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UiPath Enterprise Business Automation Platform (RPA)

Last edited: Wednesday 1 May 2024 at 10:27am BST by Elliot Bull

1 unanswered question

1 unanswered optional question

Once you've entered all the required information, you can mark the service as complete.

Service attributes

Service type

Cloud software

Service name

Service name

UiPath Enterprise Business Automation Platform (RPA)

[Edit](#)

About your service

Service description

UiPath, the leading business automation platform providing intelligent, digital workers including Robotic Process Automation(RPA), Artificial Intelligence(AI) including GenAI, Intelligent Document Processing(IDP), Test Automation, Process Mining, Communications Mining, and analytics used by governments to automate manual processes to improve employee & citizen outcomes. UiPath offers supporting free training and professional services.

[Edit](#)

Service categories

- Accounting and finance
 - Accounts payable
 - Accounts receivable
 - Billing and invoicing
 - Financial compliance
 - Other accounting and finance services
- Analytics and business intelligence
 - Analytics
 - Business intelligence
 - Data mining, analysis tools and analytics
- Collaborative working
 - Workflow
- Customer relationship management (CRM)
 - Call centre
 - Contact management
 - Customer helpdesk (service desk)
 - Customer service and support
 - Virtual agents
- Human resources and employee management
 - Applicant tracking
 - Recruitment
 - Workforce management
- Information and communications technology (ICT)
 - API connectors and interface engines
 - Call centre
- Operations management

- Business transformation and organisational change management
- Workflow
- Software development tools
 - Testing and optimisation

[Edit](#)

Multi cloud support

Yes

[Edit](#)

Service features and benefits

Service features and benefits

Service features

- Low-code, No-code, drag and drop functionality
- Easily scalable and quick to deploy
- Infused with best-of-breed Generative AI, Machine Learning and LLM
- Technically open platform
- Defence-grade security
- Enterprise-ready
- Seamlessly integrate front and back office applications
- Industry's most skilled and capable robots
- Frictionless deployment, existing architecture not affected
- Integrated computer vision, document understanding (AI and ML)

Service benefits

- Automate manual, repetitive processes with software robots
- Analyse your automations and RoI with dashboards and one-click drilldowns
- Access free, online, self paced training with certifications
- Discover and validate automation candidates and RoI
- Improve your customer & citizen experience and your SLAs
- Accelerate benefits from digital transformation
- Improve compliance and governance in your workplace
- Improve your employees experience with a digital assistant
- Easily automate conversational processes with integrated chat bots

- Automate and centralise software testing

[Edit](#)

Service scope

Add-ons and extensions

Software add-on or extension

No

[Edit](#)

Cloud deployment model

- Public cloud
- Private cloud
- Community cloud
- Hybrid cloud

[Edit](#)

Service constraints

Planned Maintenance and regular updates to the Cloud Platform are updated in the portal, <http://status.uipath.com/>. For support exclusions, refer to the 'Support Exclusion' clause in the Support Terms available here:

https://www.uipath.com/hubfs/legalspot/UiPath_Support_Terms.pdf

[Edit](#)

System requirements

- Orchestrator (Cloud Platform)
<https://docs.uipath.com/cloudplatform/docs/software-requirements>
- Robots - S/w Requirements:
<https://docs.uipath.com/robot/docs/software-requirements>
- Robots - H/w Requirements:
<https://docs.uipath.com/robot/docs/hardware-requirements>
- Studio: S/w Requirements:
<https://docs.uipath.com/studio/docs/software-requirements>
- Studio: H/w Requirements:
<https://docs.uipath.com/studio/docs/hardware-requirements>

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Reselling

Supplier type

Supplier type
I'm not a reseller

[Edit](#)

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Support channels include help desk portal and any existing customers may raise requests/ incidents from it by accessing the following link: <https://www.uipath.com/company/contact-us> Other support channels such as phone-in support and customer support portal for managing and tracking tickets are available for customers availing Premium Support. SLAs for Response time: Priority - Standard - Premium 1-Urgent- 2 hours - 1 hour 2-High - 8 hours - 4 hours 3-Normal - N/A -8 hours 4-Low - N/A - 2 business days

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

None or don't know

[Edit](#)

Phone support

Phone support

Yes

Phone support availability

24 hours, 7 days a week

[Edit](#)

Web chat support

Web chat support

No

[Edit](#)

Onsite support

Yes, at extra cost

[Edit](#)

