iGrafx®
iNNOVATE

20/20 FORESIGHT
THE FUTURE OF TRANSFORMATION

Diana Amador
Solutions Architect
Blue Prism

iGrafx – Blue Prism
A Strategic Approach to RPA

Robert Thacker
Director – Product Marketing
iGrafx

blueprism®

A Digital Workforce for Every Enterprise

Blue Prism - iGrafx

The Strategic Approach to RPA

connected-RPA

Our Vision & Mission

Vision

A Digital Workforce for Every Enterprise

Mission

We’re unleashing the collaborative potential of humans and Digital Workers to transform the future of work, so every enterprise can exceed their business goals and drive growth with unmatched agility and speed.

Building the Digital Workforce

The digital revolution is here, and its impact can be seen in every industry around the globe.

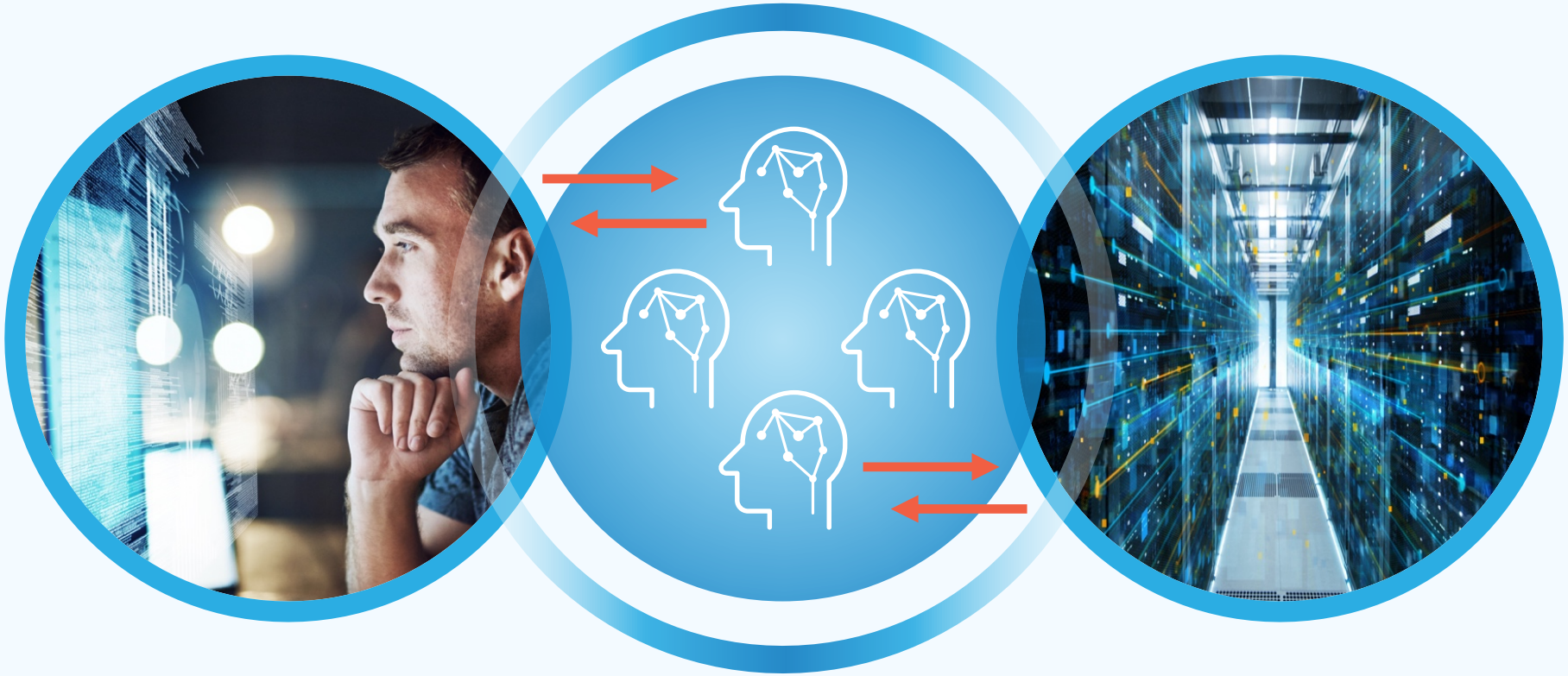
With the advent of RPA, today, humans and Digital Workers are working side by side. But, in order to remain competitive, enterprises need more than RPA. Enterprises need RPA that puts people first.

