SS&C | Blue Prism Hub technical data sheet

This document details the product specifics of the SS&C | Blue Prism® Hub capability within the Blue Prism® Cloud platform. Hub exists as one of a collection of products from Blue Prism Cloud alongside SS&C | Blue Prism® Interact; a digital worker to human collaboration interface and SS&C | Blue Prism® Director; a digital workforce manager to support at-scale deployments. The following sections outline the features and controls of Hub for a Platform-as-a-Service deployment.

Blue Prism Cloud

Blue Prism Cloud brings together the principles of Cloud, Robotic Process Automation (RPA) and Artificial Intelligence (AI) to offer a proprietary Platform-as-a-Service (PaaS) designed to automate and digitize the execution of knowledge-based work. Digital workers are deployed non-disruptively into business operations and work by emulating the way people use business systems, the decisions they make and the processes they follow, to augment, replace, or digitize manual work processes.

SS&C | Blue Prism Hub

As the digital workforce landscape matures within an organization, operators and sponsors alike need to scale their approaches and methodologies to manage their automation investment. Management information on the digital workforce needs to be transparent across the business and intuitive to interpret, in addition best-practices need to be monitored to ensure alignment to industry standards. Hub caters for the individual roles within the robotic operating model (ROM) with a set of capabilities to ensure the successful, scalable delivery of an automation strategy.

Hub provides new and existing Blue Prism users with a productivity platform for the management of:

- **SS&C | Blue Prism Hub Control Room** – Allows you to run and adjust schedules, monitor your digital workforce and track work queue items in a web client interface.
- **SS&C | Blue Prism Automation Lifecycle Management** – Provides a framework for business analysts to capture the process definition of the business process, deliver exception handling in a consistent manner, and review and sign off the process structure.
- **SS&C | Blue Prism Decision** – Provides Blue Prism users with the ability to train and deploy intelligent machine-learning decision-making models within their digital workforce.
- **SS&C | Blue Prism Interact** – Interact functionality is split across two components; firstly, a developer utilizing Hub and the Forms plugin to create and publish forms for an end user to utilize; secondly, the end user Interact interface where they can, by utilizing published forms, interact with the digital workforce.

Version support and prerequisites

Hub in its role as a productivity platform in Blue Prism Cloud has been created with the following prerequisites. These prerequisites should be met before the deployment of a Hub instance.

- In Blue Prism Cloud 2023.1, supported Blue Prism versions are 7.1 or later
- Completion of the Blue Prism Cloud – Hub Connectivity Configuration document

Hub plugins

Hub has been created as a lightweight 'empty' application which is then populated by a series of plugins or features. This forms what is referred to as the plugin architecture which allows the Blue Prism Cloud team to iterate features and make them available for consumption by the Hub administrators.

Each Hub instance contains a Plugin Repository page which allows Hub administrators to view and deploy new plugins as well as update to existing plugins.

In the delivery of the service, Hub is required to process and store specific items of information. These items will either be from the client domain, Blue Prism environment or information native to the configuration within Hub. The sub-sections highlight the data flows and requirements based on each plugin alongside the features.

Hub Core

The Hub Core plugin provides a foundation that additional plugins inherit functionality from. This includes the following features:

- Role-Based-Access-Control (RBAC)
- Email Settings
- Database (Connection) Settings
- Authentication Settings
- Users and Roles
- Customization Settings
- Audit
- Plugin Repository
- Notifications
- Announcements
- Profile Management

Hub Core is a mandatory plugin for Hub and expects the following data access/control requisites:

Data Access/Control Requisites	Information/Data Stored?	Storage Location
LDAP connection string information for user authentication ✏️ This is only required if LDAP is used. If Native Authentication is used, the LDAP connection string is not required.	Yes	Hub database
SQL Server connection string for Blue Prism database interactions (Read/Write)	Yes	Hub database
Communication to customer Domain Controller (if LDAP is used)	No	N/A
SMTP connection string information for outbound email notifications	Yes	Hub database
Communication to nominated Email Gateway	No	N/A
Username and User Profile Information	Yes	Hub database
Corporate Brand Guidelines (optional) for white labeling	Yes	Hub database

Dashboard

The Dashboard plugin provides insight into the digital workforce landscape. Dashboards are crafted based on the deployment of a series of configurable widgets which can be added by each individual user. The available widgets are determined based on the plugins deployed.

