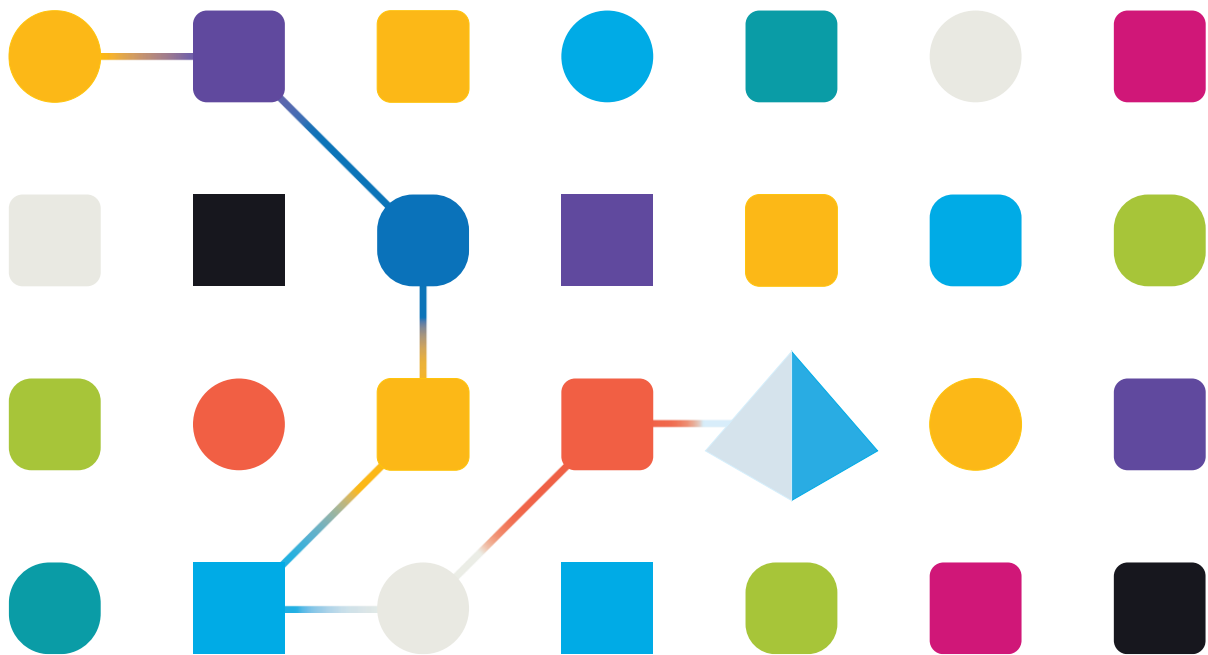


G-Cloud 15 Service Definition Document

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.

SS&C Blue Prism WorkHQ is formerly known as SS&C Blue Prism Next Generation – the following Service Definition is the available documentation at the time made publicly available.



Next Generation

2 December 2025

Next Generation overview

SS&C | Blue Prism® Next Generation offers instantly scalable intelligent automations delivered through a smart self-service platform.

Next Generation consists of the following components:

- [Platform](#) – Manage the details of your environment, including users and their roles, and audit logging.
- [Design Studio](#) – Create and edit processes and objects.
- [Process Repository](#) – Centrally manage your team's objects and processes, and control their versions and deployment.
- [Digital Workers](#) – Install digital workers locally for secure process execution.
- [Control Center](#) – Run automations and monitor the health of your digital workforce.

The components form a workflow, enabling you to create and execute your processes, and manage the details of your system in one place.

Getting started

- For details on accessing Next Generation for the first time, see [Access Next Generation](#).
- For a more detailed look at configuring and running a process in Next Generation, see [End-to-end process workflow overview](#).

Further information and support

Next Generation utilizes a hybrid deployment model. SS&C Blue Prism hosts all account and environment level data, handled by the Platform, Process Repository, and Control Center components, 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.

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](#).

Next Generation product ideas

To submit a suggested improvement to Next Generation, please go to [Product Ideas](#) on the SS&C Blue Prism Community.

Frequently asked questions

Setup

Is this software hosted externally (via the cloud)?

Yes, Next Generation utilizes a hybrid configuration with downloadable installers for self-hosted on-premises software (Design Studio and Digital Workers), that are connected to the Blue Prism Next Generation cloud-hosted service. For more information, see [Next Generation overview](#).

How do I get access to Next Generation?

