

IA-CONNECT

**Unleash innovation with
our business automation
& AI platform.**

Foreword

In today's enterprise landscape, organisations are under increasing pressure to modernise, streamline, and accelerate their operations—yet many still rely on a complex mix of legacy systems, bespoke line-of-business applications, and virtualised environments. Traditional automation platforms often struggle to bridge these gaps. That is why IA-Connect was created: to make automation accessible, robust, and effective, no matter where your applications live.

IA-Connect is an intelligent automation platform that extends the power of cloud-based automation tools—particularly Microsoft Copilot Studio, Power Automate or Blue Prism—into environments previously considered too complex or incompatible for reliable automation. By combining **AI, APIs, and patented next-generation RPA**, IA-Connect delivers agentless, high-speed automation across on-premises virtual machines, Citrix and RDS environments, cloud systems, and even mainframes, Java applications, SAP, and other traditionally difficult platforms.

Unlike many automation tools that rely heavily on fragile screen-scraping techniques or require multiple development consoles, IA-Connect enables seamless automation directly popular cloud flows, offering more than 1000+ pre-built actions to accelerate delivery and reduce complexity. It integrates cleanly into your existing Microsoft Copilot Studio, Microsoft or Blue Prism ecosystem, centralising orchestration, credentials, and monitoring while providing full auditability and execution history within native flow run logs.

Whether your processes span cloud applications, remote desktops, legacy platforms, or highly customised internal systems, IA-Connect empowers teams to automate confidently, reduce human error, and unlock new opportunities for innovation and growth.





980

Pre-build automation, API & AI actions out of the box

1.4 million

Actions executed in 2025

25,000

Tickets resolved by IA-Connect & Ultima in 2025

20

Years experience going strong

"IA-Connect was built with a simple but ambitious goal: to make the "impossible to automate" completely achievable."

Chris Kirk, Head of Consultancy - Cloud, Data & AI

The Everyday Challenges

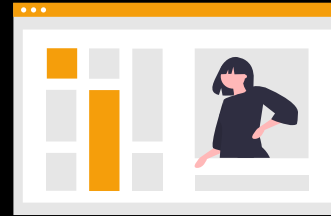


"Patient registration relies on us **duplicating effort** on **old systems** and new systems that need to be kept in sync. We can't replace the old systems, and IT says they can't automate it."



"For logistics, the lifecycle of a delivery is incredibly complex, high effort and **prone to error**."

All our **applications** are **over Citrix**, quite old, including accessing old data on an **IBM mainframe**."



"Our Joiner-Mover-Leaver process is not just about M365 services."

We need to set them up on **3rd party web portals**, perform **DBS and DVLA checks**, and configure legacy applications for building access."



"We need to interact with multiple **electronic patient record** systems as part of a **patient service process**, but one of them resides on **Citrix** and is fairly old."

We're told that **automating what is repeatable** just isn't possible."



Automate the
un-automatable



Bridging cloud automation and
enterprise reality

IA-CONNECT

Vision AI

Vision AI removes the final
barrier

We specialise in automating where others can't.

Mainframes



Office Apps



SAP GUI



Windows UI Apps



Web Portals



Java Apps



JML Integrations



Remote Apps



Why Remote Automation Over VDI & Double-Hop Is Hard — and How IA-Connect Leads the Market

Automating applications running inside virtual desktop environments (VDI) such as Citrix, or Remote Desktop Services (RDS) is notoriously difficult because most automation tools depend on fragile screen-scraping, local UI inspection, or installed agents — all of which break or become inaccessible inside streamed or double-hop sessions.

These environments abstract the UI away from the automation worker, meaning the automation tool often “can’t see” what’s on the screen, can’t interact at native speed, and frequently loses reliability when session latency, rendering differences, or hop-to-hop transitions occur. Traditional RPA solutions simply aren’t built to maintain full feature parity in remote contexts, which is why automation inside Citrix/RDS is historically one of the most challenging areas of RPA.

How IA-Connect Overcomes This

IA-Connect was specifically engineered to solve this problem. It provides patented agentless RPA that works natively across Citrix, RDS or Parallels with full feature parity, eliminating the need for fragile screen-scraping and bypassing the traditional limitations of VDI automation.

This allows IA-Connect to offer high-speed, robust automation even in sophisticated, virtualised settings, where other automation platforms struggle or fail.

Crucially, IA-Connect also supports double-hop remote sessions, maintaining reliability even when the automation has to navigate through multiple layers of remote connection — a scenario where most RPA tools break.

All of this happens without requiring any installable agents, making deployment simpler and ensuring security boundaries remain intact.





