

## OUR APPROACH

### A Successful Journey to RPA Starts Here

When it comes to integrating a digital workforce into your business, there's a smarter way: the Blue Prism way. After defining and leading the industry for over 10 years, we've developed a strategic approach that maximizes critical benefits like increased efficiency, lowered costs and happier employees with the Robotic Operating Model.

Our first step? Building the right foundation.

#### INITIALIZE PHASE

Establishing a capacity for your digital workforce

#### THE RIGHT FOUNDATION

## 7 Foundations of the Robotic Operating Model

Our proprietary Robotic Operating Model outlines standards, principles and templates that reinforce the implementation of Robotic Process Automation in an organization. This proven strategy is built on seven foundations we've identified as essential to a successful RPA roll-out.

1

#### VISION

Identifying the expected business benefits and outlining how these align to corporate strategy.

2

#### ORGANIZATION

Defining the organizational design that best supports delivery of the RPA capability and aligns with corporate strategy and culture.

3

#### GOVERNANCE & PIPELINE

Defining the process discovery approach to create a credible method in selecting processes for the pipeline. This is governed by a procedure which prioritizes the demand in order to maximize the associated business benefit realization.

4

#### DELIVERY STRATEGY

Defining the optimal delivery strategy and embedding policies for rapid and efficient delivery of Blue Prism processes in a structured, controlled and repeatable manner.

5

#### SERVICE MODEL

Setting up the engagement model required to support operations while defining the management, reporting, scheduling and referral handling processes for business as usual.

6

#### PEOPLE

Defining the roles and responsibilities, supporting the selection of candidates for all roles and defining training/mentoring approach for the Blue Prism delivery and support teams.

7

#### TECHNOLOGY

Defining a highly scalable and maintainable technical architecture and associated strategies which ensures the environment is being set up to allow maximum business benefit.

#### THE RIGHT TEAM

#### ROBOTIC OPERATING MODEL ARCHITECT

Responsible for defining and implementing the optimal approach to RPA capability creation within and across an organization in order to maximize business benefits, scalability and replication.



#### DEVELOPER

Responsible for developing and delivering automated processes and objects using core workflow design principles, while following appropriate standards outlined through training.



Confirm all members of the development team stay up-to-date on policies and practices by revisiting training and tutorials on a regular basis.

#### PROCESS CONTROLLER

A key role that controls, administers and coordinates the day-to-day running of automated processes in the operational environment. This individual investigates and flags any issues in the production process.



#### HEAD OF ROBOTIC AUTOMATION

In addition to operationally managing the Digital Workforce, this individual owns the vision for RPA and is responsible for its delivery.



#### PROCESS ANALYST

Clearly captures the detailed requirements for and creates the design of a scalable and robust automated solution. This individual documents process definitions and supports testing as needed.



Ensuring processes are reusable, resilient and scalable means maintenance overhead — as well as delivery costs and time frame — are reduced.



#### TECHNICAL ARCHITECT

A technical expert that works with Architects, Lead Developers and other technical teams. He or she fully understands the new infrastructure's advantages and securely integrates solutions into existing architectures.



Conversations between teams facilitated by the technical architect increase awareness and understanding of what a digital workforce looks like within an organization.

#### DISCOVERING THE RIGHT PROCESSES

#### GOVERNANCE & PIPELINE

Define the opportunity assessment approach and pipeline triage procedure to optimize the number of processes selected for automation and maximize the associated business benefit.



#### TECHNOLOGY

Identify a scalable, low-maintenance technical environment as well as security policies and access models to allow Blue Prism to operate in a controlled environment.



Not having an IT infrastructure in place that's buildable and secure means potential issues around scale could arise down the line and business benefits may not be maximized in the long term.

#### DELIVERY PHASE

Putting processes in motion

#### DEFINE STRATEGY

Define best practices, standards and governance (Design Authority).



By defining and putting processes in place, you'll gain greater insight into your business, reduce cycle times and increase the frequency with which each process is done right the first time.

#### DESIGN AUTHORITY

Responsible for maintaining the development integrity and its constituent processes and objects as well as updating a centralized view or library to reflect the available objects and processes.



#### SERVICE MODEL

Identify the engagement model required to support operational processes then define the management, reporting, scheduling and referral handling processes for daily business.



#### BLUE PRISM'S TRAINING PROGRAM

Bring in more people from the organization who have the right understanding of the processes and the appropriate degree of technical acumen.



#### DELIVERY STRATEGY

Identify the delivery approach based on Blue Prism strategy and embed the templates and policies in existing change management methodologies.



#### MONITOR AND TEST

Review processes and production data to confirm outcomes are correct. Revise as needed.



By creating processes and objects that are reusable, any changes can be implemented once then cascade through other processes that use the same object.

# BENEFITS

## BLUE PRISM'S APPROACH TO RPA

### Short-term Benefits

- ▲ Digital workers complete their work and get processes right the first time
- ▲ Improved customer experience and increased customer satisfaction through reduced interaction time
- ▲ Evolved policies for the digital workforce — just as you have done for human workforce
- ▲ With a built-in audit history for system access, configuration changes and process education, our cloud-based product can be rolled out with minimum impact on your technical infrastructure.

### Long-term Benefits

- ▲ Successful implementation of a delivery approach that optimizes the use of the digital workforce
- ▲ Gain alignment in your business across IT and Business Operations teams as they work more closely together.
- ▲ Rapid and repeatable approach to process delivery communication, control and visibility across an organization. As more and more processes are deployed within your business, roll-out will become faster and more efficient.
- ▲ Agility to respond to operational demand
- ▲ All of these benefits combine to give your business a crucial competitive advantage in the industry.

Ready to create transformational change in your organization?

Learn how to make the digital workforce a part of your workforce with Blue Prism's Approach to RPA.