We will set up an account for your organization and the nominated administrator will receive a welcome email with a link to register and activate your Next Generation account.

Once your account is created, you'll be able to access Next Generation via the link provided in the account registration page. We suggest that you bookmark this URL for subsequent access.

Can I add other users in my organization?

Yes, administrators can add others users to the organization. For more information, see [Add users](#), and [Roles](#).

How do I deploy Design Studio?

For information about how to download Design Studio and install it on your local machine, see [Access Design Studio](#).

Do we just need HTTPS access to a Blue Prism service in the cloud, over the public internet?

Yes, Next Generation is designed to make connectivity between the SS&C | Blue Prism and Next Generation components as simple as possible. While customers are responsible for hosting the on-premises components, these require outbound HTTPS connections only, and in most cases do not require any special configuration to be enabled on your network. For more information, see [Network requirements](#).

How do I configure single sign-on (SSO)?

For more information, see [Configuring single sign-on](#).

Can we set usernames and passwords for the digital workers?

No, digital workers authenticate using a randomly generated access code, which can be retrieved from the Digital Worker Management interface and configured in the digital worker after installation.

Can we assign different permissions to users?

Yes, an administrator will need to assign roles to users. For more information about the roles available in Next Generation, see [Roles](#).

Are there any automated update mechanisms built into the software?

Yes, the cloud-based application is managed by SS&C Blue Prism and is regularly updated.

The on-premises components (Design Studio and Digital Worker) do not automatically update, providing control over when to take updates. For more information, see [What are the best practices for testing new versions of Next Generation Digital Worker?](#)

Does the application have any databases (local or remote)?

Yes, there are multiple cloud-hosted databases as a part of the overall solution.

Users do not get access to the databases directly; all access is controlled through the the applications and published APIs. For more information, see [Next Generation REST API](#).

Data protection

Where is my data located?

Cloud hosted components are located in the USA, EMEA, and the UK. Digital workers and Design Studio reside on your own infrastructure. For more information, see [Regions](#).

To comply with data privacy requirements, when naming Next Generation elements, or entering details in free text fields, avoid including any personal identifiers, personal data, personal information, personally identifiable information (PII), or equivalent information.

How do the on-premises applications securely communicate with the Next Generation cloud services?

The on-premises applications hosted by clients (Design Studio and Digital Worker), establish communication with the cloud services through secure outbound HTTPS calls. This ensures end-to-end encryption and data integrity, maintaining the confidentiality of information transmitted between the on-premises applications and cloud services. For more information, see [Network requirements](#).

Functionality

What should I consider when migrating to Next Generation?

For guidance on migrating your existing SS&C | Blue Prism® Enterprise solution data to SS&C | Blue Prism® Next Generation, see [Migrating from Blue Prism Enterprise to Next Generation](#).

Can I import current processes and objects into Next Generation?

Yes, you can import BPRELEASE (.bprelease), BPPROCESS (.bpprocess), or BPOBJECT (.bpobject) files. For more information, see [Import assets](#).

Can I copy from current Blue Prism Enterprise Design Studio to Next Generation Design Studio?

Not at the moment.

Why can I not set Next Steps, Start or step into any actions in Design Studio?

You need to select the environment you want to work on to enable these controls. Locate the **Environment** dropdown at the top of the screen, and select the relevant environment.

Why are some of my processes automatically deployed to new environments but others are not?

When we released version 2024.9 in May 2024, a more granular control over process deployment across different environments was introduced. Previously, processes were automatically published to all environments. To enhance customer experience and ensure consistent automation performance, this legacy method of process deployment has been maintained for process versions that were published before the 2024.9 update. For more information, see the changelog: [2024.9: May 2024](#).

When a new environment is created, it automatically deploys all processes that were published prior to the 2024.9 update. This is why you may notice some processes being automatically deployed to new environments.

To address this:

1. For each process version, navigate to the process version page of a process that was published prior to version 2024.9.
2. Turn on the switches for any environments you want this process to be available in.
3. Turn off the switches for any environments you don't want this process to be available in.

The process updates to the new manual environment settings.

After changing at least one environment switch, the process versions now adhere to your specified environment selections and are not automatically deployed to any new environments. For more information, see [Publish to environment\(s\)](#).

Digital Worker software setup and updates

How do I set up a digital worker?

You will need some form of virtual desktop environment to host a Next Generation digital worker, as you would with any Blue Prism digital worker. This can be deployed on a LAN, in a public cloud – wherever you have Windows desktop environments available.