Available widgets are:

Widget	Parent plugin
Monthly Utilization Diary	Control Room
Utilization Chart	Control Room
Utilization Heatmap	Control Room
Work queue compositions	Control Room

Dashboard is a mandatory plugin for Hub and has the following requirements:

Requirement	Information/Data Stored?	Storage Location
User Dashboard Name, Description and Avatars	Yes	Hub database

Automation Lifecycle Management

> Automation Lifecycle Management an optional plugin that requires an additional license key. This plugin is provided fully licensed as part of the Blue Prism Cloud platform. If this plugin does not display in Hub, please contact Support.

The Automation Lifecycle Management (ALM) plugin underpins the software-driven-operating-model of Blue Prism. The capability is delivered to guide all users within a center of excellence to a successful and scalable delivery of automations. This extends to the following features:

- **Applications** – Define and manage the applications in scope of your automation lifecycle. Allocate versions to support regression testing procedures and set owners to ensure release procedures are being maintained;
- **Process Definitions** – Adopt a web-based process definition document interface for collaboration with your business unit subject matter experts. Use a fully enabled version control with process definition document submission and signoff workflow embedded;
- **Exceptions** – Create and manage templated exceptions to allow your business processes to share templated procedures for error control/exception handling.
- **Wireframer** – Efficiently define business objects that can be used as part of an automation process.

Automation Lifecycle Management is an optional plugin in Hub and has the following requirements:

Requirement	Information/Data Stored?	Storage Location
Application and Exceptions properties including; Name, Availability properties, ownership, process screenshots and procedure flow	Yes	Hub database
Wireframer; Name, Process Name and Description	Yes	Hub database
Wireframer; Read and Write access to the BPAProcess table within Blue Prism	No	N/A

Control Room

> The Control Room plugin is an optional service that is freely available to use. The Control Room plugin is compatible with Blue Prism 7.0 or later and requires the Blue Prism API. This plugin is provided as part of the Blue Prism Cloud platform. If this plugin does not display in Hub, please contact Support.

The Control Room plugin allows you to run and adjust schedules, monitor your digital workforce, and track work queue items in a web client interface. It provides the following features:

- **Work Queues** – Monitor the status of work queue items and track queue activity.
- **Sessions** – View, filter, and organize session activity in each environment.
- **Schedule Activity** – Monitor the status of schedule runs for each environment, filter data, and create user-defined views.
- **Schedule Manager** – Control, create, and modify schedules – manage their activity with the help of user-defined views.
- **Digital Worker Health** – View and monitor the digital workers in each environment.

The Control Room plugin also provides a number of dashboard widgets, which you can apply and customize to monitor your Blue Prism environments at a glance. These are:

- **Monthly utilization diary** – Enables you to view the utilization of your digital workforce for each day of a month.
- **Utilization chart** – Enables you to view the utilization efficiency of your digital workforce.
- **Utilization heatmap** – Enables you to view patterns, peaks and troughs of activity for the digital workforce.
- **Work queue compositions** – Enables you to view the composition of work queue items across your work queues.

Control Room is an optional plugin in Hub and has the following requirements:

Requirement	Information/Data Stored?	Storage Location
Connection string for Blue Prism database (Read/Write)	Yes	Hub database
Connection string for Blue Prism API	Yes	Hub database
Management of schedules, tasks and sessions using the Blue Prism API	Yes	Blue Prism database

Decision

> The Decision plugin is an optional service that requires an additional license key to operate. This plugin is provided fully licensed as part of the Blue Prism Cloud platform. If this plugin does not display in Hub, please contact Support.

