

Implement Consulting Group
and TrustPortal partnership

HUMAN TO ROBOTIC PROCESS AUTOMATION



Bringing seamless human to robotic process automation (RPA) to our clients

Implement Consulting Group and TrustPortal partnership.

Implement Consulting Group is the official Nordic and European implementation partner of TrustPortal.

The partnership allows us to broaden the robotic process automation potential for our clients. Our solution will provide a seamless and direct integration to robotic process automation and make unattended robots suitable for desktop and real-time automation across our client's process landscape.

By leveraging our market-leading expertise in RPA combined with the technological enablement from TrustPortal, our customers can take advantage of a wide range of new automation capabilities resulting in a complete end-to-end experience.

These new capabilities unify front- and back-office processes while helping extend RPA deployments to more complex and time-consuming workflows. By enabling real-time human interactions, organisations can collaborate and streamline decision-making on any given automated process, including approval, sign-off, change and review.

TrustPortal is part of Blue Prism's technology eco-system which allows increased automation possibilities



Today's organisations are struggling with the rate of market change and an increasing backlog of initiatives to Implement Consulting Group.

Companies on the RPA journey have digitised a fraction of their services as they lack process agility, speed to deploy and end-to-end automation.



Implement Consulting Group is always seeking to be on the forefront with new digital opportunities and technologies. In order to increase the RPA potential for clients, Implement Consulting Group has partnered with TrustPortal to become the first **Nordic and European implementation partner**.