Support levels

UiPath offers three types of technical support programs: (a) Standard support is in English and included with every license purchase. Available during regular UiPath business hours for each region, and 24/7 support is available for Priority 1 (P1) issues. Standard support is free. (b) The Premium Support plan is meant for customers who: -Have critical business processes in production which require 24x7 support, accelerated case response and resolution and mission-critical support. -Want assistance with initial architectural analysis as well as basic installation and upgrade preventive care (c) The Premium Plus Support plan is meant for customers who: -Have critical business processes in production which require 24x7 support, accelerated case response and resolution and mission-critical support. -Want coordinated, ongoing assistance with their architectural design -Are new customers seeking to build a strong foundation and confidence in their automation program -Are mature organizations seeking to expand the benefits of their automation program -Want to inject UiPath product and implementation expertise in planning, training and quickly enabling relevant features -Seek to drive continuous improvement and technical maturity in their automation program Premium plans include a Technical Account Manager Please see <https://www.uipath.com/support/packages-options>

[Edit](#)

Support available to third parties

No

[Edit](#)

How users work with your service

Browsers

Web browser interface

Yes

Supported browsers

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome

[Edit](#)

Installation

Application to install

Yes

Compatible operating systems

Windows

[Edit](#)

Mobile

Designed for use on mobile devices

Yes

Differences between the mobile and desktop service

UiPath has the Orchestrator Mobile App, which is available in the Apple App Store and Google Play Store. The Orchestrator is not designed to be used on mobile browsers/ web browsers. The mobile app only offers a light-view into the customers' Orchestrator instances. With the Orchestrator app, you can perform the following: Monitor Robots and Queues, search assets, start, stop, or kill jobs. With the mobile app, you can also mark processes and jobs as 'Favorite' and monitor the processes using Push notifications. These two features are not available in the Orchestrator service.

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Service interface

Service interface

Yes

Description of service interface

UiPath Cloud Platform is composed of multiple independent services, such as Orchestrator, Tenant Management, Licensing Service, and others. To provide a seamless experience, we work hard to abstract these details from the end user and offer these services through a common front-end called UiPath Cloud Portal. All the services along with the Cloud Portal are packaged together as UiPath Cloud Platform and delivered via a software-as-a-service (SaaS) model that's built and hosted in Microsoft Azure. All services use core Azure services, including compute, storage, networking, SQL database, and identity and access management services.

Accessibility standards

WCAG 2.1 AA or EN 301 549

Accessibility testing

UiPath integrates accessibility into design, develop and quality assurance processes of its dependent products. Compliance to accessibility standards are evaluated through the use of automated testing, manual validation with assistive technologies, and support from third party source.

[Edit](#)

User support

User support accessibility

WCAG 2.1 AA or EN 301 549

[Edit](#)

API

API

Yes

What users can and can't do using the API

From the integration perspective, for automation, Cloud Platform (SaaS) or Cloud Deployment can integrate with applications via the APIs. Orchestrator's REST API fully programmatically supports all operations on the server-side like adding robots, processes, assets, queues and starting/ stopping/ scheduling processes. This is the standard way to integrate with external BPM or workflow tools, ERP, CRM or any other applications . Orchestrator REST API is powerful enough to integrate seamlessly with partner BPM systems or any other applications, providing 22 Custom API methods for access and control of 29 logical resources within Orchestrator (for example, Jobs, Logs, Queues, Robots and Settings). As an example of how users can use this, an external application such as a chatbot can easily trigger the robots to perform a task based on input in the chatbot. Refer here for more information on the APIs: <https://orchestrator.uipath.com/reference>

API documentation

Yes

API documentation formats

- Open API (also known as Swagger)
- HTML

API sandbox or test environment

Yes

[Edit](#)

Customisation

Customisation available

No

[Edit](#)

Onboarding and offboarding

Getting started

A strong differentiator for UiPath is our Learning Culture. It is critical for UiPath to make significant global investments in our people, partners, customers, industry and academia. UiPath has a free E-Learning platform (academy.uipath.com), that speeds up the learning and proficiency curve. Training for development, management and reporting consists of three levels: starting with the Foundation course, followed by the Orchestrator and then the Advanced courses. These courses are available online, free of charge and are self-led through the UiPath Academy. Advanced courses can also be delivered as classroom training through our UiPath Official Training Partners (<https://www.uipath.com/partners/official-training-partners>) or in some cases, directly provided by UiPath. UiPath has 18 training partners, covering all regions. Role-based training is available and the training can be customized for the customer. We also provide online resources including documentation, videos, knowledge base, and FAQs, available here: <https://www.uipath.com/developers/guides-and-resources>

