SS&C|Blue Prism Global Customer Support Services Terms
Application, Platform and Operation Criteria

Blue Prism Enterprise (client hosted)

Application

The following components comprise Application as referenced in the Global Customer Support Services Terms:

- Interact Application
- Hub Application
- Automation Lifecycle Management Application*
- Blue Prism Core Product including without limitation the Interactive Client, Application Server and Runtime Resource applications
- Decision
- Decipher Intelligent Document Processing (v1.2 and later) (Decipher IDP)
- Blue Prism Desktop
- Blue Prism Process Intelligence powered by ABBYY (BPPI)*
- Service Assist
- PowerPack for use with Salesforce*

Issues/faults with this component cannot qualify as a P1

Platform

The following components comprise Platform as referenced in the Global Customer Support Services Terms:

- There are no platform components

Blue Prism Cloud Services Intelligent Automation

Application

The following components comprise Application as referenced in the Global Customer Support Services Terms:

- Interact (SelfService) Application
- Hub (Connect) Application
- Automation Lifecycle Management (Wireframer) Application*
- IADA Orchestrator / Director
- Blue Prism Core Product including without limitation the Interactive Client, Application Server and Runtime Resource applications
- Decision
- OCR engine
- Service Assist
- PowerPack for use with Salesforce*

Issues/faults with this component cannot qualify as a P1

Platform

The following components comprise Platform as referenced in the Global Customer Support Services Terms:

- Cloud subscription
- Platform Operating System
- SQL Database
- Development Digital Worker(s) Virtual Machines
- Production Digital Worker(s) Virtual Machines
- BPC Site VPN Gateway
- RabbitMQ
- Web Servers
- Microsoft Defender
- Management Server and associated security software

Operation Criteria

The **Blue Prism Cloud Services Intelligent Automation** Platform is operating if it meets the following Operation Criteria as referenced in the Global Customer Support Services Terms:

- All components comprising Platform are powered on, available on the network and can be logged onto by an Authorized User, and Customer Active Directory Services are working in accordance with the Documentation.
- All Blue Prism-supplied software components have been appropriately licensed, installed, have started and are running.
- The components comprising both Application and Platform can connect between each other as described in the Documentation for Blue Prism Cloud Application Architecture.
- For the Interact (SelfService) component, an Authorized User can log in, enter data into a form, and submit such data into a queue which then awaits processing.
- For the Management Server, an Authorized User can log in and connect to other components on the Platform.
- For the Development and Production Digital workers, an automated process can be loaded, process steps can be executed.
- For the OCR engine component, an Authorized User can log in, and observe that a defined OCR input is read and processed.
- For the Hub (Connect) component, an Authorized User can log in, and is presented with the menu options, and interface(s) as defined in the applicable product datasheet(s).

Blue Prism Next Generation (hosted by Blue Prism)

Application

The following components comprise Application as referenced in the Global Customer Support Services Terms:

- Blue Prism Next Generation Digital Worker (client-hosted)
- Blue Prism Next Generation Design Studio (client-hosted)

Platform

The following components comprise Platform as referenced in the Global Customer Support Services Terms:

- Any Blue Prism Next Generation hosted components]

Operation Criteria

The **Blue Prism Next Generation** Service is operating if it meets the following Operation Criteria as referenced in the Global Customer Support Services Terms:

- The components comprising the Platform are available for access, can be logged onto by an Authorized User, and are working in accordance with the Documentation
- The components comprising both Application and Platform can connect between each other as described in the Documentation