

Robotics as a Service on AWS

Invoke **Robotics as a Service (RaaS)** provides a turnkey solution **and a consumption-based pricing model** for Intelligent Process Automation through a fully managed Cloud based deployment.

Start your Intelligent Automation journey the right way. Our RaaS gives you a best practice implementation of RPA, ready to extend to full intelligent automation.

An organization's RPA journey represents a moving target. At the early stages, it is critical to deliver results fast, making a ready-made best practice deployment very appealing. However, as the initiative matures, business requirements change more frequently and more profoundly as larger, more business-critical initiatives are automated.

At that point, maintaining your automation landscape takes on a heavier burden and requires far more domain expertise. The RaaS model delivers a solution that addresses both challenges and has been designed to cater to individual business needs while maintaining an optimal and up-to-date solution landscape.

Scalability

Get started with an enterprise grade RPA landscape fully installed and scalable as your needs grow.

Security

Your personal environment. Secure and optimized for Blue Prism, always on the latest release.

Expertise

Built by experts serving multiple clients daily. We ironed out the kinks so you can jump ahead.

Adaptability

Not limited to solutions from one vendor. We can expand intelligent automation as your business needs grow.

Enabled

Loaded with ARIA, your user interface to Intelligent Automation.

Advanced

Connected with NLP, SMS, Chat, ML OCR and extensible to other ML and AI solutions

Supported

Supported by experts that help your team overcome any hurdles.

Key Benefits

Speed of delivery

When you get started as an organization with RPA there is little internal expertise. The RaaS model allows the business to deliver RPA with minimal taxation of IT support while remaining fully aligned with IT and Security stakeholders.

Lowered upfront investment

The RaaS model allows you to buy RPA capacity by the drink. This lowers the barrier of entry and allows the business to build RPA processes with far less concern about ROI against the upfront investment costs.

Organizational ramp up

With RaaS you are ready to take on expansion of your intelligent automation journey at any time. Infrastructure can be expanded endlessly and roll out of the solution to different stakeholders can be easily managed through the web interface, ARIA.

RPA license flexibility

We offer three models to give you the utmost flexibility when it comes to RPA license usage.

- Purchase RPA licenses from INVOKE
- Bring your own license
- Buy licenses on a consumption basis

Our flexibility makes it easy to move your automation services at anytime of your journey into our RaaS model.

Benefits of the Cloud

From day one, RPA is deployed in a highly scalable and secure environment that supports business demand fluctuation. The Cloud environment contains a vast array of options that can be leveraged as needed to further enhance the overall solution suite including variable computing power on-demand and add-on analytics and AI modules.

What's Included

Security

Cloud Security at INVOKE is the highest priority when it comes to delivering a RaaS solution. We use the world's leading industry standard when it comes to Cloud Architecture as the basis for our design, the Cloud Security Alliance.

Combined with the highly secure AWS data centers, our clients enjoy a dedicated client environment that is secure and scalable with over 43 delivery options around the world as a primary or back up location.

For customers demanding specific security requirement, we offer a PCI compliant deployment which increases the monitoring, logging and auditing services.

Infrastructure

The INVOKE RaaS model is deployed on either AWS or Azure. The primary and fail over locations can be selected to accommodate local, business and regulatory requirements such as GDPR.

The supporting resource team are available in multiple regions to ensure continuous business response and compliance.

Services

Next to the infrastructure, INVOKE's RaaS solution comes with a comprehensive set of services to fully manage the solution.

Cloud Support role	The Cloud Support role allows for upkeep of the RaaS environment including: <ul style="list-style-type: none"> • Starting and stopping of assets (virtual machines, database servers) • Software updates (update windows version or malware software) • Troubleshooting of technical issues with the environment.
System Administrator	This role performs creation and assignment of user roles, decommissions access when no longer needed and logs access to the environment.
Operational Manager (Optional)	This role can monitor the Robotic activity using the Robotic Operational Control room. This role also acts as the Tier 1 support for the business. System outages, Robotic failures and business inquiries all go to this role.
Implementation support (Optional)	Automated processes require maintenance. This role ensures that the automated processes are timely tested and are kept in proper health.
Account Management	At INVOKE we closely partner with our clients to ensure maximum value generated from our services. Our account managers work on your behalf to ensure we are continuously aligned to your business needs.

ARIA

INVOKE

INVOKE RaaS comes with a beautiful web-based user interface that services as your one-stop-shop to managing the platform and understanding the business value you are receiving from your investment.

Reporting

ARIA provides a dashboard where you can monitor system health and utilization. Understanding how your RaaS investment is performing becomes as simple as the click of a button.



Case Management

You can submit and manage inquiries through the case management functionality. This provides a centralized view of any open items and structured approach to issue resolution and tracking.

Intelligent scheduling and SLA management

ARIA comes with a powerful scheduling capability that optimizes your digital workforce and prioritizes execution based on your priorities and service levels. Using ARIA scheduler you no longer need to interact with the Blue Prism control room and gain immediate business notification driving key SLA metrics.

