

Blue Prism Robotic Process Automation G-Cloud 15 (RM1557.15)

Service Definition - ArvatoConnect

Company overview

ArvatoConnect is 100% owned by Bertelsmann SE & Co. KGaA, the ultimate parent company of Bertelsmann Group a global, financially stable company. In 2024 the group's businesses, with over 145k employees, generated revenues of €18.7 billion and €3.2 billion EBITDA globally. Bertelsmann, provide the business with long term stability, investment and also global partnership opportunities. This enables ArvatoConnect to support the UK BPO and Outsourced Services market. Bertelsmann's strategic focus is on a fast-growing and high-earning digital, international and diversified Group portfolio. Businesses in which Bertelsmann invests have long-term stable growth, global reach, sustainable business models, high market-entry barriers and scalability.

Within UK public sector we are recognised for providing high quality, complex and compliance heavy solutions, not only as a current and proven provider within both central and local government, but also as part of all of the key frameworks, the mandated route through which the public sector procures BPO and CRM services.

ArvatoConnect is a clear leader in several vertical markets, supporting a number of the world's leading brands, including the challenging and highly competitive automotive space, where we are engaged delivering FCA regulated services.

Our technology partnerships, combined with our deep domain industry expertise have enabled ArvatoConnect to successfully deliver business transformation and digital enablement for our clients, resulting in improved efficiency, reduced cost to serve and, importantly, improved customer satisfaction.

With an embedded culture of partnership supported by a strong, highly experienced leadership team, ArvatoConnect is recognised as one of the leading outsource providers in the outsourcing market. The scope of our services includes –

- BPO and Shared Services.
- Contact Centre Solutions.
- Customer Experience Management.
- Digital Communication Solutions.
- Automation and AI Consultancy and Implementation.
- Financial Services Management (FCA Accredited).

The UK HQ is situated in Datchet (Windsor) Berkshire with sites in Newcastle, East Yorkshire and Swansea. The Swansea site is our principal BPO and Shared Services facility.

Service Description

ArvatoConnect delivers secure, scalable Intelligent Automation using SS&C Blue Prism digital workers to automate repetitive, rules-based tasks across front and back-office services. Our approach helps government departments, agencies and local authorities modernise operations, reduce backlogs, improve accessibility, and deliver measurable outcomes for citizens. As a UK-based Crown Commercial Service supplier with a strong public service ethos and robust UK data-security posture, we combine proven automation technology with delivery expertise, governance and change management.

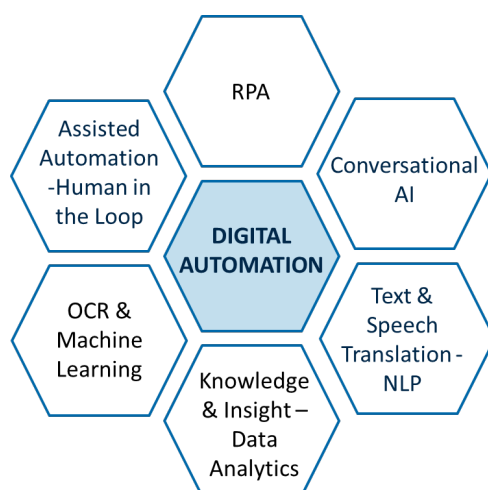
What the service delivers

- Digital workers (RPA): Enterprise-grade, unattended automations that interact with systems, forms and data to execute end-to-end processes with high accuracy and auditability.

- Rapid benefits realisation: Targeted discovery, design and delivery to unlock efficiency, quality and throughput improvements—typically starting with high-volume, rules-based activities.
- Public sector alignment: Ethical AI/automation governance, UK-centric delivery, and compliance with relevant standards and frameworks.

What ArvatoConnect offers

- Automation strategy definition
- Value assessment
- Infrastructure Design and Recommendations
- Process Assessments
- Pipeline identification
- Implementation and Deployment services
- Design, Build and Test services (both configuration and customisation)
- Deployment services.



Intelligent Automation Eco-System

Build and Deploy

Our Build and Deploy service is the foundation of any initial RPA engagement and focused on the discovery and build out of the core solution. Our engagement starts at the analysis stage and ends when the initial processes move into production, which is the point where the customer takes the service forward. The service can be summarised with the following features:

- Simple build and deploy model with no ongoing service component
- Components include client engagement, analysis of requirements and process design, development and deployment, set up of technology infrastructure
- Client provides subject matter experts and signs off business processes
- Client manages residual operation, including monitoring of robots
- Support and assistance for trainee to reach accreditation level within automation

Automation as a Managed Service

Our Automation as a Service offering builds upon the core foundation put in place with the Build and Deploy service and adds an ongoing service component to manage and monitor the underlying RPA service and infrastructure. ArvatoConnect's managed service provides

organisations with the full support of our experienced Centre of Excellence after the initial development and deployment of automated processes.