[Edit](#)

Documentation

Service documentation

Yes

Documentation formats

HTML

Documentation accessibility standard

None or don't know

How the documentation is accessible

Documentation for all our products and Integration guides are available as online documentation. It is open and available for access to the public. (<https://www.uipath.com/developers/guides-and-resources>) In addition, documentation can also be accessed from the product. In the Cloud Platform, online guides are accessible from the Resource Center and in the Studio, contextual help is available.

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End-of-contract data extraction

From a GDPR standpoint, UiPath is considered a data processor. As such, we honor all obligations of a data processor by providing customers with full control over their data, in accordance with the product architecture and implementation. We have ensured that we can export all of your data for you upon request. Should you close your account with UiPath Cloud Platform, or otherwise request data deletion, we delete that data from our systems after the requisite 30-day soft-delete period. We recommend our customers assess if their use of our Cloud Platform is in line with their privacy obligations. For more information about UiPath's privacy statement, how UiPath processes your data when using online services, and GDPR commitments, please visit our Privacy Policy: <https://www.uipath.com/legal/privacy-policy>

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End-of-contract process

End of contract process will be provided in user agreements. At a high level, on contract termination, all data will be exported to customer on request as per GDPR guidelines. The UiPath cloud platform follows the same guidelines as Microsoft Azure, the underlying storage platform for data destruction on contract termination. These are available at <https://docs.microsoft.com/en-us/azure/security/fundamentals/protection-customer-data>

[Edit](#)

Data importing and exporting

Data export approach

All data is accessible to customers via the UI of the Cloud Platform. In case customer wants to export data, the request for data export must be placed with UiPath who will perform the database export.

[Edit](#)

Data export formats

Data export formats
Other

[Edit](#)

Data import formats

Data import formats
Other

Other data import formats

- Data cannot be imported but created in the Cloud Platform.
- Manual steps for migration from on-prem to cloud-platform are available.

[Edit](#)

Analytics

Metrics

Service usage metrics

Yes

Metrics types

Customers can view the availability of the services and incidents that have occurred using the portal: <http://status.uipath.com> Monitoring of usage and performance (response time, number of transactions, etc) is limited to UiPath's Site reliability engineers' access and this is performed to ensure continuous improvement of our service.

[Edit](#)

Scaling

Independence of resources

UiPath Cloud Platform has been designed to be ready for growth, with excess capacity planned according to the expected expansion of customers. As we scale the cloud up and ensure it keeps its customer promises, we are re-actively monitoring the capacity based on engineering feedback. Our engineering team has worked on some of the world's largest cloud platforms and understand the nuances of scaling cloud environments successfully and with high reliability.

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Public sector networks

Public sector networks

Connection to public sector networks

No

[Edit](#)

Data-in-transit protection

Protection between networks

Data protection between buyer and supplier networks

TLS (Version 1.2 or above)

[Edit](#)

Protection within your network

Data protection within supplier network

- TLS (Version 1.2 or above)
- IPsec or TLS VPN gateway

[Edit](#)

Asset protection

Data storage and processing locations

Knowledge of data storage and processing locations

Yes

Data storage and processing locations

- United Kingdom
- European Economic Area (EEA)

User control over data storage and processing locations

Yes

[Edit](#)

Datacentre security standards

Managed by a third party

[Edit](#)

Penetration testing

Penetration testing frequency

At least once a year

Penetration testing approach

Another external penetration testing organisation

[Edit](#)

Protection of data at rest

Protecting data at rest

- Physical access control, complying with another standard
- Encryption of all physical media
- Other

Other data at rest protection approach

Each Customer is issued their own vault that stores certificates, keys, and any other credentials working between services. Additionally, all user accounts and application accounts are tied to a customer identity that serves as a separate domain. All database storage leverages AES CBC 256 or 128 where 256 is not available. Logical separation is created by means of encryption and separate accounts between services for each customer.