For more information, see the following:

- To add a new digital worker: [Add digital workers](#).
- To manage digital workers that have been set up: [Manage digital workers](#).

What are the best practices for testing new versions of Next Generation Digital Worker?

The Next Generation platform has several features that make the management of updates more straightforward:

- Support for multiple versions of a digital worker (and Design Studio) to be deployed and running at the same time.
- The ability to update a single digital worker (or single Design Studio instance) at a time.
- The ability to name the digital worker with a friendly name, so it is easy to identify.

These features mean that managing the update strategy for Next Generation is much simpler than for Blue Prism Enterprise, where everything needs to be updated at once. If required, you can update just one digital worker in a single environment, which limits the impact of upgrades to a single digital worker at a time.

Install a new Digital Worker version as follows:

1. Update a single digital worker in a development environment.
2. Check that everything that ran before the update continues to run consistently.
3. Update more workers, as required.
4. If required, you can point automations to specific digital workers running specific versions of the Digital Worker software.

How do I roll Digital Worker back to a previous version if an upgrade fails?

If, at any point, you want to roll back a digital worker, you can:

1. Uninstall the Digital Worker application from the execution machine. For more information, see [Uninstall \(remove\) a digital worker](#).
2. Reset the Digital Worker activation data. For more information, see [Reset digital worker activation data](#).
3. Reinstall the previous version of Digital Worker. For more information, see [Reset digital worker activation data](#) and [Add digital workers](#).

Technical issues

How do I report a problem?

You can raise a ticket via the Blue Prism Customer Portal by selecting Next Generation as the product: <https://support.blueprism.com>

SS&C | Blue Prism Next Generation supported software

This topic details the technologies that are supported for use with SS&C | Blue Prism Next Generation and those that we are currently evaluating. It also details the recommended minimum hardware requirements

for Next Generation product components.

The following information is available:

- [Software requirements](#) – Operating system version compatibility and .NET framework version support.
- [Hardware requirements](#) – Minimum recommended hardware requirements for all self-hosted components.

Software requirements

Digital Worker

Operating system version compatibility and .NET framework version support for Digital Worker:

- Windows 10 – 22H2
- Windows 11
- Windows Server 2019
- Windows Server 2022
- .NET Framework 4.8

Design Studio

Operating system version compatibility and .NET framework version support for Design Studio:

- Windows 10 – 22H2
- Windows 11
- Windows Server 2019
- Windows Server 2022
- .NET Framework 4.8

Hardware requirements

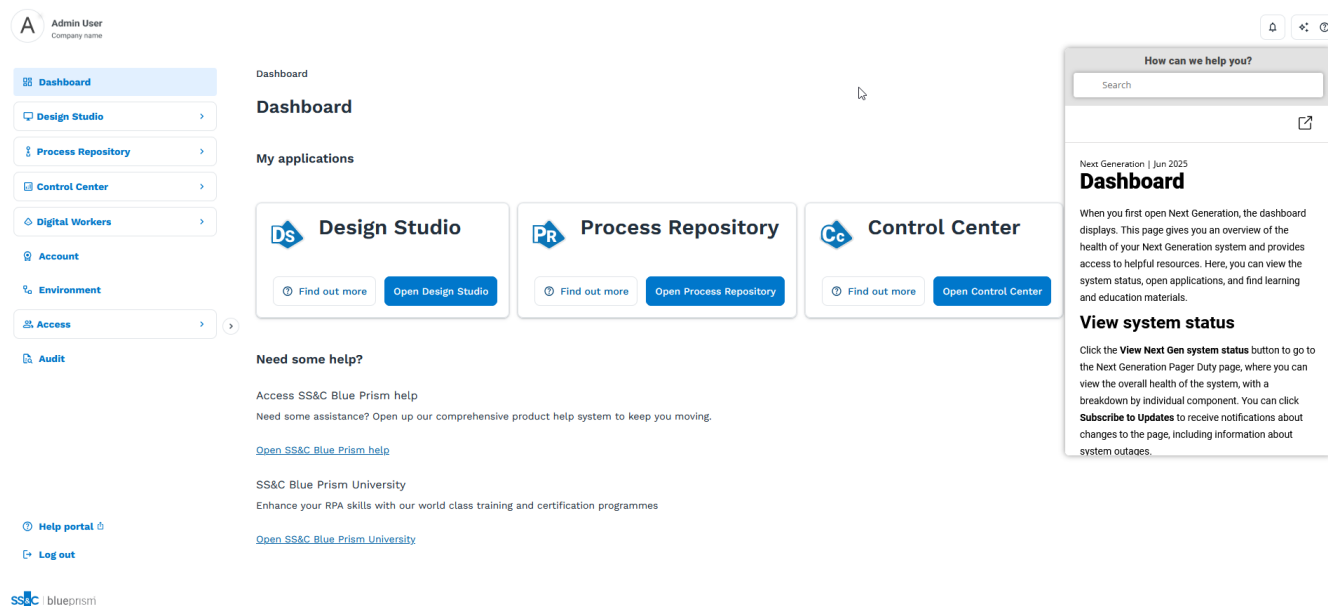
Minimum recommended hardware requirements for all self-hosted components:

