

IBM and Blue Prism Deliver Digital Workforce Capabilities

Walgreens adopts intelligent automation solutions to improve customer service

ARMONK, N.Y. and AUSTIN, Texas and LONDON, Dec. 13, 2017 /[PRNewswire](#)/ -- As businesses increasingly recognize the opportunity to increase productivity, improve customer experiences and deliver new products and services through intelligent automation, Blue Prism (AIM: [PRSM](#)) and IBM (NYSE: [IBM](#)) have joined forces to deliver a secure, scalable and easy-to-use Digital Workforce for enterprises worldwide, such as Walgreens.

IBM has been working with Blue Prism to drive a digital transformation strategy for customers. Clients across a range of industry segments are utilizing Blue Prism to drive innovation and improve overall customer service. Walgreens, for example, is now using robotic process automation (RPA) to support its HR function, which meets the company's high standards of security and governance while allowing employees to put more focus on their customers and patients.

With an enterprise-wide automation offering from IBM and Blue Prism, organizations can help scale and manage workloads with ease while freeing up existing employees to spend more time on strategic tasks. This results in businesses having more time to focus on improving customer engagement, innovation and accelerating transformation within the business.

"Clients often begin by seeking cost reductions through automation, but quickly see the opportunity to be more agile and focus on growing the top line," said Gene Chao, Vice President, IBM Automation, IBM Global Business Services. "Blue Prism's RPA software combined with IBM services delivers on the promise of a truly intelligent and digitally orchestrated model that increases productivity and enables automation at scale."

"Blue Prism is now able to leverage IBM's broad services and cognitive capabilities with our Digital Workforce," said Alastair Bathgate, CEO, Blue Prism. "Collaborating together we've seen great customer adoption from enterprises looking to leverage the latest automation and cognitive capabilities. Together we're delivering an unbeatable value proposition across a broad range of industries, and we're just getting started."

IBM has been working for three years deploying Blue Prism software robots in its own cost saving initiatives in application and infrastructure outsourcing, as well as transforming internal operations. Together IBM and Blue Prism have completed multiple client contracts across the Americas, Europe and Asia Pacific.

Blue Prism's Operating System for the Digital Workforce incorporates investments in over a decade of software development and includes insights from more than 450+ global enterprise customers. These include

leading *Fortune 500* companies in highly regulated industries, including finance, insurance, utilities, telecom, healthcare, retail and manufacturing. An RPA pioneer & industry leader, Blue Prism pioneered the Digital Workforce Operating System, invented the term RPA in 2012 and was recently acknowledged by MIT Technology Review as one of the [50 smartest companies](#) globally.

About Blue Prism

As the pioneer, innovator and market leader in Robotic Process Automation (RPA), Blue Prism delivers the world's most successful Digital Workforce. The company's software robots automate repetitive administrative tasks while meeting the requirements of the most demanding IT environments, where security, compliance and scalability are paramount.

Blue Prism provides a scalable and robust execution platform for best-of-breed AI and cognitive technologies and has emerged as the trusted and secure RPA platform of choice for the *Fortune 500*. Billions of transactions and hundreds of millions of hours of work are executed on Blue Prism robots from renowned companies including Aegon, BNY Mellon, Commerzbank, IBM, ING, Maersk, Nokia, Nordea, Procter & Gamble, Raiffeisen Bank, Siemens, Westpac and Zurich. For more information about Blue Prism (AIM: PRSM), visit www.blueprism.com and follow the company on [LinkedIn](#) and [Twitter](#).

About IBM

IBM Global Business Services consultants help organizations create new sources of value, digitally reinvent operations for greater efficiency and drive growth. For more information visit <https://www-935.ibm.com/services/automation/>

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