Imagine merging human ingenuity with the capabilities of today's Digital Workforce to deliver outcomes with greater speed, agility, efficiency and accuracy. With connected-RPA and the Blue Prism Digital Workforce, it's possible.

Blue Prism is unleashing the collaborative potential of humans and Digital Workers to transform the future of work.

700

The Blue Prism Digital Workforce enables:



- Increased productivity
- Accelerated, innovation and opportunity generation
- New service & product offerings
- Operational transformation
- Optimized service quality and delivery
- Happier motivated staff

Enter Blue Prism's connected-RPA, an intelligent RPA platform that combines advanced technologies with a community of experts, researchers and providers.

connected-RPA

The Connected-RPA Platform

Business-Led	IT-Controlled	Intelligent
Code Optional platform (drag-and-drop)	Enterprise-strength architecture	Ecosystem for digital transformation
Empowering the operation to deliver business outcomes	Simple governance to support scale	Digital Exchange + TAP
Operational agility	Compliance through always-on auditing	Power of choice + AI for business users

The DX is THE Blue Prism Store Front!

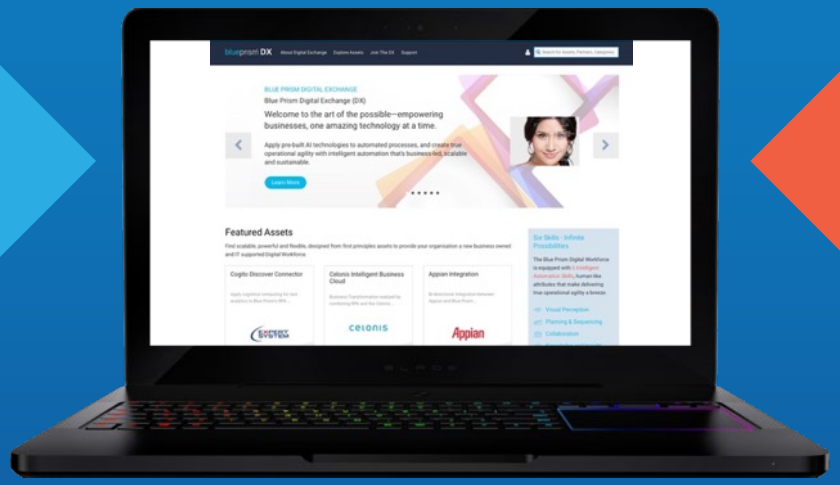
Anyone in the Blue Prism ecosystem can quickly extend and enhance their software with the DX

Sellers

Anyone in our ecosystem

- Independent Software Vendors (ISVs)
- System Integrators (SIs)
- End Users
- Blue Prism employees

that want to add-value to Blue Prism customers by distributing their IP **Assets** to **Customers** for fee or for free



blueprism® **DX**

"There is an Asset for that!"