- 2.0 GHz or faster 64-bit processor
- 4 GB RAM
- At least 20 GB of available hard disk space
- Internet access

In-product help

In-product help is available on every page of Next Generation, and enables you to access documentation relevant to the Next Generation page you are on. This gives you access to helpful information without the need to leave the Next Generation interface.

The in-product help is accessed by clicking the  icon, which then opens the documentation in a separate panel.



In the in-product help panel, you have the following options:

- **Home** – Click the home icon to return to the documentation for the Next Generation page you are on.
- **Search** – Search for specific documentation topics.
- **Back** – Navigate to the previous page you were on.
- **Open in new tab** – Open the current page in your default browser.
- **Close** – Click the cross icon to close the in-product help panel.

Next Generation fair usage policy

Please see the [customer portal](#) for the latest SS&C | Blue Prism® Next Generation fair usage policy.

Third-party licenses and acknowledgments

Third-party licenses and acknowledgments are available for the following SS&C | Blue Prism Next Generation products:

- [Design Studio](#)
- [Digital Workers](#)

Next Generation Design Studio Acknowledgments

SS&C | Blue Prism Next Generation Design Studio includes a number of third-party classes and components which are referenced by the platform. The linked documents record the items that are included and their respective licenses and supplements those identified in the corresponding release. Open source components will only be adopted on a permissive license basis and there are no copyleft licenses as part of our third-party arrangements.

Release third-party licenses	Next Generation platform version	Release date
Next Generation Design Studio Third Party Licenses - 3.18.0	2025.24	1 December 2025
Next Generation Design Studio Third Party Licenses - 3.17.0	2025.23	12 November 2025
Next Generation Design Studio Third Party Licenses - 3.16.0	2025.22	28 October 2025
Next Generation Design Studio Third Party Licenses - 3.15.0	2025.21	16 October 2025
Next Generation Design Studio Third Party Licenses - 3.14.0	2025.20	30 September 2025
Next Generation Design Studio Third Party Licenses - 3.14.0	2025.19	16 September 2025
Next Generation Design Studio Third Party Licenses - 3.13.0	2025.18	2 September 2025

Release third-party licenses	Next Generation platform version	Release date
Next Generation Design Studio Third Party Licenses - 3.12.0	2025.17	21 August 2025
Next Generation Design Studio Third Party Licenses - 3.11.0	2025.16	6 August 2025
Next Generation Design Studio Third Party Licenses - 3.10.0	2025.15	22 July 2025
Next Generation Design Studio Third Party Licenses - 3.9.0	2025.14	10 July 2025
Next Generation Design Studio Third Party Licenses - 3.9.0	2025.13	30 June 2025
Next Generation Design Studio Third Party Licenses - 3.8.0	2025.12	16 June 2025
Next Generation Design Studio Third Party Licenses - 3.7.0	2025.11	28 May 2025
Next Generation Design Studio Third Party Licenses - 3.6.0	2025.10	13 May 2025
Next Generation Design Studio Third Party Licenses - 3.5.0	2025.9	1 May 2025
Next Generation Design Studio Third Party Licenses - 3.4.0	2025.8	23 April 2025
Next Generation Design Studio Third Party Licenses - 3.3.1	2025.7	3 April 2025
Next Generation Design Studio	2025.6	20 March 2025

