



Blue Prism Cloud Hub: Digital Workforce Management Throughout the Automation Lifecycle

What is Hub?

Blue Prism Cloud Hub (BPC Hub) serves as the platform's interface for the management of automation lifecycles, acting as a productivity tool for a company's Center of Excellence (CoE) so organizations can *Identify, Scope, Design, Build, Test, Deploy* and *Operate* enterprise process automations.

Hub's business-friendly interface and control room environment gives organizations access and insight into their process automation landscape – including digital worker utilization and performance and the ability to support CoE roles and responsibilities in guiding successful and scalable outcomes. Hub can also be accessed anywhere there is an internet connection and is designed with end-user security in mind.

As the starting point for many roles in the setup of new processes and functionality, Hub allows companies to both develop and oversee their digital workforce. Through a clear and configurable dashboard, Hub gives instant access into all automated processes running on the platform from insight into your process exceptions to the utilization rate of digital workers. Hub empowers your CoE with the right information that allow them to fulfill their roles and support overall digital workforce strategy.

Key Features

Powered by the intelligence data collected from IADA[®], Hub supports the human operators and controllers of the platform.

- **Designed for the modern business user:** With the intuitive 'no-code' interface, users from across the business can be enabled to use the system and get up and running quickly. Access the cutting-edge dashboard analytics to share metrics including the return on investment with your business stakeholders
- **Take control of your digital workforce:** Users can manage the digital workforce through Hub Live Access, adjusting processes, service level agreements and systems access – all through secure role-based access control.
- **Train digital workers:** The digital workers within the platform are unique to each customer. Teach them the procedural steps of your process through Wireframer or understand the unique language of your business through the Natural Language Understanding trainer interface.
- **Comprehensive dashboard and reporting:** The Hub dashboard gives users a live feed of their digital workforce at work, including which processes are being completed at any time. Other information at their fingertips includes process completion times, utilization of each bot, and performance against service level agreements.
- **Manage your automation lifecycle:** Control your automation lifecycle with centralized definition and management of automation progress, as well as delivery milestones. The industry-recognized Automation Lifecycle Management (ALM) plugin shifts the dependency for isolated third-party project management applications to give organizations a holistic view of their automation estates.

- **Understand business priorities and SLAs:** Understand the diverse portfolio of work that your digital workers have to fulfill through a business lens. Leveraging Queue Analyzer within Hub, workload is labeled with the business priority and service level agreements to ensure work is managed and executed in the order your business dictates.
- **In-line notifications:** Define and configure conditions for event notifications to allow you to respond to your unique business circumstances. Per-user notifications allow for information to be brought to the attention of the relevant individual or individuals to allow them to act.
- **White-label to your brand preference:** Accessing the customization setting of Hub enables users to enforce a look and feel akin to their business brand. Language and terminology can also be changed to make the Hub experience similar to that of an internal toolset.

Benefits

- **Aligned to your business:** Hub supports the automation lifecycle and roles of CoE, helping you to deliver with a best practice aligned application that guides you to successful automation deliveries.
- **Upskill existing employees:** Hub can be used by your current teams without the need to bring in additional resources. The smart user experience optimized design simplifies the task of digital workforce management.
- **Instant business intelligence:** Extract, analyze and benchmark digital workforce and process management information to reinforce business decisions.
- **Supports scalability:** When organizations are ready to scale their automation operations, the same Hub interface is used to manage all additional digital workers and processes. Simply onboard additional users on Hub using our training materials.
- **Secured to your standards:** Mature role-based access control ensures every aspect of Hub is secured to privileges you set. Allow your business administrators to define roles to fit the needs of your CoE.
- **Deploy globally with language localization:** End users can choose from a range of localized user interface language preferences to simplify the adoption of the interface within their CoE.

About Blue Prism Cloud

Blue Prism Cloud is a turnkey SaaS-based intelligent automation platform that accelerates speed to value and simplifies scaling. It allows companies to access and deploy intelligent digital workers directly from the cloud to accelerate their digital transformation journey and swiftly extend the benefits of automation across the enterprise. By integrating this digital workforce with their teams, companies can accelerate growth and achieve a step change in efficiency.

Blue Prism is the only RPA provider to offer enterprises a comprehensive choice of deployment options, including on-premises, cloud-hosted, hybrid, or SaaS. More than 1,500 global enterprise customers leverage Blue Prism's Digital Workforce, empowering their people to automate billions of transactions while returning hundreds of millions of hours of work back to the business. Visit www.blueprismcloud.com for more information.