The DX Matches **Buyers** to **Sellers** through **Assets** that:

- Accelerate adoption and use
- Decrease time-to-value

Buyers

Anyone in our ecosystem

- Resellers
- End Users
- System Integrators (SIs)
- Blue Prism employees

that want to leverage off-the-shelf IP **Assets** owned by **Providers** to increase the business value of their Blue Prism licenses and achieve faster time-to-value

Platform expansion through our Partner Ecosystem

Blue Prism's open partner strategy leads the market

Technology Alliance Partners (TAP)

Go-to-Market Partners

Intelligent Automation Skills

Downloaded AI solutions appear as skills in the studio

Knowledge & Insight

Gather & collect data for new insights

Visual Perception

Read, understand & contextualize visual information

Learning

Learn within the context of a business process

Planning & Sequencing

Plan workflow execution

Problem Solving

Solve logic, business and system problems

Collaboration

Collaborate with humans & Digital Workers

blueprism®

A Digital Workforce for Every Enterprise

Demo

Robotic Operating Model (ROM)

Demand Management

Operations

Business Benefit

Operationally Led Centre of Excellence

Vision

Identifying the expected business benefits

Organization

Defining the organizational design that best supports delivery of the RPA capability

Governance & Pipeline

Defining the process discovery by prioritizing the demand to maximize the associated business benefit realization

