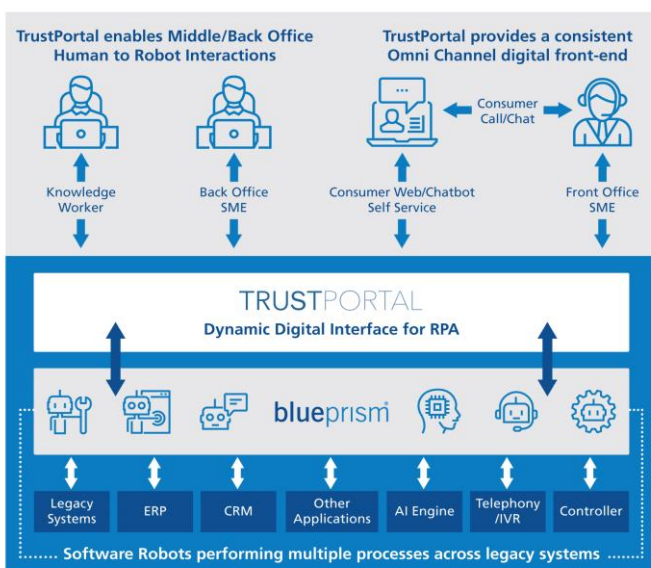# Technology Alliance Program

TrustPortal & Blue Prism RPA Combine Human-Assisted and Robotic Automation

*The Blue Prism/TrustPortal integration combines Blue Prism Robotic Process Automation (RPA) with TrustPortal's secure, dynamic, front-end user interface. This combination of human-assisted and robotic automation adds the critical skill of **Collaboration** to Blue Prism's Intelligent Automation platform, giving enterprises the ability to easily introduces human interactions into complex processes.*

Unifying the Human & Digital Workforce

The TrustPortal and Blue Prism integration makes it possible to embed human actions and activities into automated end-to-end processes across new and legacy systems. Organizations can **simply and securely manage robot-to-human (R2H) digital labor interactions within a single process**.

The TrustPortal platform is a highly functional SaaS or on-premise platform with digital front-end capabilities, RSA encryption, dynamic form creation, and drag-and-drop functionality. Using Blue Prism's workflow, this integration **lets workers interact directly within an RPA process**—extending the automation of more complex and time-consuming interactions to help organizations accelerate digital workforce transformation.

How Blue Prism & TrustPortal Work Together

Blue Prism Digital Workers perform repetitive tasks on the back end, while TrustPortal dynamically generates relevant request interactions with customers, front office agents, and cross-company staff. Organizations benefit from:

- **A dynamic digital user interface** with digital workers that links customer self-service and front and back office operations as digitized end-to-end activities—ideal for attended robotics in contact centers.
- **Digital replacement of existing paper forms** now dynamically managed by Digital Workers within any legacy system, plus RSA encryption to safeguard customer-to-company information-sharing.
- The ability to **digitally connect** chatbots (Trustbot), IVR/voice recognition or other omnichannel technologies **to legacy systems** to minimize employee interaction, unless intervention is required.

Technology Alliance Program

Streamline Complex Processes, Increase Efficiency

The combination of Blue Prism's intelligent automation expertise and TrustPortal's digital platform offers a world of possibilities for enterprises that need to streamline complex processes, including such advantages as:

- **Increased Efficiency & Productivity:** Digital interaction with legacy systems is often technically or cost-prohibitive. With TrustPortal/Blue Prism, any process can be digitized and automated end-to-end. For example, robots carry out repetitive, rules-based activities at contact centers while agents manage higher value, complex interactions—increasing agent productivity and improving customer engagement and operational metrics.
- **Cost Savings & Enhanced Customer Service:** Realize significant savings versus the cost of manual processes that are now delivered more quickly, more accurately, and with higher customer satisfaction.
- **Security & Compliance:** Leading encryption technology ensures that only authorized "key" holders can access the data and that all data held in TrustPortal is secure (this includes UK Government/ ISO27001 hosting and security, data in UK, SHA512 encrypted).
- **Easy to Use & Intuitive:** Integrate any enterprise system with new technology in response to customer demand—including real-time engagement through web, mobile, chatbot and voice channels—to help streamline the decision-making process.

Summary

The Blue Prism/TrustPortal integration gives enterprises easy access to "drag-and-drop" artificial intelligence for an **instant connection to TrustPortal's secure, dynamic digital front-end** – all while building a process within Blue Prism. Organizations can automate end-to-end processes using the power of Blue Prism's Digital Workers to connect across multiple legacy systems, giving customers and employees a highly functional digital experience.

About Blue Prism

As the pioneer, innovator and market leader in Robotic Process Automation, Blue Prism (AIM: PRSM) delivers the world's most successful Digital Workforce. Blue Prism provides a scalable and robust execution platform for best-of-breed AI and cognitive technologies and has emerged as the trusted and secure RPA platform of choice for the *Fortune 500*. For more information, visit www.blueprism.com.

About TrustPortal

TrustPortal is a dynamic software company focusing on innovative developments in the RPA industry. With proven industry-wide solutions, TrustPortal is well positoned to become a world leader in enabling Robot-to-Human (R2H) digital services. TrustPortal's secure and scalable solutions deliver new levels of productivity, cost savings, and interaction simplicity to enterprise-wide automation strategies. For more information, visit www.trustportal.com.