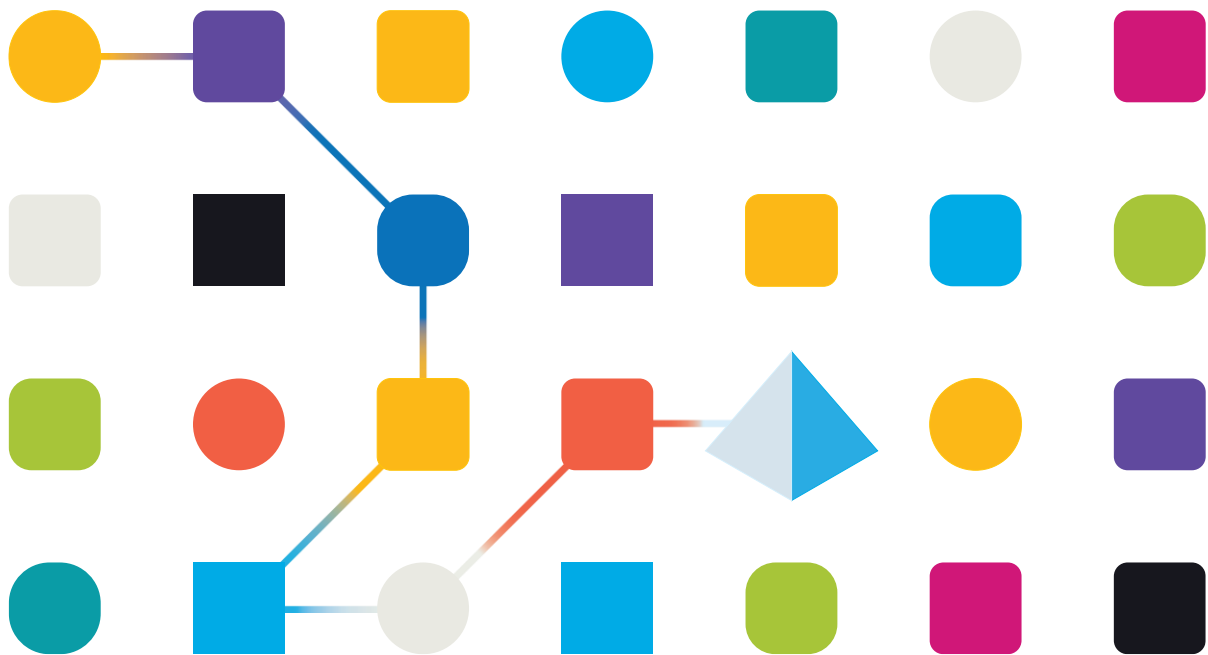


G-Cloud 15 Service Definition Document

Technical Architecture Design Assurance

The actionable advice and quality assurance your intelligent automation
infrastructure can stand on



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1. Technical Architecture Design Assurance

1.1. Overview

The Technical Architecture Design Assurance (TADA) is a thorough inspection of the technical strategy, architecture design and implementation that underpins your intelligent automation program.

1.2. Service Description

The Technical Architecture Design Assurance evaluates your tech-stack and related hardware and software architectural design and strategy to ensure you have what you need today, as well as create a model to grow successfully as your program scales.

The Technical Architecture Design Assurance deep-dive will act as an assurance you are on a solid foundation to deliver upon the business goals and minimise unforeseen risks and issues that may arise related to the proposed technical infrastructure design.

See an example of the areas reviewed by the service below:

- Application Server Architecture and Specification
- Database Server Architecture and Specification
- Runtime Resource Capacity and Load Balancer
- Network Architecture
- Security Architecture
- Access Control
- Operational Procedures, including housekeeping and maintenance; and Disaster Recovery

1.3. Service Features

- A thorough evaluation of the architecture design and implementation of your software.
- Identification of the most appropriate infrastructure strategy for your program both today and over the next 12-18 months.
- Analysis on the stability of the infrastructure and identification of risk areas.
- Advice and support for the right technical architecture design to support the program's objectives.
- Advice for the right technical architecture design to support the program

1.4. Service Benefits

- Support for high-level RPA technical infrastructure design.
- Technical architecture workshop.
- Evaluation and identification of the appropriate implementation and operational methodologies.
- Proven risk mitigation strategy.
- Detailed readout of areas that need attention and risk mitigation strategies to be considered.
- Expert guidance on the best infrastructure to support the program's expansion over time.
- Go-live support.

1.5. Customer Roles & Responsibilities

To make sure the TADA is delivered in an efficient manner and that Your personnel will learn as much as possible the delivery is dependent on timely availability from people with the described roles. Please note that it is the skill set that is important, and one person can have several roles.