Delivery Methodology

Defining the optimal delivery methodology and embedding policies

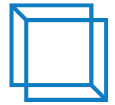
Service Model

Agreeing the engagement model required to support operational processes

People

Defining the roles and responsibilities

Technology



Defining a highly scalable and maintainable technical architecture

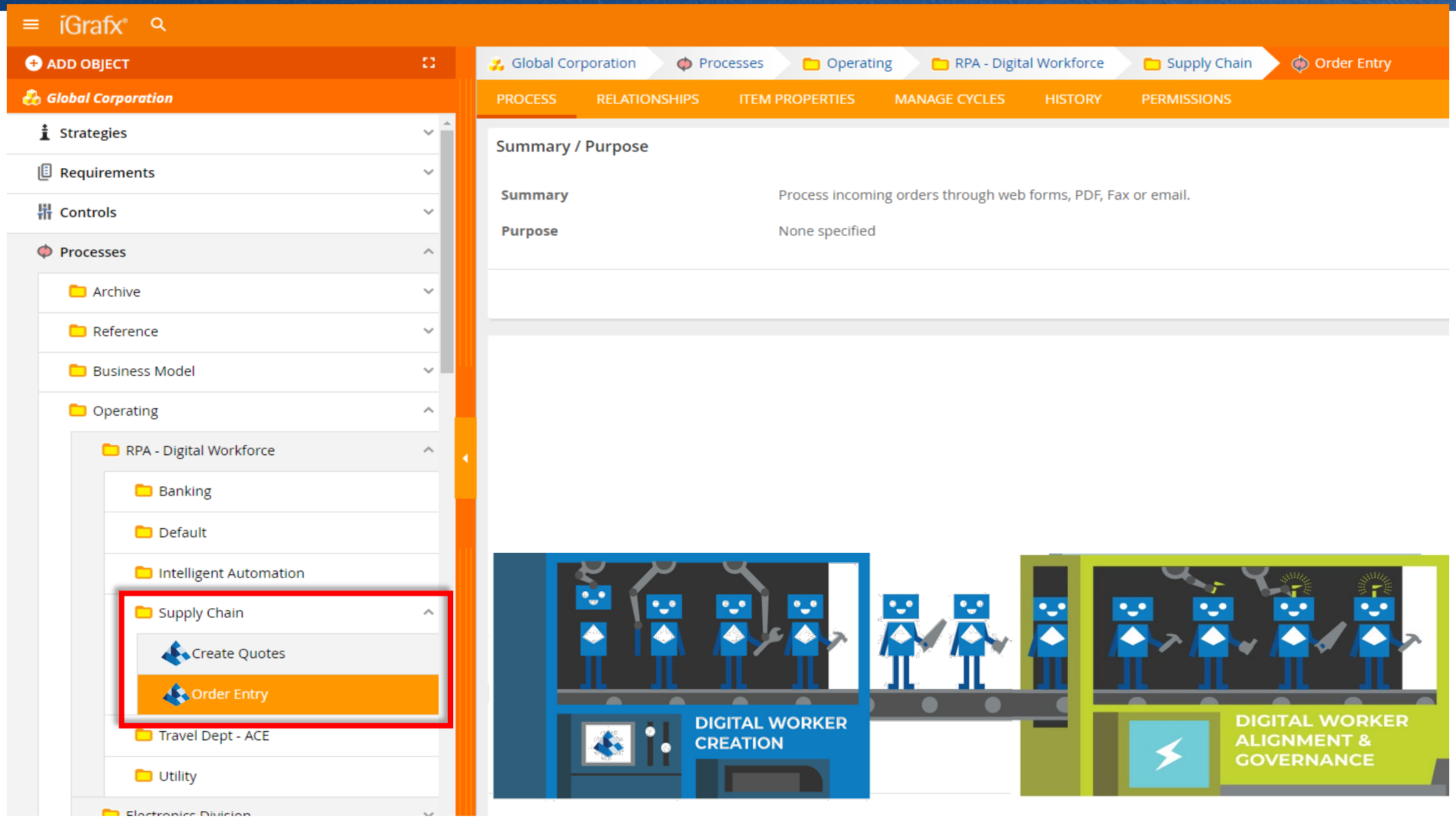
IT Supported Enterprise Infrastructure

blueprism®

iGrafx®

Platform Synchronizer

iGrafx – Blue Prism Platform Synchronizer



blueprism

iGrafx®

iGrafx – Blue Prism Platform Synchronizer

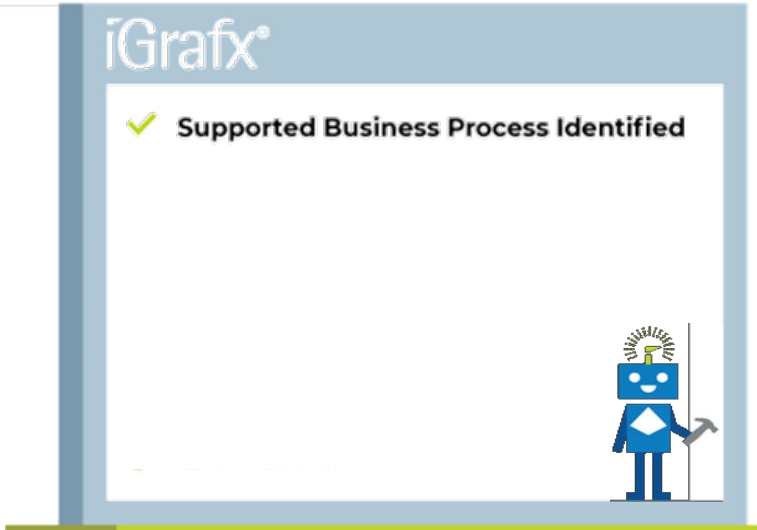
Global Corporation > Reports > IT > RPA Relationship Report

REPORT | SETTINGS | DETAILS | RELATIONSHIPS | ITEM PROPERTIES | MANAGE CYCLES | HISTORY | PERMISSIONS

Version 2.0.0 (Not Approved) | View Approved

SORT BY

Application	Supports RPA Script	Supports Process	Responsible Resource
Blue Prism	Order Entry	3.5.4.1.5 Enter Order	Order Entry Specialist
	Create Quotes	3.5.4.3 Create Quote	Order Entry Specialist
		4.8.2 Quote Service Orders	Sales Director



blueprism

iGrafx®

iGrafx – Blue Prism Platform Synchronizer

Global Corporation › Reports › IT › RPA Strategy Report

REPORT | SETTINGS | DETAILS | RELATIONSHIPS | ITEM PROPERTIES | MANAGE CYCLES | HISTORY | PERMISSIONS

Version 1.0.0 (Not Approved)

