Product Components, Operational Components and Operation Criteria

Product Components

The Product Components included in the Support Services are:

- Interact (SelfService) Application
- Hub (Connect) Application
- Automation Lifecycle Management (Wireframer) Application – Any issues/faults cannot qualify as a P1.
- IADA Orchestrator / Director
- 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) – Any issues/Faults cannot qualify as a P1.
- OCR engine
- Service Assist
- PowerPack for use with Salesforce – Any issues/faults cannot qualify as a P1

Operational Components

The Operational Components included in the Support Services are:

- 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
- Defender / AntiVirus
- Management Server

Operation Criteria

The Blue Prism Cloud Services Intelligent Automation Platform is deemed as operating if it meets certain criteria, which includes the following:

- All Platform Components 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 software components have been appropriately licensed, installed, have started and are running.
- The components can connect between each other as described in the Documentation for Blue Prism Cloud Application Architecture.
- For the self-service 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 component, an Authorized User can log in, and observe that a defined OCR input is read and processed.
- For the 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).