The Importance of Vision AI

Vision AI represents a shift in how organisations perceive and interact with their digital ecosystems. Rather than relying solely on structured data or predefined interfaces, Vision AI allows systems to see—to understand screens, documents, and environments in a way that mirrors human intuition.

This capability creates an entirely new dimension for intelligent automation: one where workflows are no longer constrained by rigid formats or brittle UI dependencies, but instead guided by contextual awareness and real-time interpretation.

IA-Connect's Vision AI becomes the connective tissue between the physical and digital, enabling automation to operate with greater confidence, flexibility, and resilience.

By integrating Vision AI into our automation approach, we allow organisations to transcend the classic boundaries of process automation. It empowers workflows to recognise what's happening on screen, adapt to subtle visual changes, and act based on understanding rather than simple triggers.

This elevates automation from rule-driven execution to perceptive, situational decision-making. The result is not just faster processes, but smarter digital operations—systems that adapt, refine, and respond with a level of intelligence that moves automation from a technical solution to a strategic enabler of transformation.

By 2026, 58% of enterprises will use RPA with AI or machine learning [in one service].

<https://ramamtech.com/blog/top-robotic-process-automation-statistics>

Why Process Design Matters

To truly harness this breadth of capability, organisations need well-structured, thoughtfully designed processes. Without the right consultancy and process discovery up front, teams often automate inefficiencies, replicate fragmented steps, or overlook opportunities to reshape workflows for better outcomes.

Our consultancy service ensures that automation isn't simply a technical exercise but a strategic one—mapping the real business value, validating feasibility across complex systems, and ensuring IA-Connect's wide-ranging reach is applied effectively.

Because IA-Connect allows automation across cloud and on-prem environments and even notoriously challenging remote platforms using patented, agentless technology, **process design becomes an essential enabler**. It ensures that automations are not only technically possible, but also resilient, scalable, and embedded into the wider operational model.

When combined with IA-Connect's integration—centralised orchestration, secure credential management, and full execution auditing—**good consultancy transforms isolated tasks into end-to-end digital workflows that deliver measurable impact**.

Three Key Success Drivers

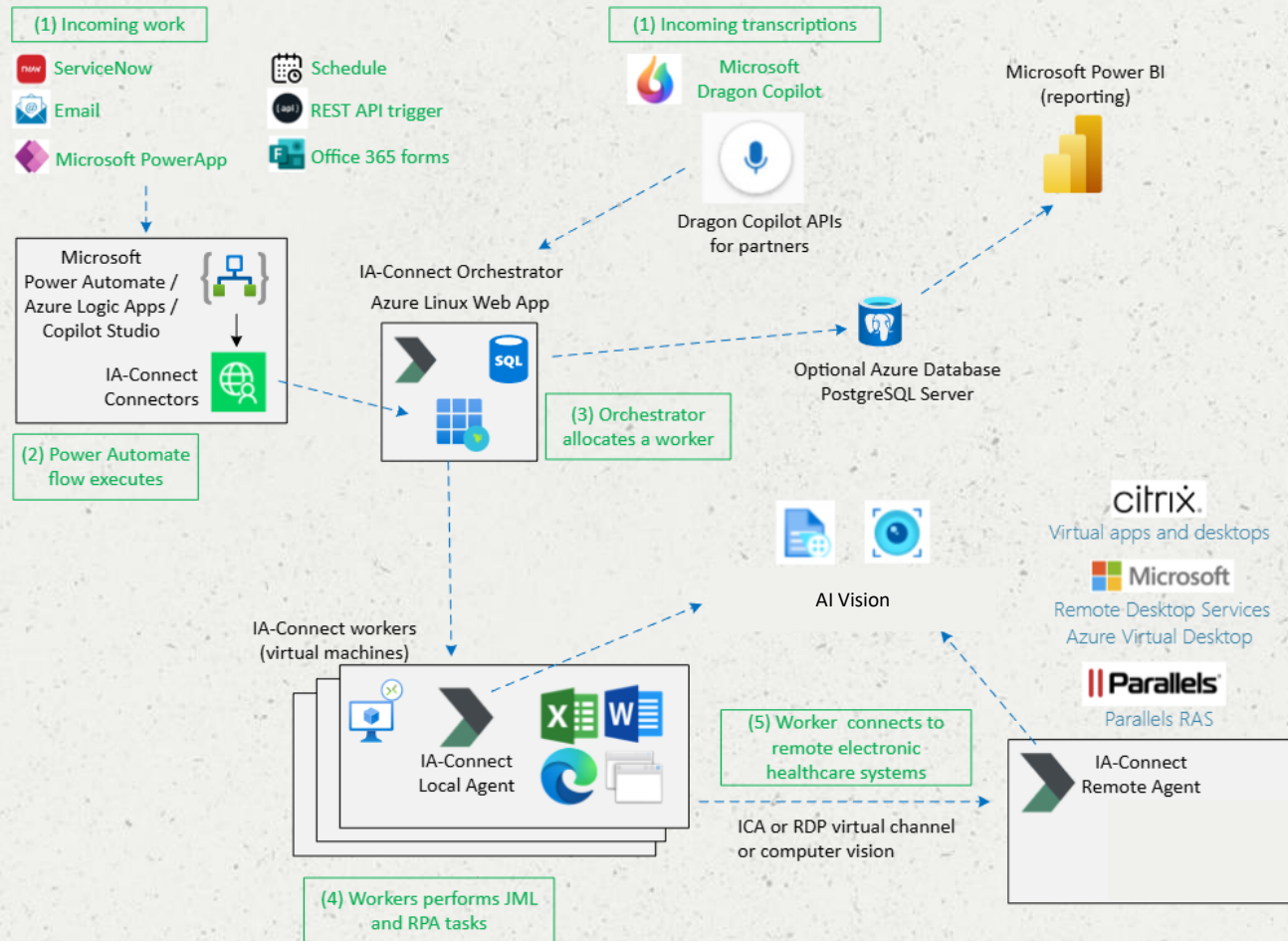
Clarity on Automatable Scope – Consultancy helps identify which legacy, remote, or high-complexity systems can be automated using IA-Connect's extensive action library and patented remote automation capabilities.