SORT BY

Application	Supports RPA Script	Supports Process	Strategy	Responsible Resource
Blue Prism	Create Quotes	3.5.4.3 Create Quote	Optimize Customer Sales Process (SBO)	North America Sales Director EMEA Sales Director Asia Sales Director
			Improve Information System Capabilities (SBO)	VP IT
		4.8.2 Quote Service Orders	Optimize Customer Sales Process (SBO)	North America Sales Director EMEA Sales Director Asia Sales Director
			Provide Service Excellence (SBO)	
Blue Prism	Order Entry	5.4.1.5 Enter Order		

blueprism

iGrafx®

iGrafx – Blue Prism Platform Synchronizer

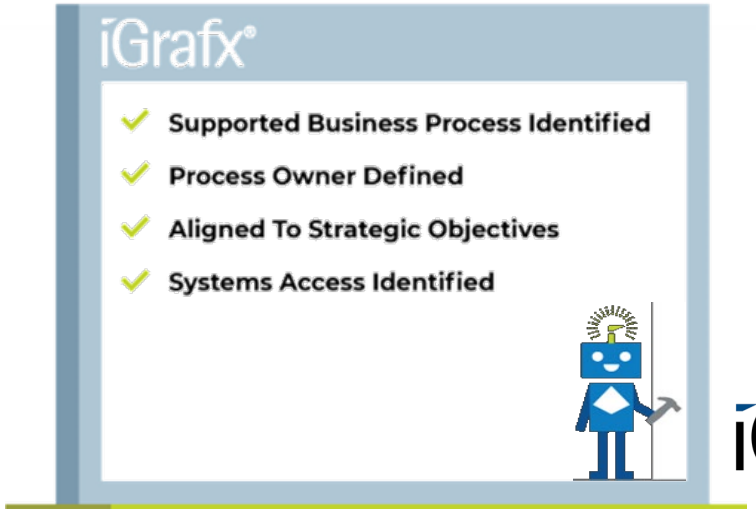
Global Corporation > Reports > IT > RPA Work Product Report

REPORT | SETTINGS | DETAILS | RELATIONSHIPS | ITEM PROPERTIES | MANAGE CYCLES | HISTORY | PERMISSIONS

Version 1.0.0 (Not Approved)

SORT BY

Applicatio	Supports RPA Script	Receives Work Product	Receives From	Sends To	Sends Work Product	Supports Process
Blue Prism	Order Entry	Purchase Order Data	Order booked		Purchase Order	3.5.4.1.5 Enter Order
	Create Quotes	Request			Quote	3.5.4.3 Create Quote
						4.8.2 Quote Service Orders



blueprism®

iGrafx®

iGrafx – Blue Prism Platform Synchronizer

Object	Has Risk	Risk Category	Controlled By	Current Risk Data			
				Impact	Likelihood	Inherent Risk	Residual Risk
C.1 Develop and manage goods and services	Ambiguous customer requirements	Operational	Perform permanent customer requirement analysis	High	Low	8	0
	Delayed "time-to-market"	Operational	Definition of project sprints	Medium	Medium	9	4
C.3.1 Create offer	Wrong price calculation	Operational	Use of Price Calculation Tool	High	Low	8	0
C.3.1.3 Create submission	Price for product is set wrong	Financial, Operational		High	Medium	15	15
C.3.1.4 Negotiate contract	MOQ too low	Financial, Regulatory		High	Low	8	8
	SOP too early			Very high	Low	15	15
C.3.2.1 Create leads	Lead creation low			Very high	High	20	20
C.3.2.2 Manage customers	Missing effort			Very high	Low	15	15
	Inaccurate customer communication			Low	High	8	8
C.3.2.3 Manage sales	Inaccurate communication with customers			Very high	Very high	25	25
	Reorganization within customer environment			Medium	High	16	16
C.3.2.4 Manage orders	Order entry errors	Operational	Automated check by ERP system	High	Very high	20	12
C.4 Manage customer service	Relationship damaged			Medium	Medium	9	9
M.1 Develop and manage strategy	SWOT analysis incorrect	Financial, Operational, Regulatory, Reputational	Form reserves Include results from market research	Medium	Medium	9	6
	KPIs unclearly defined	Regulatory	Have KPIs checked by process owner before approval	Very high	Low	14	7
S.3.1 Select supplier	Contract terms are not company-conform			High	Medium	15	15
	Offer too high			Medium	Low	6	6
	Pattern unusable			Low	High	8	8
S.3.2 Evaluate suppliers	Supplier does not accept downgrade			Medium	Very low	3	3
S.3.3 Develop Suppliers	Discrepancies too high			Medium	Medium	9	9
S.5.1 Perform an internal audit	Repair measures ineffective	Operational, Regulatory		Very low	Low	2	2

