

Desktop

Unify Your Global Workforce of People and Digital Workers With Desktop Automation

SS&C | Blue Prism® Desktop is the only desktop automation solution that delivers the control, security, scalability and auditability required to automate repetitive tasks that must run on employee desktops.



Today, enterprises need automation solutions for every use case, including automating frequently run tasks that must run on a specific user's desktop where human interaction is always required, without sacrificing governance and security.

An important part of SS&C Blue Prism's intelligent automation portfolio, Desktop unifies employees with their digital workers and provides the ability to run desktop-based automation with the full benefits of central auditing and control.

Desktop also enables users to run centrally developed and validated processes with the added confidence that they are in full compliance with IT and security standards. As a result, teams are assured that auditability and data governance are not compromised.

Stay compliant, automate for speed and savings

Compliance and security risks associated with ungoverned citizen development can result in data loss, lack of visibility due to unmanaged desktop automation and cybersecurity threats. Automation put in the hands of those who are not security-aware may also compromise security. Data breaches can negatively affect stock prices and company value and result in a loss of trust with your customers as well as damage to your company's reputation.

Businesses need a way to automate repetitive tasks where employees must be at their desks and use their own credentials — processes where speed and accuracy are vital and where customer sensitive data is handled like mortgage and loan applications. With processes like these, it is also important to retain auditability, governance and control of automation design.

SS&C | Blue Prism® Desktop



Offers security, scalability and ease of deployment



Empowers business users to succeed by automating routine work



Enables real-time collaboration between people and digital workers



Provides centrally managed and robust governance and security



Enables full quality control and auditability

Break free from time-consuming tasks that diminish the customer experience

- Eliminate the dissatisfaction of working with repetitive, routine and high-volume administrative transactions
- Reduce time spent on manual tasks and increase opportunities to interact with customers on a personal level

If you want your employees to be happy at work, you need to empower them with the tools they need to succeed. Now is the time for organizations to automate work processes and free up employees to focus on more high-value work.

Empower business users to succeed

- Improve job satisfaction and enable employees to focus on meaningful tasks
- Enable better service and higher output
- Improve service quality and responsiveness during customer calls and interactions



Features and Functionality

Desktop resides on your employees' desktop, allowing them to initiate centrally built automations in real time, using their specific logins. This is ideally suited to industries, including healthcare, government, defense and financial services, that require users to complete activities such as updating health records and bank account details using their own login credentials to maintain a complete audit trail.

Having a digital worker supporting the employee increases productivity by alleviating errors and automating repetitive functions. Additionally, employees are free to offer more customer or patient interaction.

By maintaining central control of the automations available to Desktop users, IT and security teams are assured that auditability and data governance standards are not compromised by empowering users with increased automation capabilities.

Benefits

- Centrally managed robust governance and security
- Enhanced customer experiences and employee productivity
- Cost savings and improved business outcomes, a byproduct of reducing errors and automating inefficient desktop-based activities
- Greater business productivity and efficiency
- Empowered employees who use automation tools to gain freedom from repetitive tasks
- A single environment to manage attended and unattended digital workers, expanding automation use cases

Key features

- Adhere to your organization's technology safeguards, and meet the demand of high security and compliance standards required in many industries
- Automate tasks where personal interaction is always required
- Gain centralized auditability, control and oversight
- Give employees assistance with real-time daily activities right on their desktops and improve speed and accuracy
- Automate processes requiring the collaboration of attended and unattended digital workers



Better Together

- Automate routine tasks, boost efficiency and free up time to deliver a better customer experience (CX)
- Central security, governance, monitoring and auditability to stay compliant
- Enhancing customer engagement and improving first call resolution (FCR)

Start your digital transformation journey by speaking with one of our intelligent automation experts. Click below and please indicate your industry or area of interest so we can best assist you.

Contact Us

Email us at bpm-contact@sscinc.com to learn how SS&C Blue Prism can help your organization realize transformational business value with intelligent automation.



SS&C Blue Prism allows organizations to deliver transformational business value via our intelligent automation platform. We make products with one aim in mind — to improve experiences for people. By connecting people and digital workers, you can use the right resource, every time, for the best customer and business outcomes. We supply enterprise-wide software that not only provides full control and governance but also allows businesses to react fast to continuous change.

Exceed customer expectations, stay competitive, accelerate growth.

To learn more, visit www.blueprism.com and follow us on Twitter [@blue_prism](https://twitter.com/blue_prism) and [LinkedIn](https://www.linkedin.com/company/blueprism).