ArvatoConnect will manage, supervise, and maintain the customer's robots and processes to maximise their availability and productivity. The service can be summarised with the following features:

- Delivers processes that are subject to automation
- Sits as a defined part of an overall service which continues to be delivered by the client

Components include set up of technology infrastructure, deployment of processes and a remotely managed RPA service.

Service Features

- Frictionless Automation of IT & Business Process
- On Demand Hosted Intelligent Robotic Process Automation (iRPA)
- Infrastructure, Application and Process Agnostic
- Scalable and Secure Cloud Platform
- Flexible commercial models
- Integrated Web Initiation Portal, Autonomic Scheduling and Digital Service Catalogue
- Integrated Intelligent Orchestration, Scheduling and Management
- Automation Component Library with access to Distributed Digital Objects
- Extensible functionality for OCR, ICR, Cognitive, Machine Learning & NLP
- Complete Intelligent Robotic Process Automation for Hyper Automation

Service Benefits

- Enhanced Efficiency & Productivity Automates repetitive tasks, reducing manual effort.
- Lowers operational costs, staff can focus on higher-value work.
- Accuracy - Eliminates human error in data entry and reporting.
- Scalability & Flexibility - Easily scales across departments and processes.
- Better Customer Experience - More consistent and reliable service delivery.
- Security, auditory and regulatory compliance (ISO27001 and SOC2 II Accredited)
- Intelligence - Enables smarter decision-making and proactive service improvements.
- Sustainability - Reduces paper-based processes, supporting digital transformation.
- Workforce Enablement - Empowers staff to build their own automations.
- Innovation - AI-powered document understanding, NLP, and analytics.

Onboarding and Offboarding

ArvatoConnect is your flexible and dependable delivery partner for cloud support projects. Our team work closely with you to deliver initiatives that directly support your transformation goals. We tailor our approach around your organisation's needs, reducing the effort required for mobilisation and ensuring a smooth, efficient start.

From day one of onboarding, our teams focus on establishing a clear and agreed project scope, measurable outcomes, strong governance, defined responsibilities, and the right resources. We also prioritise knowledge transfer so your teams are empowered long after the project is complete.

The typical stages we follow are:

Pre-Kick-off Alignment

- Initial introductions and review of the project brief
- Clarification of goals, constraints, timelines, and stakeholders
- Agreeing what success looks like

Contracting & Mobilisation Setup

- Finalising commercials, SoW, and compliance checks
- Setting up access, tools, security, and communication channels
- Preparing roles and resourcing on both sides

Discovery & Scoping

- Deep dive into current state, priorities, risks, and dependencies
- Validation and refinement of scope
- Establishing deliverables, milestones, and governance

Kick-off Meeting

- Formal launch with joint teams
- Walkthrough of scope, ways of working, reporting cadence, and escalation paths
- Alignment on responsibilities and expectations

Execution Mobilisation

- Project plans and sprint cycles defined
- Resources fully onboarded and briefed
- Set up of tooling, documentation hubs, and collaboration environment

Knowledge Transfer & Transition Planning

- How and when knowledge will be shared
- Training, documentation, and handover pathways
- Defining transition to BAU or client ownership

Go-Live Readiness & Approval

- Final task validation and quality checks
- Stakeholder sign-off for delivery readiness
- Communication planning for launch

Handover & Closure

- Final deliverables transferred
- Lessons learned and retrospective
- Confirmation of support model (post-go-live or BAU)

Offboarding and Exit Planning

ArvatoConnect ensures a smooth, risk-free transition at the end of your project. From the outset, we work with you to define a clear offboarding approach that protects continuity and empowers your team. This includes an agreed plan for knowledge transfer, plus a comprehensive handover pack covering delivery outcomes, full project documentation, and guidance for future phases.

Our structured exit planning process includes a full risk review and a detailed action plan with clearly assigned responsibilities. This reduces the risk of service disruption, provides absolute clarity on who does what, and ensures a confident, well-managed transition at every stage.