blueprism®

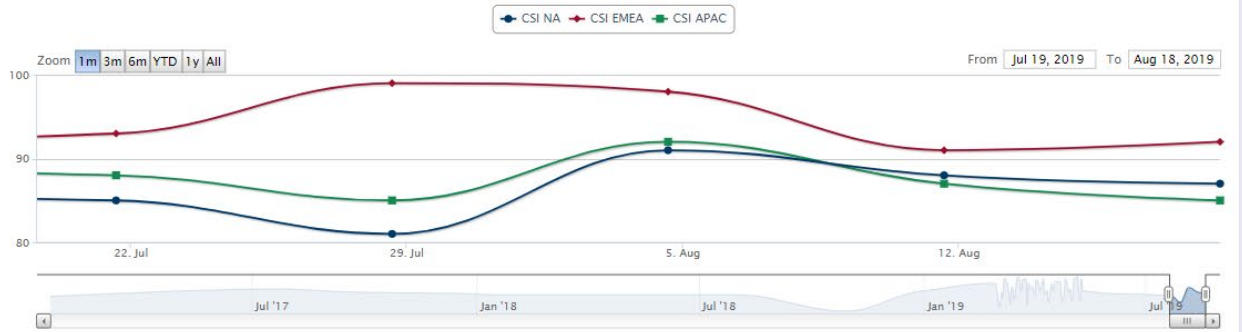
iGrafx®

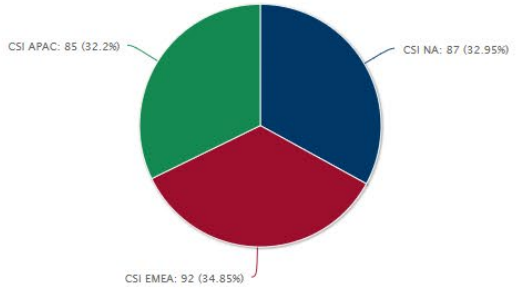
iGrafx – Blue Prism Platform Synchronizer

