SS&C Blue Prism®

G-Cloud 15 Service Definition Document

SS&C Blue Prism WorkHQ

Trademarks and copyright

The information contained in this document is the proprietary information of Blue Prism Limited. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, without the written permission of Blue Prism Limited.

© Blue Prism Limited, 2001 – 2026
®Blue Prism is a registered trademark of Blue Prism Limited

All trademarks are hereby acknowledged and are used to the benefit of their respective owners.
Blue Prism is not responsible for the content of external websites referenced by this document.

Blue Prism Limited, 2 Cinnamon Park, Crab Lane, Warrington, WA2 0XP, United Kingdom
Registered in England: Reg. No. 4260035. Tel: +44 870 879 3000. Web: www.blueprism.com

Disclaimer

The contents of this document are for information and evaluation purposes only, and all conditions, warranties and/or representations, whether express or implied by statute, law or otherwise, are hereby excluded to the fullest extent permitted by law. Details of the Product and any associated warranty are outlined in the Supplier Terms and the applicable Documentation. Capitalised terms used in this paragraph have the meanings given in the Supplier Terms.

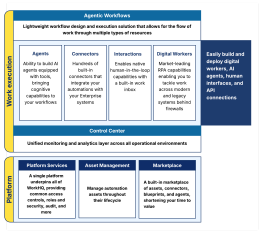
The SS&C Blue Prism WorkHQ documentation can be found here:

https://documentation.blueprism.com/workhq/en-us/overview.htm

Below is the first level in PDF form

WorkHQ overview

SS&C | Blue Prism® WorkHQ is a unified agentic enterprise automation platform that connects people, AI agents, digital workers, and third-party APIs in one secure, scalable environment.



WorkHQ provides:

- A single place to coordinate AI agents, people, systems and workflows.
- Reusable, orchestrated workflows with built-in governance, security, and compliance that scale across the organization.
- Fast design and deployment using visual, low-code tools.
- Lifecycle management for all automation artifacts from ideation to execution.
- Enterprise control over how AI is used, monitored, and governed.

WorkHQ consists of the following components:

- My WorkHQ Dashboard – Brings together your tasks, digital worker data, and processes on a single dashboard, giving you a clear, centralized view to monitor activity, track performance, and stay in control.
- Agentic Workflows – Provides an orchestration layer to intelligently route work across humans, systems, automations (including WorkHQ digital worker flows), and AI services.
- Agents – Build custom AI agents and integrate natively with SS&C AI Gateway.
- Blue Prism Assistant – Generate agentic workflows and interactions forms using natural language, enabling faster design, and reducing manual configuration.
- Connectors – Use prepackaged connectors to quickly and easily build your workflows without having to understand the integration points of each individual application or service.
- Interactions (Forms) – Provides access to human-in-the-loop capabilities, offering a unified space to create and manage forms efficiently.
- Digital Workers – Manage the lifecycle of your digital worker flows, from the creation and testing of processes and objects, to full production operation.
- Control Center – Monitor the health of your digital and agentic workforce.
- Marketplace – Provides direct access to WorkHQ resources on the Digital Exchange (DX).
- Administration – Manage the details of your WorkHQ platform, including your account, environments, users and their roles, authentication, audit logging, and calendars.

Getting started

- For details on accessing WorkHQ for the first time, see Access WorkHQ.
- For a more detailed look at what WorkHQ has to offer, see our extensive WorkHQ product documentation and company website.
- For existing customers, here are details of the changes made to Next Generation, see Next Generation to WorkHQ changes.

Further information and support

WorkHQ utilizes a hybrid deployment model. SS&C Blue Prism hosts all account and environment level data, in our AWS cloud. Process execution is handled within the customer's network, as the Digital Worker and Design Studio components are installed onto virtualized or physical machines behind the customer's firewall for secure process execution. Additionally, agentic workflows can be utilized to provide an orchestration layer to intelligently route work across humans, systems, automations (including WorkHQ digital worker flows), and artificial intelligence (AI) services.

The upgrade process differs for the cloud and on-premises components. Depending on the component, details of the upgrade will be made available in one of the following formats:

Cloud components – Changelog

Updates to the cloud components are automatically rolled out to customers' accounts, ensuring they have the most up-to-date features. A changelog is available for each release, and contains details of the fixes and enhancements that have been implemented. For more information, see Changelog.

On-premises components – Release notes

The on-premises components, the Digital Worker application and Design Studio, are manually upgraded by customers when required. Updates to these components are detailed in release notes for each release. For more information, see Release notes.

WorkHQ product ideas

To submit a suggested improvement to WorkHQ, please go to Product Ideas on the SS&C Blue Prism Community.