



## Blue Prism Hub: The Control Room for Your Digital Workforce

An enterprise grade  
web all for analytical  
insight and automation  
lifecycle management.

IDENTIFY, SCOPE, DESIGN,  
BUILD, TEST AND DEPLOY

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# Hub: The Control Room For Your Digital Workforce

## WHAT IS HUB?

Blue Prism's Hub provides you with a single point to understand the performance of your digital workers and manage them through every step of automation lifecycle. The intuitive and business-friendly UI gives you the insight needed to take action — putting you firmly in a position to control and oversee your automation landscape. With inbuilt features such as utilization rates, performance metrics, user access control and automation lifecycle management, Hub gives you the support you need to guide your automation program into a successful and scalable digital workforce.

In this guide, we'll take a look at some common challenges to scaling automation and give you a detailed overview of how Hub can help. We'll share with you feedback from our customers and provide you with diagrams of the widgets, dashboard and tools we've built to help you excel with your Blue Prism Digital Workers.

## WHO USES HUB?

Centre of Excellence (CoE) — Hub is primarily aimed at Centre of Excellences within organizations. As the main administrative and management unit of the digital workforce, the tools within Hub have been created and refined with automation professionals in mind. Ensuring that whether you are a Head of Robotic Process Automation or an automation developer, you have the visibility, governance and automation lifecycle tools you need to succeed.

Business Users — Within Hub's 'no-code' environment, any leader can get up and running quickly with role-based access to oversee performance of a digital workforce and its impact on their part of the business. Once inside, Hub's cutting-edge analytical dashboard provides all the key metrics required for a business user to plan future automations, or report on progress to business stakeholders.

## Three Common Barriers to Scaling a Digital Workforce and How Hub Can Help You Overcome Them

### 1 OUR CENTRE OF EXCELLENCE IS STRUGGLING TO FULFIL ITS PRODUCTIVITY CAPABILITIES, WITH LIMITED INSIGHT AND ACTIONABLE METRICS.

As your digital workforce scales, it can become an ever more difficult task to grasp what is going on. Often working with minimal or disparate sources of information, it is understandable that you are struggling to fulfil both your team and your digital workers' potential. Of course, you may be using third party reporting tools to analyse this information. But, while some of these may have their place in certain circumstances, when you are trying to scale automation you need real-time data and reporting at your fingertips.

Hub can help you achieve all of this and more. It gives you a clear view of the bigger picture plus the actionable insights you need, through real-time analytics and reporting to invigorate your automation outcomes.

**“MY AUTOMATION TEAM HAS GROWN TO OVER 100 PEOPLE AND WE ARE PUSHING OUT NEW PROCESSES EVERY MONTH. I’M THE KIND OF PERSON WHO LIKES TO KEEP THEIR FINGER ON THE PULSE OF OUR DIGITAL WORKERS, BUT I CAN’T EASILY SEE THE BIG PICTURE. I DON’T HAVE A SINGLE PLACE TO SEE UTILIZATION RATES, LET ALONE TRYING TO VIEW MY ENTIRE ESTATE IN REAL-TIME. WHAT I NEED IS A WAY TO GET BETTER CONTROL, WHEREVER I AM.”**

**Common customer pain point**

## Empower your Centre of Excellence

### ANALYTICAL INSIGHT AND REPORTING ON YOUR DIGITAL WORKFORCE

Hub provides a single web interface for automation leads to gain insight into their digital workforce and report on the essential details to drive performance. With this web app in your hands, on your preferred device, it's easy to run a report past the finance team of the ROI expected from an automation, or for the operations department to understand in minute detail how a new deployment is measuring up against required SLAs. Simply, it gives you transparency and the understanding to achieve your automation goals.

### FEATURES AND CAPABILITIES: ANALYTICS AND INSIGHT

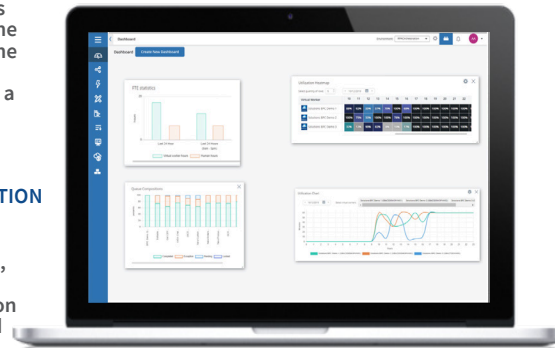
Comprehensive dashboard

#### FTE STATISTICS

This report allows you to compare the performance of the Digital Workforce against the hours a person works.

#### QUEUE COMPOSITION

Here you can see the queue for the Digital Workforce, showing items such as completion rate, pending and exceptions.



#### UTILIZATION HEATMAP

Shows the percentage of time that the Digital Worker has been working through queue items for each hour of the day.

#### UTILIZATION CHART

This graph widget shows the utilization trends for Digital Workers throughout the day.

