

Expert Connect

The one-to-one, on-demand expert advice needed whenever it's needed on any topic.

For customers with Production or Business Critical Support packages, Expert Connect provides access to our internal experts available for live consultations with customers that need to brainstorm, vet an approach, or consult with someone that can help remove the barriers to a successful outcome.

What is Expert Connect?

Expert Connect is an a la carte approach to connecting with a Blue Prism expert. On-demand an expert is available in a phone- or virtual-meeting room to brainstorm solutions, provide assistance and mentor the team on a range of topics.

Why Expert Connect?

Expert Connect is a built-in safety net and provides a “phone a friend” lever for those unforeseen and yet unavoidable challenges which will arise during your intelligent automation journey. Securing this success service now allows you to move forward with confidence knowing help is a call away with no additional budgeting required.

What to expect:

- Engage with Blue Prism experts in a one-to-one setting on a multitude of topics or to brainstorm solutions.
- Shadow and mentor with a Blue Prism SME on business or technical topics.
- Advice, guidance, mentoring, training, and support in the moment.

VALUE AND OUTCOMES:

- Faster access to the help needed when it's needed.
- Speak with an expert about strategy and planning for the COE or process design/build.
- Reduce time to value.
- Effectively use all the features available in the single Blue Prism license.
- Reinforcement of the best practices for efficiencies, stability, and resilience as you grow the digital workforce.

Contact your Blue Prism account manager to ensure your team has on-demand, one-to-one help today!



Blue Prism is the global leader in intelligent automation for the enterprise, transforming the way work is done.

At Blue Prism, we have users in over 170 countries in more than 2,000 businesses, including Fortune 500 and public sector organizations, that are creating value with new ways of working, unlocking efficiencies, and returning millions of hours of work back into their businesses. Our intelligent digital workforce is smart, secure, scalable, and accessible to all; freeing up humans to re-imagine work.

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