SS&C Blue Prism®



G-Cloud 15 Service Definition Document

SS&C Blue Prism Chorus Business Process Management

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Chorus



Seamlessly connect people, processes, data, digital workers and systems to deliver the right work to the right resource at the right time — *across your entire business.*

It's no secret – operational inefficiency continues to challenge and perplex businesses, resulting in financial losses, reputational damage and lost customers.

Why?

- Disconnected legacy systems
- Overly complex processes
- Still too much paper
- Work constantly done in silos
- Stuff going to the wrong people.

But what if we told you these issues are preventable? They are, with **SS&C | Blue Prism® Chorus**.

"As automation programs expand and grow more complex, silos within the organization can hinder performance if business areas do not coordinate closely with one another."[1]

— McKinsey 2021

What is Chorus?

Chorus is a comprehensive business process management (BPM) platform that helps businesses orchestrate mission-critical processes at enterprise scale, better engage with customers, improve operational efficiencies, cut costs and reduce risk.

CHORUS HELPS BUSINESSES:

1. **Transform customer experiences.** Chorus tailors your processes for the ideal customer experience: automating routine, labor-intensive transactions, reducing errors, delivering omni-channel customer service and ultimately, delighting customers.
2. **Accelerate straight-through processing.** Chorus moves your organization from high-touch, complex, human-centric processes to automated, straight-through processes.
3. **Mitigate operational risk.** Chorus helps you quickly respond to regulatory changes, enforce compliance, auto-check quality and monitor all your work in one place. It prioritizes your most important work items and raises quality control to new levels, knowing when mistakes are most likely to occur in your processes and eliminate them.

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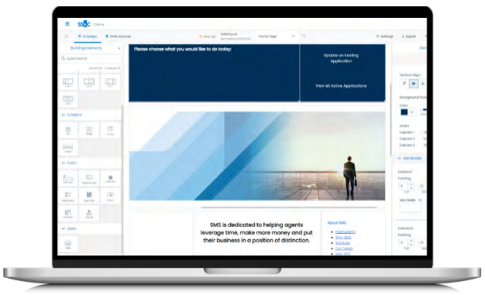
[1] Digital Service Excellence: Scaling the next generation operating model

Why Chorus?

- **Deep domain expertise.** Over 30 years of experience scaling mission-critical automation in a wide array of industries, including banking, financial services, insurance and healthcare.
- **True cloud choice.** Delivered via SS&C's secure private cloud, on premise and through public cloud offerings.
- **Multi-experience communication.** Interact and communicate with customers via their channels of choice while ensuring brand consistency, accuracy and compliance.
- **Solution focused.** Purpose-built for high-volume processing in complex, highly regulated environments.
- **Total visibility.** Real-time performance monitoring across processes, people, digital co-workers and systems.
- **The SS&C advantage.** Backed by a trusted, global software and solutions leader with a proven track record.

"We centralized all our communications, including inbound and outbound emails, through Chorus. Any team member can now instantly look up what's come in or gone out and find it in one place."

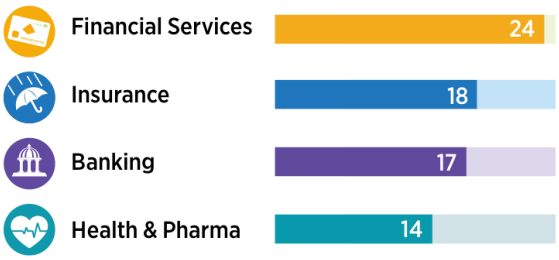
— Ansvar Insurance



Delivering value at scale

Leading companies in complex, highly regulated industries trust Chorus to run their most critical customer-facing processes.

NUMBER OF TOP 25 CHORUS CUSTOMERS BY INDUSTRY



600+
customers worldwide run their operations on Chorus

300,000+
monthly active users

4 billion
transactions processed annually

600 million
pages digitized & extracted annually

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Key Features

Everything you need from developing automations to running and managing an AI-powered workforce.

WORK ORCHESTRATION	Improve collaboration and customer interactions through automated decision making Integrate with other systems and applications to orchestrate work across your entire organization.
RULES MANAGEMENT	efine, deploy, execute, monitor and maintain a defined set of rules – including policies, requirements and conditional statements – to control or influence decisions across a specific process or your entire business.
MULTI-EXPERIENCE COMMUNICATION	Create and deliver relevant messages to any customer as part of an automated or manual process from a centralized repository that's maintained with the most up-to-date content to ensure customers receive the right personalized correspondence every time.
CONTENT MANAGEMENT	Capture, extract and store data from multiple channels, such as phone calls, e-forms, SMS, letters, scans, faxes and emails to initiate, supplement or complete work at any time directly within your processes.
CASE MANAGEMENT	Employ role-based workspaces for greater visibility into the complete customer journey to deliver the right work to the right resource at the right time.
OPERATIONAL ANALYTICS	Get real-time visibility into your organization's work, people and digital workers for the information you need to strengthen performance and improve your customer experience.

Start your digital transformation journey by speaking with one of our automation experts.

Contact Us

Visit blueprism.com or contact us at bpm-contact@sscinc.com to schedule a live demo.

SS&C Blue Prism fuels the world's most complex businesses with agentic automation that's trusted, tested and ready to run. Backed by SS&C Technologies, a $25 billion enterprise, we fuse advanced AI-driven software with deep industry expertise to turn agentic from idea to impact. Our agents operate where it matters most: in high-stakes, high-compliance environments across banking, healthcare, insurance and asset management and 70+ other industries. With built-in governance, proven execution and a straigh line to value, we help enterprises work faster, safer and smarter.
As our own "customer zero", we power over $4 trillion of SS&C customer assets with the same engine we deliver to our customers.

We make agentic AI operational.

To learn more, visit www.blueprism.com and follow us on Twitter @blue_prism and LinkedIn.

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