SS&C Blue Prism®

G-Cloud 15 Service Definition Document

Knowledge Support

Flexible access to intelligent automation experts to enhance your SS&C Blue Prism knowledge and accelerate your automation goals

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1. Knowledge Support

1.1. Overview

Maximize your SS&C Blue Prism automation efforts with Knowledge Support, an annual subscription service that grants you expert guidance from our professional services consultants.

1.2. Service Description

Knowledge Support is a subscription-based service that provides access to experienced intelligent automation (IA) experts who will help you maximize your team's automation skills by building on the foundations provided by SS&C Blue Prism University.

Whether you have specific questions or need support with pre-defined topics, our service will help you reach your goals. Choose from three subscription tiers: Bronze, Silver or Gold; each with a different number of hours included annually:

- Bronze: 20 hours
- Silver: 50 hours
- Gold: 120 hours

1.3. Service Features

- Schedule sessions through our convenient self-service portal.
- Tailored sessions with our consultants for specific use cases or pre-defined topics, and our best practices.
- Expert guidance from a knowledgeable specialist in your chosen area.
- Recorded sessions for internal sharing and reference.
- All referenced materials for future review or incorporation into your own methodology.

1.4. Service Benefits

- Enjoy the flexibility of accessing SS&C Blue Prism expertise at your preferred time.
- Benefit from expert advice from SS&C Blue Prism to enhance the capabilities of your Center of Excellence (CoE).
- Achieve your automation goals faster with our 3 subscription tiers.
- Each tier can be consumed in minimum blocks of 2 hours.

1.5. Customer Responsibilities

- When booking the session via the portal, ensure all of the necessary supporting information is supplied. This will help the consultant delivering the session can assist that your requirements for the session are met.
- If you cannot attend a booked session, please ensure to cancel it with at least 48-hours notice. If a cancellation falls within this 48-hour window, the 2 hour session could be subtracted from your annual entitlement.