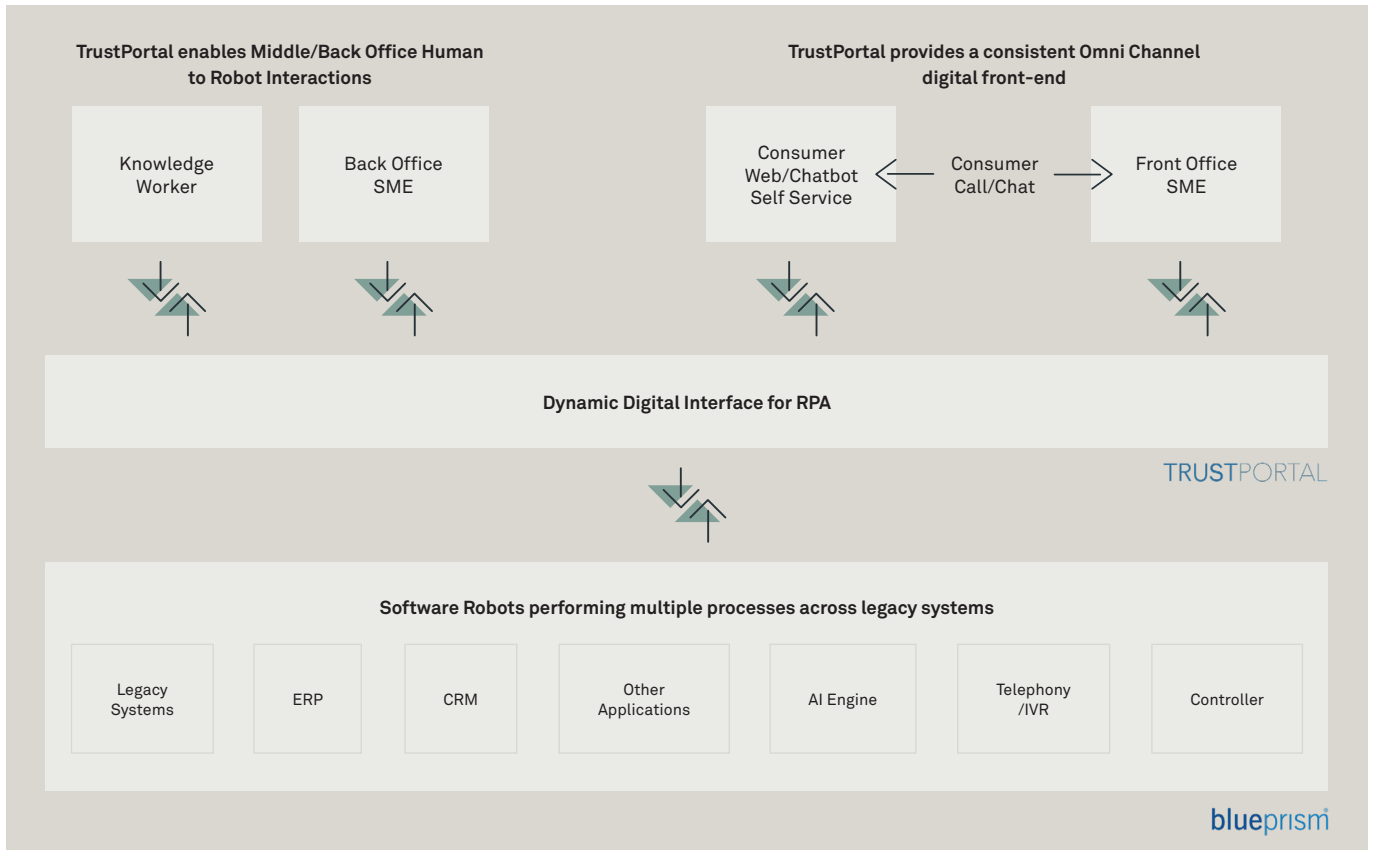


TrustPortal empowers organisations currently using **Blue Prism** to extend robotic automation processes to users. TrustPortal extends the existing **Blue Prism** strategy by introducing human interactions into complex processes across front office, omnichannels and all business functions.

blueprism®

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Customer benefits include:

- **Making unattended robots suitable for desktop and real-time automation:** A dynamic front end increases front-office productivity, allowing for automated provisioning of Blue Prism software robots in real time while dealing with client-facing operations. This speeds up the delivery of tasks and improves the customer experience, benefiting both customers and the organisations.
- **New services capabilities:** Enables companies to rapidly deploy new auto-

mated services to their customers by building processes from the customer or front-office environment across back-office systems and operations.

- **Easy to use and intuitive:** Digitised legacy systems through new web front ends, mobile applications and chatbots. This enables human interactions and decision-making throughout the automation process, helping streamline the decision-making process.
- **Ultra-secure:** Leading encryption technology ensures that only

authorised “key” holders can access the data and that all data held in TrustPortal is secure (this includes UK Government/ISO27001 hosting and security, data in UK, SHA512 encrypted).

By enabling digital services to interact with RPA and allowing human interactions to be integrated in robot-driven workflows, the solution extends the automation scope to end-to-end process handling. Front-office employees and omnichannel customers can



now utilise fully digitised, automated services to replace a wide range of manual customer service and technical support scenarios, increasing productivity without requiring cumbersome client installs.

Enabling a better and more streamlined customer journey

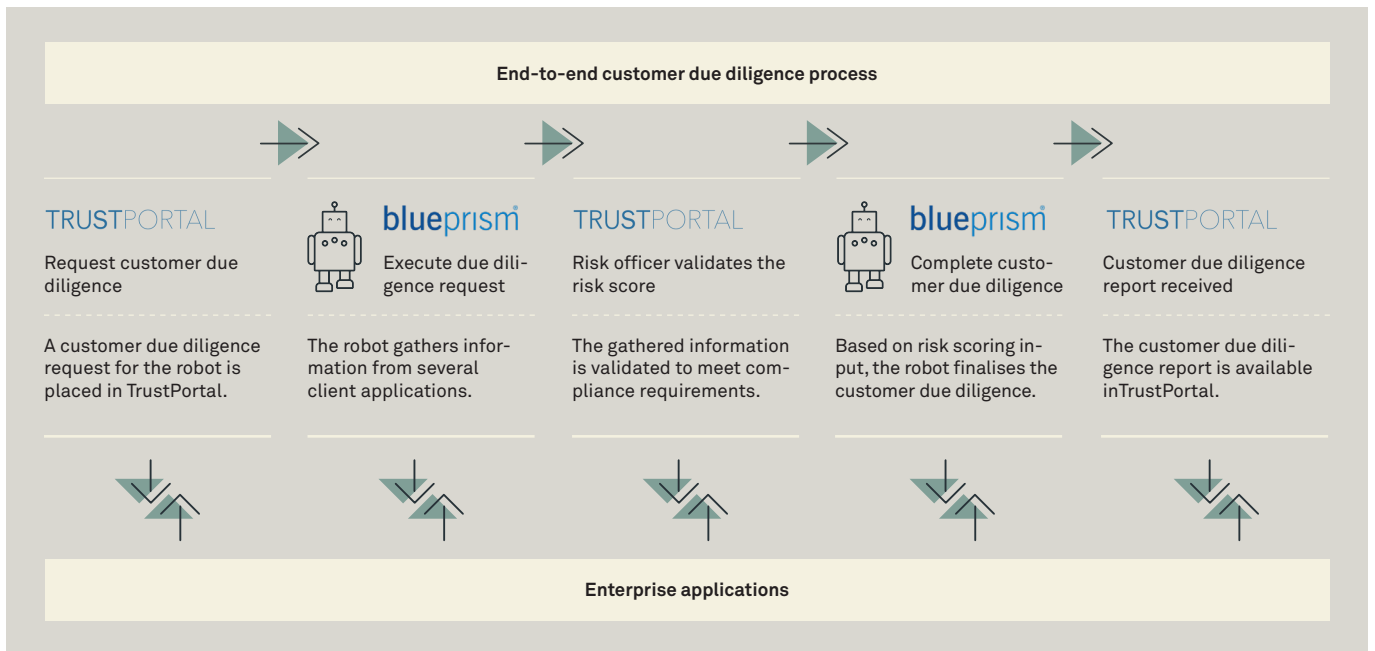
At Implement Consulting Group, we do not see RPA as a software implementation, but as a toolset that is introduced into organisations for our customers to build on. Our framework enables customers to continue the automation journey after projects are delivered, and by combining TrustPortal and Blue Prism, customers now have a larger process automation pipeline than ever before.