End-to-End Workflow Redesign – Designing processes with IA-Connect in mind ensures that the resulting Power Automate workflows are streamlined, efficient, and take full advantage of cloud-orchestrated automation and auditability.

Resilience and Scalability – Expert design builds in robust exception handling, future-proof architecture, and alignment with IA-Connect's agentless, high-speed approach, reducing operational risk and improving long-term reliability.



Architecture & Compliance Overview



IA-Connect is a closed system in the customer's Azure environment. This means that via Azure compliance standards CSA STAR, SOC I-3, ISO 9001,27001,20000-I, 22301 can be met.

Ultima are ISO27001, 9001, Cyber Essentials and Cyber Essentials Plus certified, and are also registered with NHS DSP. IA-Connect is also compatible with FHIR and GP-Connect REST APIs where necessary.

Ultima's IA-Connect connectors. Power Automate connectors created by Ultima Labs are available for use in Microsoft Power Automate Flows via the Microsoft connector store.

IA-Connect Orchestrator. An Azure Linux web app created by Ultima Labs, running in the customer's Azure Tenant. This web app receives REST API calls from the Power Automate connectors and forwards the messages to the next available digital worker / virtual machine

IA-Connect worker. A virtual machine hosted by the customer. This virtual machine will either have the target applications installed or will act as a gateway to a computer that does.

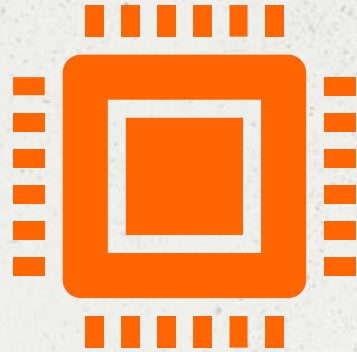
WCF Relay. An HTTPS (encrypted) tunnel between the IA-Connect local Agent (running on the IA-Connect worker) and Azure Service Bus (and ultimately the IA-Connect Orchestrator). It allows messages to be sent from the IA-Connect Orchestrator to the on-premises IA-Connect Work without requiring an inbound firewall rule by leveraging the outbound HTTPS connection for incoming messages.

Ultima's IA-Connect Director. A software component running on a digital worker which is responsible for sending the incoming REST API call to the target IA-Connect Agentic worker

Ultima's IA-Connect Inspector. A set of web pages hosted by the IA-Connect Director (and therefore running on a digital worker/virtual machine) that allows a developer to create a process/flow.

Ultima's IA-Connect Vision AI. Our vision AI solution provides the ability to scan and decipher document contents, such as scanned documents, as well as the ability to automate even the most stubborn of applications. Vision AI allows IA-Connect to visually scan a UI and decipher application controls and fields in real-time.

Success through Platform & People



Class-leading remote automation thanks to IA-Connect's patented, agentless technology that reliably automates Citrix, RDS, and double-hop environments where traditional RPA fails.

Full automation reach across legacy and modern systems, enabled by specialised IA-Connect actions that integrate cloud, on-prem, mainframe, Java, SAP, and more.



End-to-end workflow optimisation through structured **consultancy and integration**, giving organisations centralised orchestration, secure credential management, and full auditability.

Ongoing optimisation & peace of mind through a **managed service**, aligning with the industry shift toward intelligent automation