- **Technical Architect:** A skilled individual with responsibility for or understanding of the Blue Prism platform. The Technical Architect will have administration rights for, or will be able to organise resources with administration rights for the infrastructure (hardware and software) that supports the Blue Prism software
- **Platform Administrator:** A skilled individual with responsibility for understanding infrastructure hardware/software requirements etc.
- **Database Administrator:** A competent DBA, with responsibility of ensuring that the any Database requirements are met and that the database technology is deployed to vendor and Blue Prism best practise
- **Network Administrator:** A skilled individual with responsibility for understanding networking requirements etc.
- **Information Security:** A skilled individual with responsibility for understanding Security requirements etc.
- **Third-party supplier/partner** where involved

It is the responsibility of the customer to design the proposed SS&C Blue Prism infrastructure architecture and design to then be reviewed by the SS&C Blue Prism technical architect. The SS&C Blue Prism technical architect will give an optional “what good looks like overview” prior to the customer architect starting any design work. Once the proposed designs have been completed a thorough and in-depth review will take place on the designs, carried out by the expert SS&C Blue Prism technical architect.

1.6. Service Management

Customer service for the platform is provided between the hours of 09.00hrs and 17.00hrs - Monday to Friday.

“Production” and “Business Critical” service offerings are available; however, these carry an incremental service charge, further details can be found within the published Pricing Document.

Onsite support can be provided, however does not form part of the standard service level agreement.

Production Support:

This includes access to a full database of online enablement and training resources; our Community Support pages as well as 5 hours of Knowledge Support Calls. Customers have the ability for us to 10 nominated contacts to open cases using the customer support portal plus guaranteed phone and email support during working hours (07.00 – 19.00 Mon-Fri) for the country of purchase. For urgent issues (P1), our support staff will respond within one hour. You will also receive a full onboarding of our online support resources from our dedicated Support Staff Members.

Business Critical Support:

Business Critical Support is an enhanced level of support that meets the needs of customers who have deployed business-critical automations, guaranteeing 24/7 support and availability as well as enhanced response times and resolution SLAs. You will also receive 10 hours of Knowledge Support included. In addition to quarterly meetings and regular reviews of your outstanding support cases, you will benefit from

a designated support team who will be familiar with the specifics of your deployment and can quickly provide customised support to ensure that you are receiving the maximum benefit and success from your SS&C Blue Prism Investment.

A detailed breakdown of the support within each Support level is below;

	Production	Business-Critical
Knowledge Support Calls	5hrs	10hrs
Support Relationship Manager	-	Yes
Incident Manager	Yes	Yes
Live Chat	-	Yes
EOL Support Extension	-	12 Months
P1 Issue Target Resolution SLA	-	12hrs
P1 Response SLA	1hr	30min
P2 Issue Target Resolution SLA	-	36hrs
P2 Issue Response SLA	4hrs	2hrs
Nominated Contacts	10	50
Support Hours	7am to 7pm – Monday-Friday	24/7 (P1), 24/5 (P2-4)
Digital Support Access	Yes	Yes
New Releases	Yes	Yes
Maintenance Releases	Yes	Yes
eLearning	Yes	Yes
Community Participation	Yes	Yes

1.7. 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
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Priority 1	Response within one hour.	SS&C Blue Prism will use Continuous Effort, within Service Hours, to resolve the Fault within 12 Service Hours.
Priority 2	Response within three 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.	

Availability Service Level

1 Definitions

Actual Uptime shall mean the total minutes in the reporting month that the Blue Prism Cloud Services was actually available to Authorised Users for normal use.

Maintenance Downtime shall mean the total minutes in the reporting month during which Blue Prism shall maintain the Blue Prism Cloud Services, as notified at least 48 hours in advance to the Customer.

Emergency Downtime shall mean the total minutes in the reporting month during which the Blue Prism Cloud Services shall be unavailable in order to resolve a critical issue.

Scheduled Downtime shall mean the total minutes in the reporting month represented by the Maintenance Downtime plus Emergency Downtime.

Scheduled Uptime shall mean the total minutes in the reporting month less the total minutes represented by the Scheduled Downtime.

2 Service Level Standard

a. Blue Prism Cloud Services will be available to Customer for normal use no less than 99.9% of the Scheduled Uptime.

3 Calculation

a. $(\text{Actual Uptime} / \text{Scheduled Uptime}) * 100 = \text{Percentage Uptime}$ (as calculated by rounding to the second decimal point)

4 Performance Credit

a. Where Percentage Uptime is equal to or greater than 99.9%, no service credit will be due to Customer.

b. Where Percentage Uptime is less than 99.9%, Customer shall be due a service credit.

c. The service credit shall be in the amount of 5% of the monthly subscription fee (if the subscription fee is invoiced annually, the monthly fee is calculated by dividing the annual fee by twelve; the service credit is as calculated on a monthly basis for the reporting month).

d. The service credit shall increase by a further 5% for each full 1% reduction in Percentage Uptime, up to a maximum of 15%.

5 Example Calculation

a. Assuming reporting month is February (41,760 minutes).

b. Assuming a single Maintenance Window from Midnight to 2:00 a.m. (equals Scheduled Downtime of 120 minutes) during the month.

c. Scheduled Uptime equals 41,640 minutes (total minutes of 41,760 less 120 minutes of Scheduled Downtime).

d. Assuming Actual Uptime of 41,140 minutes. A Percentage Uptime is calculated as follows: $(41,140 / 41,640) * 100 = 98.8\%$.

e. The threshold of 99.9% less the Percentage Uptime of 98.8% = 1.1%.

f. The difference is greater than a 1% reduction therefore, Customer is due 10% of the monthly subscription fee as a service credit.