Decision provides Blue Prism users with the ability to train and deploy intelligent machine-learning decision-making models within their digital workforce, without requiring any data science expertise. Blue Prism Decision's simple and intuitive user interface allows users to:

- **Define a model** – Add a title, description, decision type, and decision variables.
- **Train the model** – Use active learning based on defined input variables specified by the model service, without needing any data science knowledge to produce statistically accurate machine-learning models.
- **Calibrate the model** – Review model inputs and outcome predictions, and overwrite model decisions if required.

Decision is an optional plugin in Hub and has the following requirements:

Requirement	Information/Data Stored?	Storage Location
Model training data, including training and calibration	Yes	Decision database
Prediction request from Blue Prism process/automation process	Yes	Decision database
Service account information	Yes	Hub database

Interact

Interact an optional plugin that requires an additional license key. This plugin is provided fully licensed as part of the Blue Prism Cloud platform. If this plugin does not display in Hub, please contact Support.

The Blue Prism Interact plugin provides a collaboration interface between the human and digital workers in a business process. Interact functionality is split across two Blue Prism components: firstly, a developer utilizing Hub and the Interact Forms plugin to create and publish forms for the end users to utilize; secondly the end user interface where they can, by utilizing published forms, interact with the digital workforce.

Interact is an optional plugin in Hub and has the following requirements:

Requirement	Information/Data Stored?	Storage Location
Interact Form properties including; Form name, field properties, ownership, version history	Yes	Hub database
Form submission from the Interact user interface	Yes	Interact database

Connectivity

Platform connectivity

Hub is granted access to the customer Blue Prism environment via a site-to-site private network connection, such as Site-to-Site VPN. This network connection is initiated as part of service creation and maintains an active link for operation. End user access to Hub is via the private network connection only, and all network access is restricted using network security groups and application security group controls.
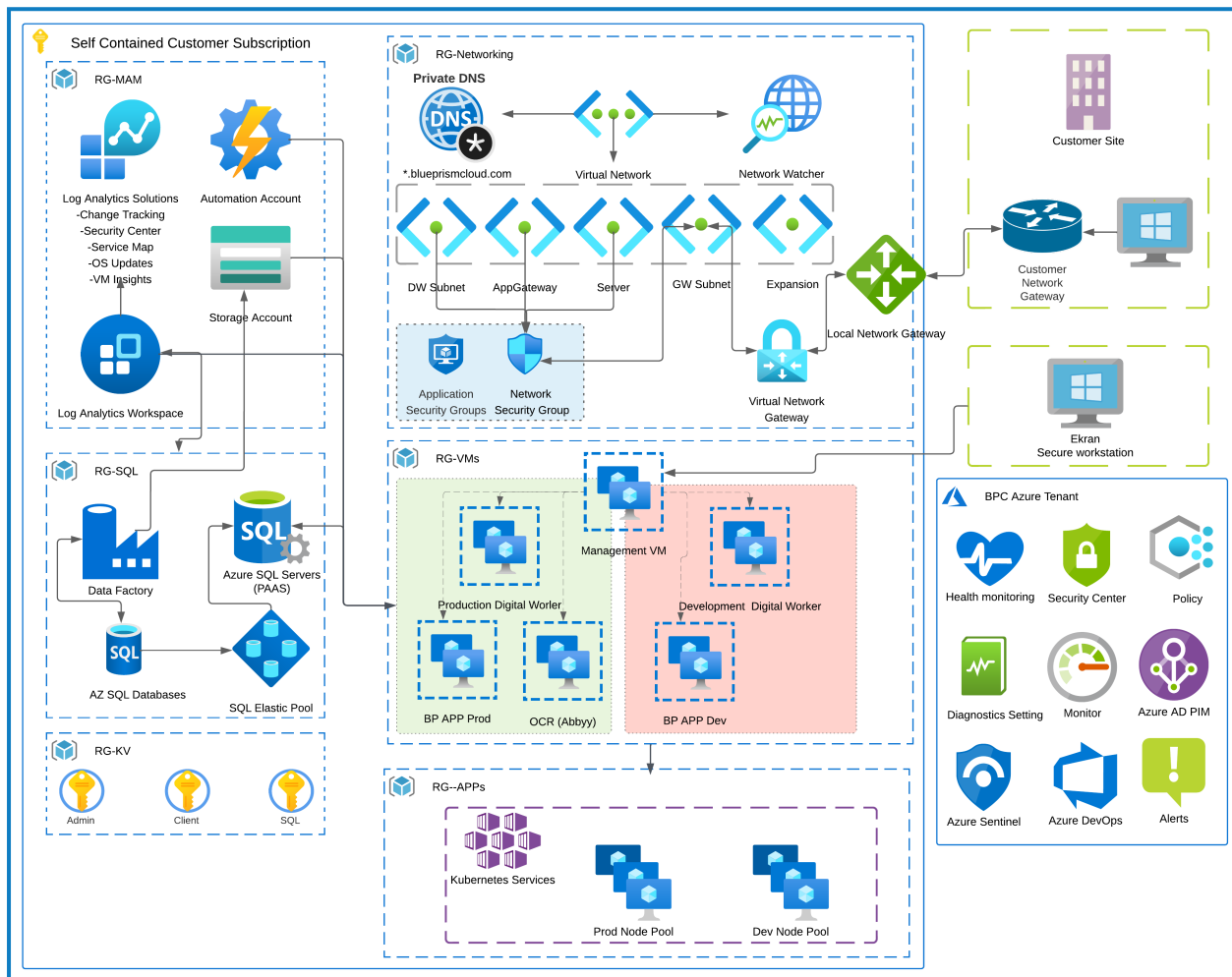
User authentication