Service Management

ArvatoConnect provides Support Services between the hours of 9am and 5pm on Working Days ("Hours of Service").

We also provide an email address to enable the Customer to report Issues. Email is available 24 x 7 x 365 (although the Service is only available during the Hours of Service).

Service Levels

The Service Level Agreement priorities are:

- P1 -The entire Software is not working on the Buyer's production system due to a critical issue.
- P2 - A substantial part of the Software is not working on the Buyer's production system, and there is no viable workaround.
- P3 - There are one or more issues that are causing inconvenience, but the software is substantially working or a workaround has been provided.
- P4 - There is a minor issue or a suggestion for a change in functionality or appearance of the software

Class	Response Time	Resolution Time
Priority 1	Response within one hour.	We will use Continuous Effort, within Service Hours, to resolve the Fault within 12 Service Hours.
Priority 2	Response within four hours.	Fault resolved by the end of the following three Business Days.
Priority 3	Response within one Business Day	Bug fix scheduled for the next available release.
Priority 4	SS&C Blue Prism shall consider such issues or requests in the light of other buyer requirements and will advise what action will be taken to address the issue.	

Information Security

ArvatoConnect delivers Intelligent Automation services in a way that aligns fully with UK public-sector security, governance and regulatory expectations. Our security model prioritises the protection, confidentiality and integrity of government data, ensuring compliance with all relevant national frameworks, including those required by central government departments, local authorities, and arms-length bodies

Certifications and Assurance

Our services operate within a robust Information Security Management System that is certified to ISO/IEC 27001:2022, providing a formally audited framework for managing and protecting sensitive public-sector information. ArvatoConnect also holds:

- Cyber Essentials & Cyber Essentials Plus — required for handling UK public-sector data securely.
- PCI DSS – applied only where needed (e.g., revenue and benefits, payments) but governed under the same security controls across our operations.
- ISO 9001:2015 – ensuring consistent quality processes across all engagements.
- TISAX and BSI Customer Service Kitemark (applied where relevant), with the same underlying security governance applied across all client work.
- We also undergo regular IT Health Checks (ITHCs) and vulnerability scanning, supporting wider UK government expectations for annual assurance activity.
- We are regulated by the FCA for our work with an automotive financial Services client, however, where we are certified or regulated in one client area only, we always apply the same principles across our entire business.

We are progressing additional public-sector-relevant certifications including:

- ISO 14001:2015 - Environmental Management
- BSI Kitemark for Inclusive Service
- ISO/IEC 27017:2015 - Information Technology - Cloud Security
- ISO/IEC 42001:2023 - Information Technology - Artificial Intelligence

Security Controls for Public Sector Data

Our security model ensures that all Intelligent Automation solutions meet the stringent requirements typically set by government buyers, including:

- Strong access control and identity management aligned to least-privilege principles
- Full audit trails of digital worker activity
- Segregation of development, test and production environments
- UK-based service delivery and data handling (unless otherwise approved by the buyer)
- Alignment with the security requirements set out in the Government Security Classifications (GSC)
- Compliance with relevant departmental and local-authority security policies
- Annual policy reviews and threat-monitoring via our Security Operations Centre (SOC)

Public-Sector-Aligned Incident & Risk Management

ArvatoConnect maintains mature incident-response processes that support public-sector transparency obligations, including early reporting, impact assessment and documented response procedures. All incidents are managed through our ISO 27001-aligned ISMS, and our teams conduct audits, spot checks, and mandatory annual staff training to maintain ongoing security maturity.

Business Continuity

Our Business Continuity Management System (BCMS) complies with ISO 22301 and is aligned with public-sector continuity expectations, ensuring government services remain operational during disruptions. Each operational site, function and client account has a dedicated Business Continuity Plan (BCP) and Incident Response Plan (IRP), designed to support the specific regulatory and operational needs of public-sector bodies. This includes:

- Validated recovery procedures
- Annual testing
- Multi-site redundancy
- Cross-trained personnel
- Secure access to systems and knowledge bases
- Communications plans suited to public-sector escalation structures

These measures collectively ensure that our Intelligent Automation services remain secure, resilient and fully compliant with the standards expected across central government, local authorities, and regulated public-sector organisations.

Service Pricing

The Skills for the Information Age (SFIA) Definitions and rate card will be used to determine the project cost based on its agreed scope. The SFIA Definitions and rate card document is available within the pricing document section.

Further Information

For further information about this or any of our G-Cloud services, please contact us:

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