Customer Satisfaction

VIEW IN MODEL AREA SET DEFAULT

Dashboard: Customer Satisfaction





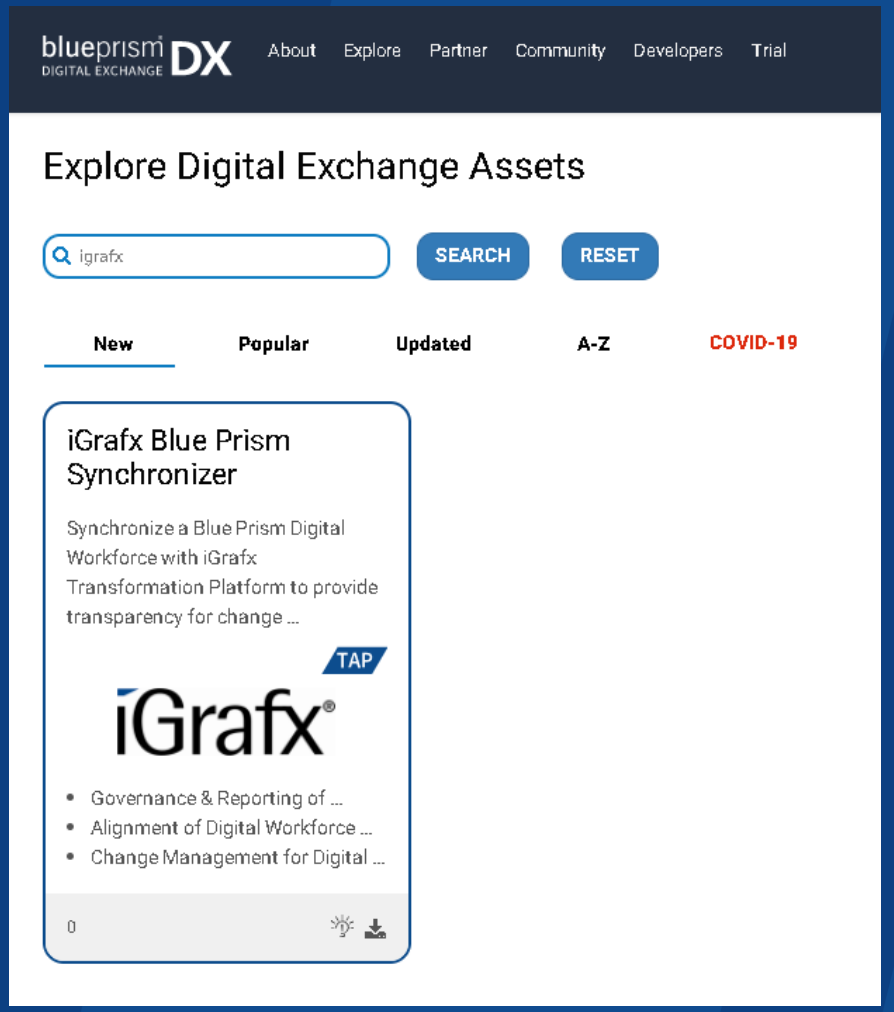
Date	CSI NA	CSI EMEA	CSI APAC	Average
2019-08-18 15:00:00	87	92	85	88
2019-08-11 15:00:00	88	91	87	88.7
2019-08-04 15:00:00	91	98	92	93.7
2019-07-28 15:00:00	81	99	85	88.3
2019-07-21 15:00:00	85	93	88	88.7
2019-05-09 17:00:00	89	85	94	89.3
2019-05-08 17:00:00	97	90	84	90.3
2019-05-07 17:00:00	82	95	87	88
2019-05-06 17:00:00	87	90	80	85.7
2019-05-05 17:00:00	98	95	83	92

Customer satisfaction index of 98%	2019-08-18 15:00:00
CSI APAC: 85 %	2019-08-18 15:00:00
CSI EMEA: 92 %	2019-08-18 15:00:00
CSI NA: 87 %	2019-08-18 15:00:00
Customer Satisfaction Index (CSI): N/A %	2018-12-31 16:00:00