Hub supports:

- **Native authentication** – Access Hub using a user name and password defined within Hub itself
- **Authentication using LDAP** – Hub can be configured to authenticate using your organizations Active Directory environment.
- **Authentication using Authentication Server** – Authentication Server provides a centralized way of providing common authentication for users across three key components of the Blue Prism platform: Blue Prism Enterprise, RESTful API, and Hub.

Managed users are granted privileges through the embedded Role-Based-Access-Control capability to grant or limit access to specific plugins based on customer administration configuration.

Localization

Hub supports the following languages:

- English
- French (Français)
- German (Deutsch)
- Japanese (日本語)
- Spanish (Latin American) (Español)
- Simplified Chinese (中文)

Availability controls

Deployment

Blue Prism Cloud uses Microsoft Azure Services for the deployment data center services of its PaaS architecture. Blue Prism Cloud can be deployed into any available region in the cloud service provider, and the customer will be prompted to select a region as part of the deployment activities.

Backup services

Blue Prism Cloud provides backup capabilities which allow for restoration of the Hub database anytime within a 30-day period. The restoration process is initiated as a support request to the Blue Prism Cloud support team.

> The Blue Prism Hub platform does not back up information relating to the Blue Prism environment and should not be considered as a backup solution for a deployed instance of Blue Prism.

Security controls

Blue Prism Cloud has architected the Hub platform with the principles of information and cyber security at its core. Blue Prism Cloud maintains a 24/7 security operations center in support of protecting the environments from malicious activity.

Platform segregation

Each deployment of Blue Prism Cloud operates within its own subscription. This is a segregated subscription, meaning no components are multi-tenanted.

Hub is delivered with two instances in each subscription by default. Each instance consisting of two web applications configured as a Hub and Authentication Server. The two instances are preconfigured to a specific production and development Blue Prism environment at the point of deployment. The instances are connected to using a provisioned gateway and site-to-site network connection (for example, Site-to-Site VPN) with the address space whitelisted by the customer.

Hub is deployed with a development and production instance allowing for plugin updates to be validated before publication into the production environment.

If using the LDAP authentication method, Blue Prism Cloud recommend that a dedicated Active Directory Group is established for each of these environments, for example, 'BPC-Hub-Dev' and 'BPC-Hub-Prod'. Within these specific Active Directory groups, users who will require access to that environment should be added. This will then restrict users to an environment, for example, a developer would not require access to the production environment.

Blue Prism Cloud support

In response to an issue, to meet the service level agreements the Blue Prism Cloud support team may require access to the Hub environment.