Ultima's IA-Connect eliminates Surface Automation to simplify automation over Citrix and RDS
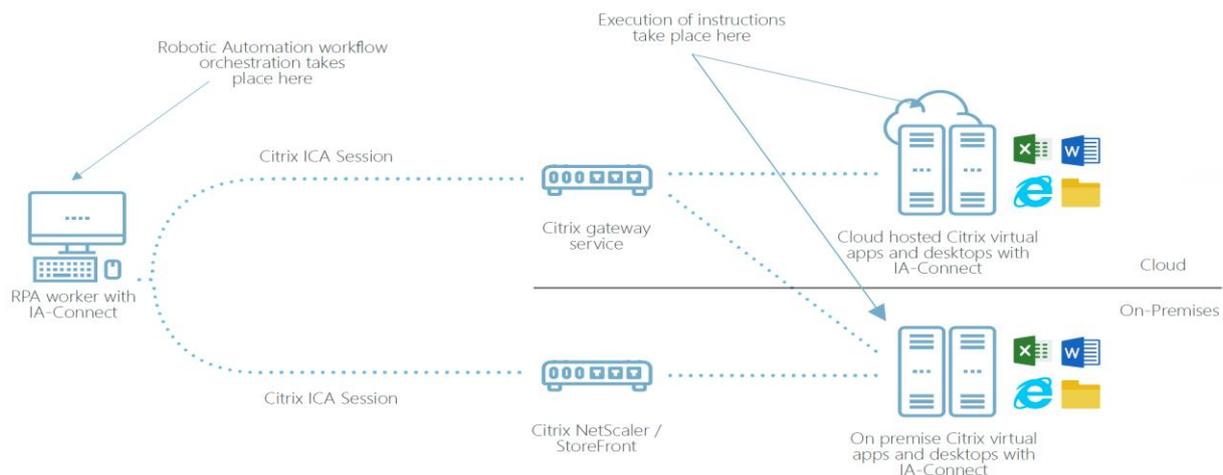
As one of only a handful of Citrix Platinum Partners worldwide, Ultima has a developed a deep understanding of Citrix and Microsoft RDS. Along with our extensive experience of Robotic Process Automation, Ultima have combined these to launch IA-Connect, eliminating the pain associated with RPA automation over remote sessions.

Leveraging our pedigree, Ultima's IA-Connect has been developed to enable our clients to automate processes over remote sessions in practically the same manner as native automation development, by tunneling through existing Citrix or RDS connections. Blue Prism's Technical Alliance Program (TAP) partnership with Ultima ensures that IA-Connect is able to fully integrate with the Blue Prism platform to provide organisations with a holistic solution to remote session automation.

How it Works

IA-Connect integrates directly with the Blue Prism platform to initiate and manage remote session tunnels through Citrix or Microsoft RDS. A standalone executable is deployed on-premises, either on the Citrix/RDS server or on a file share which can be accessed by the Citrix or RDS session.

As with any other employee, Blue Prism Virtual Workers are given standard remote session access via Citrix or RDS, and rights and permissions are controlled so that the Virtual Worker only has access to the applications it needs to interact with. Once the connection is established, Blue Prism is able to leverage the remote session tunnels to issue instructions and commands directly to the session hosts and applications, enabling full automation functionality through the native Blue Prism platform.

Development – Processes automated through a remote session using Surface Automation can take two to three times as long to develop when compared with standard automation, increasing cost and time to Production. Ultima's IA-Connect removes this complexity and therefore development time is close to parity when compared with standard automation. Full integration with Blue Prism's Development Studio means that developers require minimal training and can be up and running in a matter of hours.

Management – As Surface Automation relies heavily on images and screenshots, automated processes are not as robust as standard automations and even minor changes to screen resolution, colour depth or placement of windows on the screen can cause processes to fail. This can be mitigated to a degree, but the failure rate, and therefore cost to the business, is still significantly higher due to increased maintenance and risk of process downtime. Processes developed through IA-Connect are as robust as standard automated processes and are managed in the same manner.

Security – Cloud-based RPA solutions such as Blue Prism's Thoughtonomy platform typically require a VPN to access applications and systems which are located within an organisation's perimeter. This invariably results in opening a number of additional firewall ports and giving externally hosted Virtual Workers native access to internal, potentially sensitive systems. Ultima's IA-Connect solution works over a standard Citrix or RDS session and therefore removes the need for additional firewall rules or Virtual Workers being joined to the domain.

About Blue Prism

As the pioneer of the most robust, secure, and highly scalable Digital Workforce, Blue Prism's focus is on delivering an agile workforce that follows rules-based business processes and interacts with systems in the same way human users do – and that complements both traditional and leading edge IT solutions such as business process management (BPM), OCR, AI, machine learning, and front- and back-office productivity tools.

About Ultima

Ultima's mission is to become a long-term Intelligent Transformation partner to its clients by providing robust and flexible solutions which bring them real business benefits. Bringing together our legacy of successful infrastructure transformation programmes with modern, disruptive technologies such as RPA, AI and machine learning, Ultima is uniquely placed to develop and bring to market solutions which simplify technology adoption and enable business transformation.