**FULFIL YOUR COES POTENTIAL WITH ACTIONABLE METRICS AND TRANSPARENCY**

## Three Common Barriers to Scaling a Digital Workforce and How HUB Can Help You Overcome Them

### 2 OUR AUTOMATION LIFECYCLE MANAGEMENT IS FRAGMENTED, AND WE FIND IT DIFFICULT TO COLLABORATE ON DIFFERENT STAGES OF BUILDING AUTOMATIONS.

From mapping out the process to creating the automation and monitoring its performance, moving through every stage of automation lifecycle is usually a concerted team effort. But it is difficult to work together and provide continuous review, while flipping between a third-party project management tool and your digital workforce design studio. Ideally, your team needs a single place to work collaboratively and have a holistic view of every automation, as they shift through every step.

Hub can help break down this barrier and gives you everything you need in one place. In the app, your team can give each other pointers, work on building out objects which can be used again and again in development and provide you with a single source for your process capture and license management. Resulting in a collaborative and robust automation lifecycle management structure, so you can rest assured that you're working to best practice.

**“WE CURRENTLY CAPTURE AND PLAN OUR AUTOMATIONS IN A THIRD-PARTY PROJECT MANAGEMENT TOOL, BEFORE DEVELOPING THE AUTOMATION IN DESIGN STUDIO. THIS CAN BE CUMBERSOME, ESPECIALLY WHEN MOVING DATA ACROSS PLATFORMS. IT ALSO LIMITS OUR ABILITY TO WORK COLLABORATIVELY AND CAN SLOW DOWN OUR ABILITY TO PRODUCE HIGH-QUALITY AUTOMATIONS AT THE RATE OUR BUSINESS STRATEGY DEMANDS.”**

**Common customer pain point**

## Manage Every Step of Your Automation Lifecycle

### COLLABORATE AND SCALE YOUR AUTOMATIONS

Take a look inside the Hub interface and you'll see a selection of tools to tackle the automation challenges you see every day. By adding Hub to your automation landscape, you can ensure you are meeting best practice and efficiently using your resources. Within the platform, it couldn't be easier to create a collaborative area that has referenceable documentation and automation objects. At the click of a button, your team can push for the next release and deliver the business the results demanded.

### FEATURES AND CAPABILITIES: AUTOMATION LIFECYCLE AND WIREFRAMER

- Control your automation lifecycle with our centralized and industry-recognized Automation lifecycle management plug-in
- Build your automations faster with our powerful process automation design tool Wireframer
- Process Capture provides you with a central repository for the documentation you require to build out your automations.
- Manage your automation estate easily in Hub with our License management tool

### BOOST THE PRODUCTIVITY OF YOUR COE WITH ALM AND WIREFRAMER

- Consolidate capabilities for full automation lifecycle management in one tool.
- Spread the responsibility for managing digital workers and processes amongst a dispersed team of business users in multiple languages.
- Cut automation development time by 70% with Wireframer.
- Customize event notifications by user and specific responsibilities.

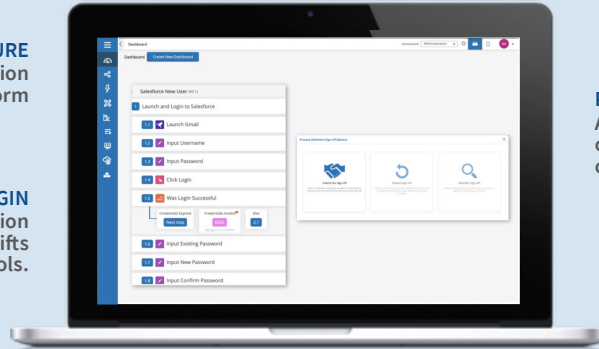
## MANAGE YOUR AUTOMATION LIFECYCLE WITH HUB

### PROCESS CAPTURE

Capture your Process Definition document within the Hub platform

### ALM PLUGIN

Industry recognized Automation lifecycle management plugin shifts dependency from third party tools.



### PROCESS DEFINITION SIGN-OFF

Assign a member of your team to sign off process definitions with governance controls within Hub

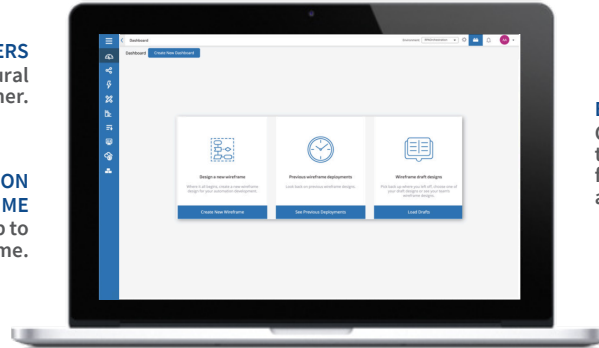
## CUT AUTOMATION DEVELOPMENT TIME WITH WIREFRAMER IN HUB

### TIME DIGITAL WORKERS

Teach your Digital Workers the procedural steps of an automation with Wireframer.

### CUT AUTOMATION DEVELOPMENT TIME

Create enterprise grade processes in up to 70% less time.



