


Blue Prism Cloud platform expansion

As a Blue Prism Cloud customer, you have two options available for expanding the platform to include more digital workers on a permanent basis:

- **Option 1:** Available for all customer expansions – Deployment of one or more new digital workers, ready for customer configuration including application install, account creation, potential domain join and so on.
- **Option 2:** Only available to platform expansions of more than five additional digital workers – Deployment of five or more new digital workers against which Blue Prism Cloud Operations will run customer-provided scripts (such as PowerShell scripts) to apply customer configurations.

 Alternatively, temporary 'burst' digital workers can be purchased. For more information, see the [Consumption-based pricing FAQ](#).

Prerequisites

As part of the standard agreement, the Blue Prism Cloud Operations team require access to your customer platform to provide the Blue Prism Cloud service, as detailed below. This access is required for a number of services, including platform expansions.

Blue Prism Cloud deploys the following standard access controls to maintain optimal platform resilience and to meet the obligations set forth in our SLA agreement and Support Terms:

- Local administrative accounts on all virtual machines.
- Ability to execute remote scripting and command line interface based instruction to virtual machines.
- Ability to connect to all Blue Prism Cloud virtual machines through Remote Desktop or equivalent tooling.
- Virtual machines must be allowed to communicate back to our various centralized tooling hubs.

In some cases, your internal policies may require enforcement of network controls. In these instances, amendments must be made on your customer network to allow necessary traffic for Blue Prism Cloud security and monitoring toolsets.

Option 1: Deployment of digital workers (standard configuration)


For the provision of the newly contracted number of digital workers, provided as new deployments ready for customer configurations:

- Our Blue Prism Cloud Operations team will contact you, the customer, upon order qualification to provide guidance.
- Once completed, a platform engineer will notify you and will send you the credentials for the new digital workers via an encrypted email.
- You will then need to complete the onboarding tasks for your new digital workers, for example, install any required applications, digital worker accounts, potentially join to your domain.

If you require assistance with network connectivity for your new digital workers, please email support@blueprism.com with the subject set to: "BPC [*Customer/platform name*] New Digital Worker(s) connectivity issue". Otherwise, Blue Prism will consider the digital workers to be successfully in service.

For any future assistance, please contact [Blue Prism Support](#).

Option 2: Deployment of digital workers (using customer provided scripts)

 This option has a minimum expansion requirement of five digital workers.

Deployment of new digital workers against which Blue Prism Cloud Operations will run customer provided scripts (such as PowerShell scripts) to apply customer configurations. For example, these scripts can be used to install applications, configure desktop, or join domains.

For the provision of these digital workers:

- If applicable to the expansion, you will be asked to confirm your chosen expansion method as part of the initial communications.
- Our Blue Prism Cloud Operations team will contact you, the customer, upon order qualification to provide guidance.
- To deploy the digital workers:
 - After initial communication with our team and as indicated by them, you should raise a support ticket by emailing support@blueprism.com with the subject set to: “BPC [Customer/platform name] Digital Worker Expansion”.

The email must contain:

- Your customer/platform name
- Your customer provided scripts that must conform to the [requirements detailed below](#). The scripts should be in a zip folder with a ‘readme’ file which includes a brief summary of the scripts. The scripts must be self contained. If you are using PowerShell, the scripts must use PowerShell 5.1.
- Blue Prism Cloud Operations will run the customer provided PowerShell scripts against the group of new workers.
- Once completed, a platform engineer will notify you and will send you the credentials for the new digital workers via an encrypted email.

Script requirements and conditions

- Blue Prism Cloud Operations will run up to five scripts against any group of VMs requested by you, the customer.
- Scripts should not require any inputs or dynamic variables. All resources/artifacts being consumed by the script should be accessible from the Blue Prism Cloud platform. Blue Prism Cloud Operations will not pre-load resources/artifacts.
- Blue Prism Cloud Operations will not troubleshoot errors, failures, or incomplete runs. The scripts will only be run once.
- Use of these scripts is for platform expansion activity only. Any future requests to run scripts will be denied. This is not intended to update or upgrade customer applications, it is only to facilitate expedited onboarding of new VMs.
- Each expansion request using scripts will require a new support ticket to be submitted.