blueprism®

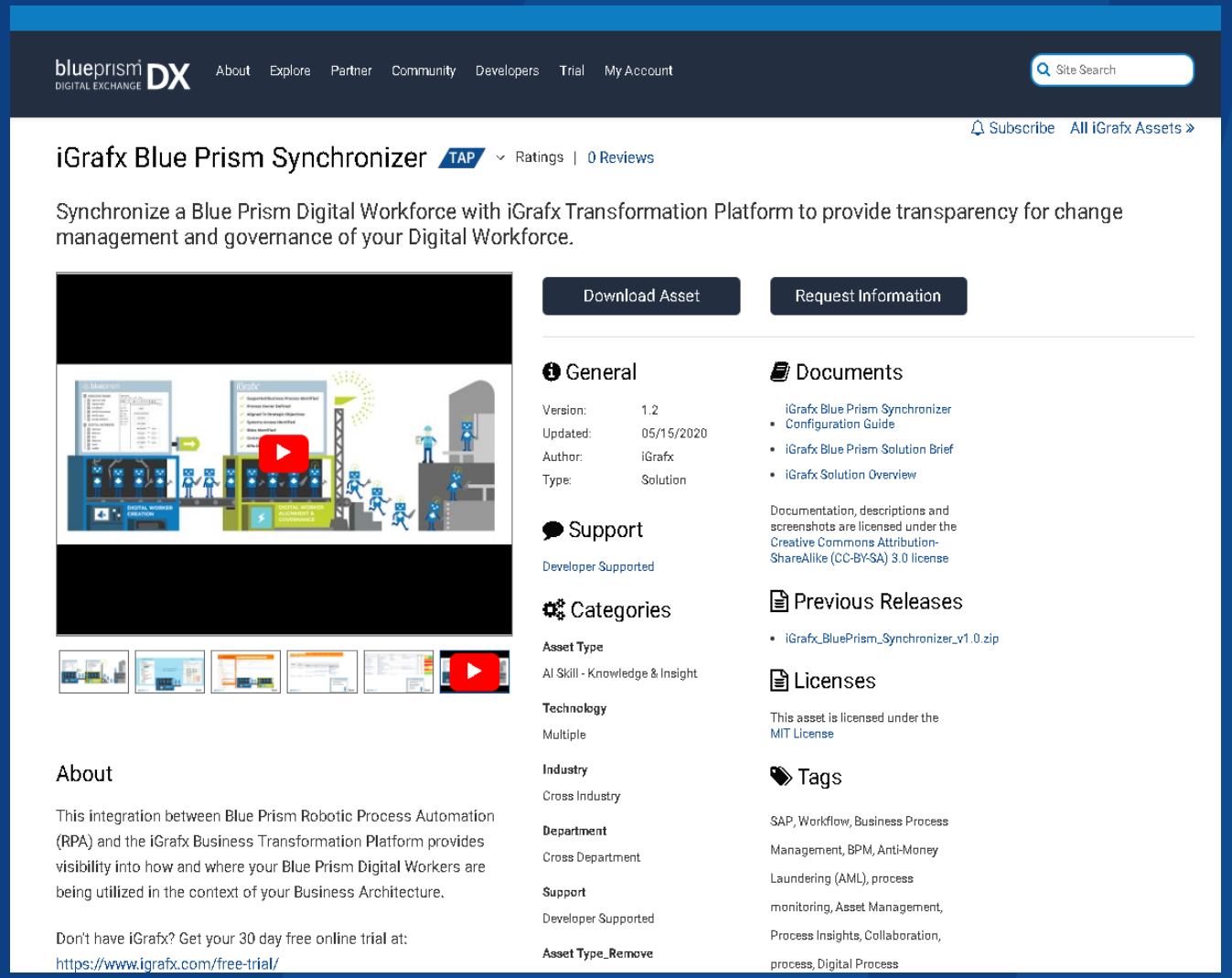
iGrafx®

iGrafx Blue Prism Synchronizer



iGrafx Blue Prism Synchronizer

https://digitalexchange.blueprism.com/dx/entry/60385/solution/igrafx-blueprism-synchronizer



Blue Prism – iGrafx Value

- Create a virtual “HR Department” for your Digital Workforce, ensuring Compliance, Governance and Results.
- Gain Knowledge and Insight on where your Digital Workers are and what they are doing to ensure Resiliency and Business Continuity
- Make sure you understand the impact of business model changes on your digital workforce before you make them.
- Scale RPA projects faster across your organization while eliminating the typical risks.
- See new, untapped opportunities for intelligent automation and safely simulate the business impact to maximize your ROI.

Commercial in Confidence

blueprism®

iGrafx®

Platform Synchronizer