### ENSURE QUALITY PROCESS DEVELOPMENT

Create enterprise grade automations every time, using the simplicity of the Wireframer feature to define business objects and actions - within industry best practice.

## Three Common Barriers to Scaling a Digital Workforce and How HUB Can Help You Overcome Them

“CURRENTLY, OUR AUTOMATION TEAM SPANS THREE DIFFERENT COUNTRIES AND MULTIPLE DEPARTMENTS. EACH TEAM MEMBER IS RESPONSIBLE FOR THEIR OWN AREA, BUT WE WOULD LIKE TO HAVE SOME DEGREE OF CENTRAL CONTROL. THE KEY THING I THINK WE’RE CURRENTLY MISSING IS THE ABILITY TO LOCK DOWN CERTAIN AREAS AND AT THE SAME TIME HAVE THE ABILITY TO WORK IN A LOCALISED WAY. WE’D ALSO LIKE TO BE ABLE TO HAVE IT FIT WITH OUR COMPANY LOOK AND FEEL.”

### Common customer pain point

# 3

### IT’S DIFFICULT TO MANAGE A LARGE AUTOMATION DEPLOYMENT, ESPECIALLY ACROSS MULTIPLE GEOGRAPHIES AND DEPARTMENTS

Deployments of digital workers often span many different geographies, departments and are set up within multiple environments. It is easy to feel as if your Blue Prism licenses are adrift of your team’s control. What’s more, the access of each member of your team may not fit in with your governance needs and they may require a localised version in their language. The result is an environment which doesn’t match your business-wide automation strategy and is unwieldy in your attempts to manoeuvre it into place.

Hub is flexible enough to work for your organization, no matter the location or the governance required. It can support your aims as you aim to please both your requirements for governance and their requirements for localised access.



# Govern and control every aspect of your automation program

## DEPLOY SECURE USER-BASED ROLES AND GOVERNANCE

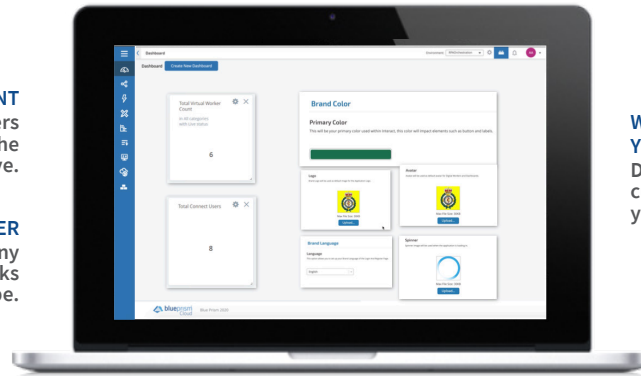
We've built-in robust yet easy to use business controls for Hub users. To set up your team at their desired user level doesn't require complex coding or hours of reading through a guide. Instead, secure governance can be setup in a matter of a few clicks. And, if your team need customization or a localized language, it can all be accessed through the main menu — once again without any great level of technical expertise.



## FEATURES AND CAPABILITIES: CUSTOMIZE AND MANAGE LARGE SCALE AUTOMATION DEPLOYMENTS WITH HUB

**TOTAL DIGITAL WORKERS COUNT**  
Shows the number of Virtual Workers that are live and can show the number that are inactive.

**TOTAL CONNECTED USER**  
Provides a view of how many accounts are setup and breaks them down into admin/user type.



**WHITE LABEL AND LOCALIZE TO MEET YOUR BUSINESS NEEDS**  
Deploy in multiple languages and customize the branding to match your business.

## MANAGE LARGE SCALE AUTOMATION DEPLOYMENTS WITH HUB

- Visibility across multiple automation deployments
- Supports scaling up automation with a single Hub interface to control every digital worker anywhere in your business
- Deploy in local language and white label to match your business look and feel.
- Available on any device

## CUSTOMER EXAMPLES | LEADING ENERGY PROVIDER

Before deploying Blue Prism Digital Workers, this leading energy provider was using an outsourcing service to perform some of their processes. Conveniently, this benefited the organization when they came to automate processes, as they had a wide-ranging detailed stock of documented processes.

Through the use of Process Definition Documents (PDD) and Wireframer within Hub, this leading energy provider was able to capture, store and recreate more than 40 processes within 6 months for use with the digital workforce. By having simple but effective tools at their disposal, the organization was able to get up and running quickly and ensured a faster return on investment.

## ESNEFT

Hub is an essential tool for UK Healthcare Trust ESNEFT when launching new processes. It allows the Center of Excellence team to monitor the automation and understand where to make adjustments if exceptions are too high.

### Following one process go-live, the team was instantly able to see:

- How many transactions completed
  - How many exceptions were raised
  - How many patient details were updated during the process
  - How many patients had no details on their systems at all
  - The working hours the process returned to the Trust
- The detailed reporting allows the CoE to report back to Trust management on usage and successes, generating greater buy-in from important stakeholders.