Release third-party licenses	Next Generation platform version	Release date
Third Party Licenses - 3.2.0		
Next Generation Design Studio Third Party Licenses - 3.1.0	2025.5	10 March 2025
Next Generation Design Studio Third Party Licenses - 3.0.0	2025.4	25 February 2025
Next Generation Design Studio Third Party Licenses - 2.13.0	2025.3	10 February 2025
Next Generation Design Studio Third Party Licenses - 2.12.0	2025.2	23 January 2025
Next Generation Design Studio Third Party Licenses - 2.11.0	2025.1	15 January 2025
Next Generation Design Studio Third Party Licenses - 2.10.0	2024.24	17 December 2024
Next Generation Design Studio Third Party Licenses - 2.9.0	2024.23	17 December 2024
Next Generation Design Studio Third Party Licenses - 2.8.0	2024.22	26 November 2024
Next Generation Design Studio Third Party Licenses - 2.7.0	2024.21	5 November 2024
Next Generation Design Studio Third Party Licenses - 2.6.0	2024.20	22 October 2024
Next Generation Design Studio Third Party Licenses - 2.5.0	2024.19	7 October 2024

Release third-party licenses	Next Generation platform version	Release date
Next Generation Design Studio Third Party Licenses - 2.4.0	2024.18	25 September 2024
Next Generation Design Studio Third Party Licenses - 2.4.0	2024.17	10 September 2024
Next Generation Design Studio Third Party Licenses - 2.3.1	2024.16	27 August 2024
Next Generation Design Studio Third Party Licenses - 2.3.0	2024.15	17 August 2024
Next Generation Design Studio Third Party Licenses - 2.2.0	2024.14	29 July 2024
Next Generation Design Studio Third Party Licenses - 2.1.1	2024.13	15 July 2024
Next Generation Design Studio Third Party Licenses - 2.1.0	2024.12	1 July 2024
Next Generation Design Studio Third Party Licenses - 2.0.0	2024.11	17 June 2024
Next Generation Design Studio Third Party Licenses - 1.5.0	2024.10	5 June 2024
Next Generation Design Studio Third Party Licenses - 1.4.0	2024.9	14 May 2024
Next Generation Design Studio Third Party Licenses - 1.3.1	2024.8	24 April 2024
Next Generation Design Studio	2024.7	17 April 2024

Release third-party licenses	Next Generation platform version	Release date
Third Party Licenses - 1.2.1		
Next Generation Design Studio Third Party Licenses - 1.2.1	2024.6 (GA)	28 March 2024
Next Generation Design Studio Third Party Licenses - Controlled Release 2024.5	2024.5	March 2024
Next Generation Design Studio Third Party Licenses - Controlled Release 2024.4	2024.4	March 2024
Next Generation Design Studio Third Party Licenses - Controlled Release 2024.3	2024.3	February 2024
Next Generation Design Studio Third Party Licenses - Controlled Release 2024.2	2024.2	January 2024
Next Generation Design Studio Third Party Licenses - Controlled Release 2024.1	2024.1	January 2024
Next Generation Design Studio Third Party Licenses - Controlled Release	–	December 2023

Next Generation Digital Worker Acknowledgments

SS&C | Blue Prism Next Generation Digital Worker includes a number of third-party classes and components which are referenced by the platform. The linked documents record the items that are included and their respective licenses and supplements those identified in the corresponding release. Open source components will only be adopted on a permissive license basis and there are no copyleft

licenses as part of our third-party arrangements.

Release third-party licenses	Next Generation platform version	Release date
Next Generation Digital Workers Third Party Licenses - 2.37.0	2025.24	1 December 2025
Next Generation Digital Workers Third Party Licenses - 2.36.0	2025.23	12 November 2025
Next Generation Digital Workers Third Party Licenses - 2.36.0	2025.22	28 October 2025
Next Generation Digital Workers Third Party Licenses - 2.35.0	2025.21	16 October 2025
Next Generation Digital Workers Third Party Licenses - 2.34.0	2025.20	30 September 2025
Next Generation Digital Workers Third Party Licenses - 2.33.0	2025.19	16 September 2025
Next Generation Digital Workers Third Party Licenses - 2.32.0	2025.18	2 September 2025
Next Generation Digital Workers Third Party Licenses - 2.31.0	2025.17	21 August 2025
Next Generation Digital Workers Third Party Licenses - 2.30.0	2025.16	6 August 2025
Next Generation Digital Workers Third Party Licenses - 2.29.0	2025.15	22 July 2025
Next Generation Digital Workers Third Party Licenses - 2.28.0	2025.14	10 July 2025