Process management (sold separately)

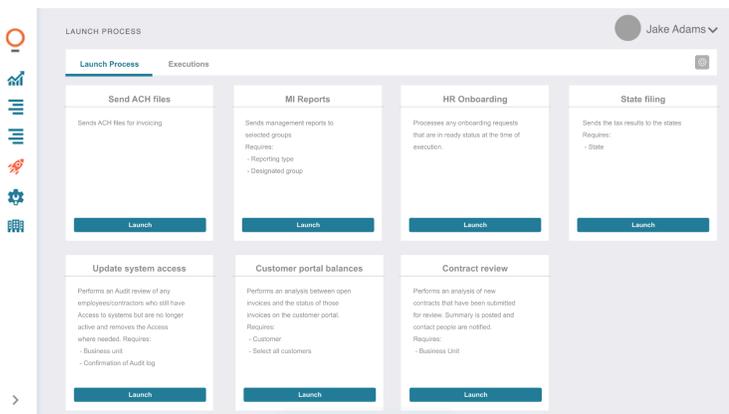
The ARIA platform can be extended to service as the business user interface of your automated processes. Deploy reporting and case management for any process to any business user in just a few clicks.

No code application deployment (sold separately)

You can deploy automated processes as applications to business users within minutes and create entry forms to capture data when users kick off processes ad-hoc.

Admin center (sold separately)

Easily manage access and responsibilities through the admin center allowing you to extend ARIA within the organization and to customers and prospects.



Case Studies

INVOKE RaaS comes with a beautiful web-based user interface that services as your one-stop-shop to managing the platform and understanding the business value you are receiving from your investment.

Multi-billion Software and Services company servicing **over 900,000** customers in EUROPE & Latam

For nearly four years now RaaS has been fully managed by INVOKE in this environment. As the client's scope changed over the years to include GDPR compliance, RaaS has provided an easy and cost-effective approach to RPA. As the number of deployed processes increased, INVOKE provided add-on assistance to process maintenance post go-live allowing the customer COE resources to focus on new automation opportunities.

Publicly traded **multi-billion** Tax preparation company in North America and Australia

Motivated by the frustration of attempting to manage infrastructure internally, INVOKE migrated existing production processes to the INVOKE RaaS solution. Since migrating the customer reported approximately 40% more productivity out of their robots. As the program is expanding, additional technologies are being added to the RaaS landscape to broaden the set of automation opportunities that are available (e.g. connection to Microsoft Flow, RaaS managed ML OCR)

Publicly traded multi-billion **Fin Tech** corporation

For this company, speed of execution determined the engagement model. INVOKE has been a central partner for the last 3 years providing RaaS, implementation services, support services and business consulting. Today the RaaS environment includes a myriad of technologies supporting a host of intelligent automation capabilities deployed over the years including:

- RPA
- ML OCR (multiple engines including docBrain hosted and Google Vision connected)
- Intelligent email automation (Custom built application for collection processing)
- Business rule engine (custom application allowing to extend existing automations rapidly)

Pricing Options

RaaS service is offered as an annual contract with a fixed monthly fee. The following options are available :

Standard	Plus	Enterprise	Custom
Ideal for an entry level offering, this package provides everything you need to get started with the opportunity to scale.	Appropriately-scaled environment & additional logging & security measures supporting advanced IT requirements.	Supporting PCI compliance and external audits providing a certified environment.	Does your organization require specific needs? The custom model allows us to cater to exactly what is needed.
Price \$2,500/month	Price \$3,500/month	Price \$5,000/month	Price Custom

Software License purchase options

Bring your own	Annual up front	Daily pricing	Hourly pricing
Licenses migrate to INVOKE after current contract term.	Licenses are purchased for a 1,3 or 5-year term.	Licenses are purchased per full 24-hour cycle.	Licenses are purchased per hour usage
Price N/A	Price Varies by volume and term	Price \$90/day per bot	Price \$7.5/hour per bot

Included in your fixed monthly fee

- Hosting
- Hardware provisioning
- Infrastructure upkeep
- Infrastructure support
- Software updates
- Security monitoring
- Customer Service
- IT Experience
- RPA Experience
- PCI compliance

Add on services quoted separately

- Automation monitoring
- RPA operational support
- Process support
- Process development
- RPA Training / Mentoring
- Line of Business support

Detailed Pricing

	Standard	Plus	Enterprise	Custom
Dedicated Virtual Private Cloud	✓	✓	✓	✓
CIS Benchmark hardened infrastructure	✓	✓	✓	✓
Three tier infrastructure (Dev, Test, Prod)	✓	✓	✓	✓
Web based Management & Case console	✓	✓	✓	✓
Secure VPN Tunnel connection to customer gateway	Up to 1	Multi-location	Multi-location	Custom
Data encryption at rest and in transit	✓	✓	✓	✓
Number of databases (Dev, Test, Production)	1	2	2	Custom
Application Servers (Dev, Test, Production)	1	2	2	Custom
Production database size	Up to 250 GB	Up to 500 GB	Up to 1,000 GB	Custom
Centralized updates System & backup	✓	✓	✓	✓
URL filtering & network anti-virus	✓	✓	✓	✓
Intrusion detection / Intrusion prevention	✗	✓	✓	✓
Two factor authentication through separate gateway	✗	✓	✓	✓
File Integrity Monitoring	✗	✗	✓	✓
Vulnerability scanning and monitoring	✗	✗	✓	✓
Security information and event management (SIEM)	✗	✗	✓	✓
SSO via Identity Management Solution	✗	✗	✓	✓
RPA Licenses	\$\$	\$\$	\$\$	Custom
ARIA Platform	\$\$	\$\$	\$\$	Custom
Custom reporting requirements	✗	\$\$	✓	✓
Custom SLA requirements	✗	✗	\$\$	✓
Upgrade environment to the next tier	\$5K to Plus	Free	Free	N/A
Monthly price	\$ 2,500	\$ 3,500	\$ 5,000	Custom