[Edit](#)

Data sanitisation process

Data sanitisation process

Yes

Data sanitisation type

- Explicit overwriting of storage before reallocation
- Deleted data can't be directly accessed

[Edit](#)

Equipment disposal approach

Complying with a recognised standard, for example CSA CCM v.30, CAS (Sanitisation) or ISO/IEC 27001

[Edit](#)

Availability and resilience

Guaranteed availability

UiPath will make commercially reasonable efforts to provide to Customer an uptime of 99.9%. Uptime is measured per service per region. The availability of the hosted service will be communicated to the Customer on the <https://status.uipath.com/> webpage or through other channels, as appropriate. SLAs are specified in the user agreement.

[Edit](#)

Approach to resilience

UiPath Automation Cloud leverages Azure resiliency natively for all components. Currently replication is only between datacenters in the geographic region (within the US or within the EU). This could be expanded based on customer requirements. Refer here for more information: <https://azure.microsoft.com/en-in/features/resiliency/>

[Edit](#)

Outage reporting

The availability of the hosted service and any incidents/outages will be communicated to the Customer on the <https://status.uipath.com/> webpage. In the status.uipath.com portal, customers can sign up for notifications and alerts via their preferred communication method: email, text, ATOM, or RSS feed.

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Governance

Named board-level person responsible for service security

Yes

[Edit](#)

Security governance

Security governance certified

Yes

Security governance standards

ISO/IEC 27001

[Edit](#)

Information security policies and processes

UiPath has an internal Cyber Security Policy that defines the cyber security procedures and measures implemented by UiPath and subsidiaries in order to protect the confidentiality, integrity and availability of the company's information assets in accordance with business objectives and applicable laws and regulations. UiPath's Cyber Security governance framework is based on the following principles: 1. Ensuring security of UiPath critical information and systems is a shared responsibility. 2. The Global Cyber Security Policy is approved by UiPath management, published and communicated to all users (employees, contractors, freelancers, vendors and collaborators). 3. The policy will be subject to continuous monitoring and regular improvement and will be reviewed annually and modified if significant changes occur. 4. All data stored and processed by UiPath will be handled according to an appropriate level of confidentiality and in compliance with relevant regulatory and contractual requirements. 5. Cyber security roles and responsibilities will be defined and communicated. This policy along with other subsequent policies are provided as training to all employees. Violation of policies lead to disciplinary action, upto termination of employment.

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Operational security

Configuration and change management standard

Supplier-defined controls

[Edit](#)

Configuration and change management approach

For configuration changes to the service, for the regular maintenance of the cloud platform, which may happen every two weeks, updates are done in Deployment rings, and notification to customers are provided via the portal: <https://status.uipath.com/> . Major updates are also announced in release notes. For infrastructure changes, UiPath Cloud Platform is hosted in the Azure Data Centers. A change in storage location or infrastructure would be treated as an infrastructure incident triggering notification of the customer. UiPath has a dedicated team to work with Microsoft and the Azure team who would be notified immediately of any proposed change.

[Edit](#)

Vulnerability management type

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

[Edit](#)

Vulnerability management approach

For external vulnerability testing, UiPath uses the services of Veracode VAPT. UiPath Robots, UiPath Studio, and our on-premise (standalone) Orchestrator are Veracode Continuous Certified. For the Cloud Platform, we have Veracode certification, ISO 27001, and working towards SOC 2 report. We also monitor vulnerabilities introduced in our code base through third-party libraries and minimize our dependency on these libraries and corresponding exposure. We also participate in the HackerOne Bounty Program to identify vulnerabilities in our RPA Platform and surrounding ecosystem. UiPath Cloud Services use Azure's PaaS which automatically provides regular updates for known security vulnerabilities in infrastructure.

[Edit](#)

Protective monitoring type

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

[Edit](#)

Protective monitoring approach

UiPath employs a 24/7 Site Reliability Team that monitors security alerts and incidents. UiPath monitors access management, application, system, and network traffic both at the perimeter and within the environment to prevent any malicious activity and to track availability and performance. In the event of a breach, we use security response

plans to minimize data leakage, loss, or corruption. We provide transparency to our customers throughout the incident (<https://status.uipath.com>). Once the issue is contained, our security incident management process continues as we identify the root cause and track the necessary changes to ensure we prevent similar issues in the future.

[Edit](#)

Incident management type

Conforms to a recognised standard, for example, CSA CCM v3.0 or ISO/IEC 27035:2011 or SSAE-16 / ISAE 3402

[Edit](#)

Incident management approach

Customers can raise a ticket through our online ticketing portal or use phone-in support based on the support model purchased. In the event of a breach, we use security response plans to minimize data leakage, loss, or corruption. Our 24x7 SRE and Security team identify the issue and engage the development team resources to contain the impact of the incident. Once the team has contained an issue, our security incident management process continues as we identify the root cause and track the changes to ensure we prevent similar issues in the future. Incident management for the infrastructure is managed by Azure.

