



Blue Prism Cloud IADA[®]: Integrated Digital Supervisor to Manage Utilization and Digital Worker Efficiency

What is IADA[®]?

Blue Prism Cloud Intelligent Automation Digital Assistant[®] (BPC IADA) works within the Blue Prism Cloud platform as the brain of the digital workforce, overseeing its cross-departmental workers in a management capacity. BPC IADA sits at the core of the platform, supporting the communication of the subcomponents, creating machine learning-driven levels of utilization, and providing cognitive capabilities to the digital worker execution layer.

It aligns business metrics to the varied workloads to drive Priorities and Service Level Agreements (SLAs) and determine order. Over time, as the digital workforce executes work, the data gathered fuels an AI predictive model to allow application performance to be interpreted. This ensures work is distributed to the digital workforce to maximize utilization. IADA[®] also manages the ingestion of work from channels such as email, OCR, and web forms to provide visibility into the end-to-end lifecycle of process automation.

IADA[®] Orchestrator: An intelligent virtual supervisor

A key function of IADA[®] is its orchestration capability. IADA Orchestrator acts as an intelligent virtual supervisor for the digital workforce, coordinating the allocation of tasks (automated processes) based on business relevant metrics.

IADA Orchestrator is configured to be aware of process and application performance trends, along with priority and service level expectations, to maximize work force utilization. IADA Orchestrator autonomously load-balances the digital workforce maintaining an internal queue to ensure that, if digital workers are not immediately available, processes are queued for execution by the next suitable digital worker.

Key Features

- **Running the team:** IADA[®] manages the auto-scaling of the digital workforce, activating new workers as required, ensuring the availability of scale-up resources should they be required, and managing the scale-down of resources no longer required.
- **Keeping data secure:** IADA[®] controls access to processes by protecting Process Database access; acting as the single decryption point of any credentials or parameters; and ensuring complete segregation of processes, access credentials and reporting information.
- **Rigorous testing for governance & control:** Each platform is deployed with segregated production and development environments to support an organization's governance and control requirements. This enables the safe release of automated business processes in line with best practice methodologies.

Benefits

- **Easily managed within Blue Prism Cloud Hub:** Hub, the platform's web interface, delivers insight from active processes. Users set up customized dashboards, view and create automated processes, define user privileges with Role-Based Access Control, and manage a range of other features that align to the automation lifecycle.
- **Scale automation across the business:** With BPC IADA[®] managing the complexities of juggling digital workers' capabilities, priorities and time on task, it's easy to add more processes to the overall workload, and to identify where more workers are necessary.
- **Intelligence where it matters:** BPC IADA[®] calculates the most efficient time to operate a process based on the performance of the business applications used. This helps it to allocate resource where needed across the digital workforce team.
- **Business-driven metrics:** BPC IADA[®] ensures your digital workforce operates in line with your human workforce, assigning business metrics to the importance of work. This allows work to be executed autonomously with no complex schedules or manual initiation.

About Blue Prism Cloud

Blue Prism Cloud is a turnkey SaaS-based intelligent automation platform that accelerates speed to value and simplifies scaling. It allows companies to access and deploy intelligent digital workers directly from the cloud to accelerate their digital transformation journey and swiftly extend the benefits of automation across the enterprise. By integrating this digital workforce with their teams, companies can accelerate growth and achieve a step change in efficiency.

Blue Prism is the only RPA provider to offer enterprises a comprehensive choice of deployment options, including on-premises, cloud-hosted, hybrid, or SaaS. More than 1,500 global enterprise customers leverage Blue Prism's Digital Workforce, empowering their people to automate billions of transactions while returning hundreds of millions of hours of work back to the business. Visit www.blueprismcloud.com for more information.