes in response to COVID-19.

### Pre-fetch 360-degree customer/ employee view.

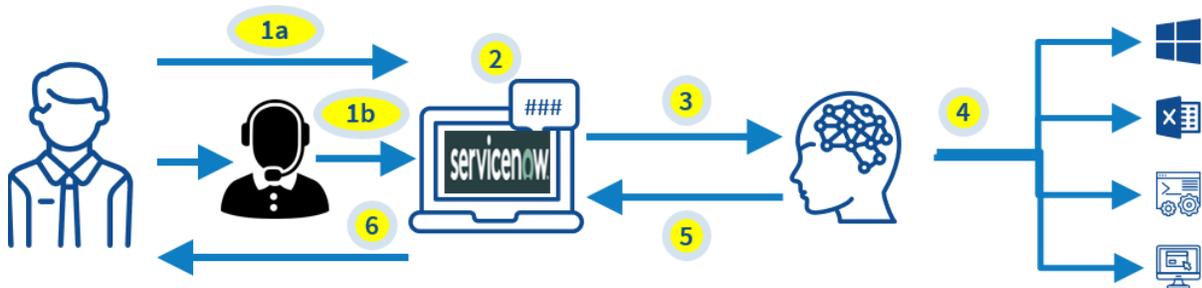
Anticipate and address inquiries more efficiently, increasing customer satisfaction while reducing costs.

**Virtual Agent.** Increase containment of customer request to virtual agents, avoiding escalation to human agents.

**Automated Incident Handling.** Reduce cost and improve customer service by increasing automation and efficiencies in customer incident handling.

**Order Processing & Fulfillment.** Increased automation of order processing, updating and fulfilling, leveraging digital workers to increase speed and efficiency of operations.

## How the Joint Solution Works in a Sample Use Case: Automated Incident Handling



The integrated solution leverages Blue Prism RPA and ServiceNow to quickly and securely resolve incident requests.

After a customer or employee initiates a request (1a, 1b), ServiceNow collects parameters and creates a ticket or incident number (2). Blue Prism's digital workers monitor queues, directing workers to the relevant process (3) and executing on the incident request following modeled policies, procedures and processes (4). Once the incident has been resolved, the digital worker sends confirmation back to ServiceNow (5) to update and close the incident ticket. The request is fulfilled, fully compliant and secure (6).

## Summary

- ✓ Seamlessly connect apps and handle increased workflows with speed and accuracy
- ✓ Deploy a cloud based, enterprise-ready integrated platform
- ✓ Reduce costs, increase speed and efficiency of operations through advanced automation and an intelligent digital workforce

**About ServiceNow** ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: [www.servicenow.com](http://www.servicenow.com).

**About Blue Prism** Blue Prism's vision is to provide a Digital Workforce for Every Enterprise. The company's purpose is to unleash the collaborative potential of humans, operating in harmony with a Digital Workforce, so every enterprise can exceed their business goals and drive meaningful growth, with unmatched speed and agility. Available on-premises, in the cloud, hybrid, or as an integrated SaaS solution, Blue Prism's Digital Workforce automates end-to-end processes that drive digital transformation. Visit [www.blueprism.com](http://www.blueprism.com) to learn more about Blue Prism (AIM: PRSM).