The trend we see in the market is that automation and digitalisation are shifting from an “enabler to save time” towards an “enabler for a better and more streamlined customer journey”.

Fact

TrustPortal and Blue Prism (RPA) integration enables a new generation of automation solutions transferring data from humans to robots and vice versa, leveraging advanced encryption standards. The drag-and-drop functionalities of Blue Prism combined with the easy, modifiable design of TrustPortal make these solutions highly scalable in a secure environment.

Example of integrating Blue Prism and TrustPortal process for customer due diligence





The Implement Consulting Group and TrustPortal partnership

“Offering our customers’ robust end-to-end

automation in both front-office and back-office functions has been a key strategic priority for us.

We are delighted to partner with TrustPortal, an innovative company with a tangible, secure and proven solution, allowing us to merge

robotic process automation and full human-to-robot functionality in our customer offering. Bringing them the benefits of freeing up employee time to more value-adding work, providing a better user experience and maximising the full potential of the digital workforce.”

Lasse Dalgaard Jensen, partner, Implement Consulting Group – Intelligent Automation

“We are extremely pleased to have Implement Consulting Group on board as our implementation partner for Scandinavia and Europe. With their strong track record in service and delivery of solutions for RPA, we are confident that our partnership will prove highly beneficial and deliver real value to clients across the region.”

Martin Meikle Small, managing director, TrustPortal Solutions

Enabling new business outcomes through TrustPortal – Extending the capabilities of Blue Prism



Enable improved utilisation of Blue Prism production licenses by combining TrustPortal and Blue Prism queue logic.



Create a platform for “single point of entry” for RPA processes that needs human triggering/input – bridging the gap between the users and the robotics business area.



Enable reduced automation in less robust applications by leveraging TrustPortal to gather information and adding to Blue Prism queue.



Create a standardised platform for gathering and validating information for internal and external users (e.g. for GDPR process).



Integrate TrustPortal to business applications to increase familiarity and ease of use (e.g. SharePoint).



Create a standardised platform to request and view subparts of processes.



Create a sign on restriction policy for requesting robot triggered processes (e.g. by Active Directory groups).



Increase the automation potential by providing a platform for allowing human interaction between automation process steps (not only end-to-end processes).



Create a self-service platform for RPA, which allows real-time status of RPA requests by the user (status of processing).

Human interaction



TRUSTPORTAL



Robotics process automation



blueprism



Task processing in customer applications (examples)



About

Implement Consulting Group

Implement Consulting Group is a Scandinavian-based consultancy engaged in creating sustainable change and transformation. With a well-proven framework of implementing change and more than 700 consultants working out of offices in Copenhagen, Stockholm, Malmo, Oslo, Zurich and Munich, Implement Consulting Group is the leading consultancy in Europe, creating sustained change with impact.

TrustPortal

TrustPortal is a dynamic software company focusing on innovative developments in the robotic process automation (RPA) industry. With proven industry-wide solutions, TrustPortal is well-positioned to become a world leader in enabling Human to Robot (H2R) digital services. TrustPortal's secure and scalable solutions deliver new levels of productivity and cost savings to enterprise-wide automation strategies.

Contact

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