Release third-party licenses	Next Generation platform version	Release date
Next Generation Digital Workers Third Party Licenses - 2.27.0	2025.13	30 June 2025
Next Generation Digital Workers Third Party Licenses - 2.26.0	2025.12	16 June 2025
Next Generation Digital Workers Third Party Licenses - 2.25.0	2025.11	28 May 2025
Next Generation Digital Workers Third Party Licenses - 2.24.0	2025.10.2	16 May 2025
Next Generation Digital Workers Third Party Licenses - 2.22.0	2025.10	13 May 2025
Next Generation Digital Workers Third Party Licenses - 2.22.0	2025.9	1 May 2025
Next Generation Digital Workers Third Party Licenses - 2.21.0	2025.8	23 April 2025
Next Generation Digital Workers Third Party Licenses - 2.20.0	2025.7	3 April 2025
Next Generation Digital Workers Third Party Licenses - 2.19.0	2025.6	20 March 2025
Next Generation Digital Workers Third Party Licenses - 2.18.1	2025.5	10 March 2025
Next Generation Digital Workers Third Party Licenses - 2.17.0	2025.4	25 February 2025
Next Generation Digital Workers	2025.3	10 February 2025

Release third-party licenses	Next Generation platform version	Release date
Third Party Licenses - 2.15.0		
Next Generation Digital Workers Third Party Licenses - 2.15.0	2025.2	23 January 2025
Next Generation Digital Workers Third Party Licenses - 2.14.0	2025.1	15 January 2025
Next Generation Digital Workers Third Party Licenses - 2.13.0	2024.24	17 December 2024
Next Generation Digital Workers Third Party Licenses - 2.12.0	2024.23	17 December 2024
Next Generation Digital Workers Third Party Licenses - 2.11.0	2024.22	26 November 2024
Next Generation Digital Workers Third Party Licenses - 2.10.0	2024.21	5 November 2024
Next Generation Digital Workers Third Party Licenses - 2.9.0	2024.20	22 October 2024
Next Generation Digital Workers Third Party Licenses - 2.8.0	2024.19	7 October 2024
Next Generation Digital Workers Third Party Licenses - 2.7.0	2024.18	25 September 2024
Next Generation Digital Workers Third Party Licenses - 2.6.0	2024.17	10 September 2024
Next Generation Digital Workers Third Party Licenses - 2.5.0	2024.16	27 August 2024

Release third-party licenses	Next Generation platform version	Release date
Next Generation Digital Workers Third Party Licenses - 2.4.0	2024.15	17 August 2024
Next Generation Digital Workers Third Party Licenses - 2.3.0	2024.14	29 July 2024
Next Generation Digital Workers Third Party Licenses - 2.2.0	2024.13	15 July 2024
Next Generation Digital Workers Third Party Licenses - 2.1.0	2024.12	1 July 2024
Next Generation Digital Workers Third Party Licenses - 2.0.0	2024.11	17 June 2024
Next Generation Digital Workers Third Party Licenses - 1.5.0	2024.10	5 June 2024
Next Generation Digital Workers Third Party Licenses - 1.4.0	2024.9	14 May 2024
Next Generation Digital Workers Third Party Licenses - 1.3.0	2024.8	24 April 2024
Next Generation Digital Workers Third Party Licenses - 1.3.0	2024.7	17 April 2024
Next Generation Digital Workers Third Party Licenses - 1.2.1	2024.6 (GA)	28 March 2024
Next Generation Digital Workers Third Party Licenses - Controlled Release 2024.5	2024.5	March 2024

Release third-party licenses	Next Generation platform version	Release date
Next Generation Digital Workers Third Party Licenses - Controlled Release 2024.4	2024.4	March 2024
Next Generation Digital Workers Third Party Licenses - Controlled Release 2024.3	2024.3	February 2024
Next Generation Digital Workers Third Party Licenses - Controlled Release 2024.1	2024.2, 2024.1	January 2024
Next Generation Digital Worker Third Party Licenses - Controlled Release	–	December 2023

Trademarks and copyrights

The information contained in this help system is the proprietary and confidential information of Blue Prism Limited and should not be disclosed to a third-party without the written consent of an authorized Blue Prism representative. 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.

© 2025 Blue Prism Limited

“Blue Prism”, the “Blue Prism” logo and Prism device are either trademarks or registered trademarks of Blue Prism Limited and its affiliates. All Rights Reserved.

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 help system.

Blue Prism Limited, 2 Cinnamon Park, Crab Lane, Warrington, WA2 0XP, United Kingdom. Registered in England: Reg. No. 4260035. Tel: +44 370 879 3000. Web: www.blueprism.com