[Edit](#)

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

[Edit](#)

Government security clearance

Up to Baseline Personnel Security Standard (BPSS)

[Edit](#)

Secure development

Approach to secure software development best practice

Independent review of processes (for example CESG CPA Build Standard, ISO/IEC 27034, ISO/IEC 27001 or CSA CCM v3.0)

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Identity and authentication

User authentication

User authentication needed

Yes

User authentication

- Identity federation with existing provider (for example Google apps)
- Username or password
- Other

Other user authentication

Bulk Provisioning of users is available via integration into common Identity providers such as Azure AD, LinkedIn, and Google. UiPath's cloud platform allows for Single Sign On from a customer's existing cloud identity platform including Azure Active Directory and Google Suite. Customers that leverage additional services such as Okta for example, are able to leverage an Azure Active Directory Tenant that supports SAML v2 federation to Okta to provide single sign on to the UiPath cloud platform. If the identity provider integrated (such as Google) requires two-factor authentication, the same applies when user logs in to the UiPath Cloud Platform.

[Edit](#)

Access restrictions in management interfaces and support channels

We maintain strict control over who has access to our production environment and customer data. UiPath has a team of Site Reliability Engineers (SREs) who will monitor and manage production environment 24x365. The SREs will require access to the production environment only in cases of maintenance and support. UiPath support operates on the principle of least privilege and has no access to the environment unless first approved by the customer. Access to production service is provided on a "just in time" basis and revoked as soon as the situation is resolved. Access requests and approvals are tracked.

[Edit](#)

Access restriction testing frequency

At least every 6 months

[Edit](#)

Management access

Management access authentication

- 2-factor authentication
- Dedicated link (for example VPN or bonded fibre)

- Username or password
- Other

Description of management access authentication

All UiPath employees are required to use VPN approved by the organization. Access is granted on least privilege basis and only after proper justifications are provided and verified. If a team member needs access to resolve an urgent issue or deploy a configuration change, they must apply for "just in time" access to the production service. Access is revoked as soon as the situation is resolved. Access requests and approvals are tracked. We use two-factor authentication for all production system access.

[Edit](#)

Audit information for users

Audit for buyers' users' actions

Access to user activity audit information

Users have access to real-time audit information

How long user audit data is stored for

At least 12 months

[Edit](#)

Audit for suppliers' users' actions

Access to supplier activity audit information

Users have access to real-time audit information

How long supplier audit data is stored for

At least 12 months

[Edit](#)

How long system logs are stored for

At least 12 months

[Edit](#)

Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

ISO 27001 granted by Schellman & Company.

ISO/IEC 27001 accreditation date

Accreditation issued March 20, 2020.

What the ISO/IEC 27001 doesn't cover

The certification covers our Studio, Studio X, Robot, Agent Desktop, Orchestrator, Activity Packs and Insights with regards to our core platform. With our cloud offering, it covers our Cloud Portal, Cloud Services (Document Understanding, Computer Vision, Licensing, Orchestrator) and our Automation Hub Platform.

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ISO 28000:2007 certification

ISO 28000:2007 certification

No

[Edit](#)

CSA STAR certification

CSA STAR certification

No

[Edit](#)

PCI certification

PCI certification

No

[Edit](#)

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

Yes

[Edit](#)

Other security certifications

Other security certifications

Yes

Any other security certifications

- Veracode continuous for our Cloud Platform:
<https://veracode.com/verified/directory/uipath>
- SOC 2 Type 2, SOC 2 Type 1
- ISO 27001

[Edit](#)

Social Value

Social Value

[Answer question](#)

Pricing

Price

£1,500.00 a user a year

[Edit](#)

Discount for educational organisations

Yes

[Edit](#)

Free or trial versions

Free trial available

Yes

Description of free trial

UiPath offers free trial options for UiPath's Enterprise Automation Platform Software for a period of time as agreed with the customer.

Link to free trial

<https://www.uipath.com/product/platform>

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Documents

Service definition document

[View uploaded document](#)

[Edit](#)

Terms and conditions document

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Pricing document

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Skills Framework for the Information Age rate card

[Answer question](#)

Optional

Remove draft service

[Back to cloud software](#)

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