NICE Intent. Insight. Impact.™

NICE Advanced Applications

NICE Robotic Automation Service Desciption & Pricing Document

G-Cloud 10 Digital Marketplace

Prepared by:	**NICE**
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www.nice.com

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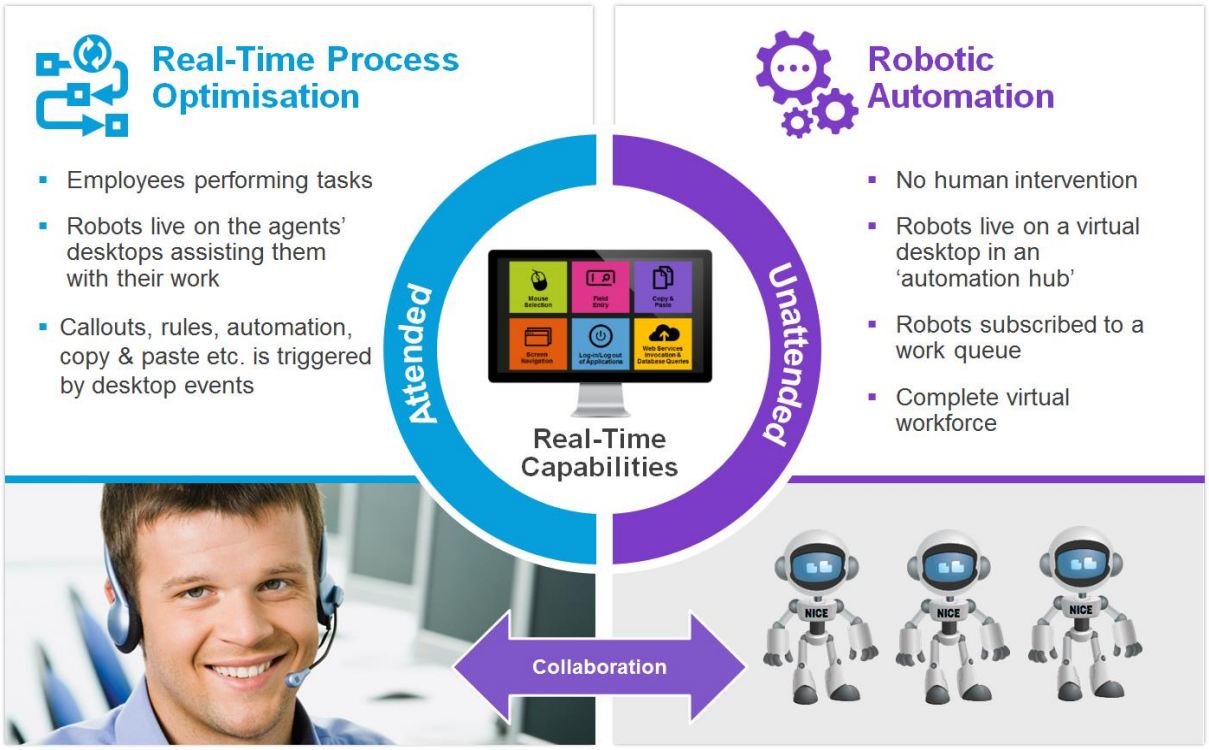
1 Service Overview

1.1 What is NICE Robotic Automation?

With NICE Robotic Process Automation (RPA) you can have people and robots working seamlessly together. The robots can remove mundane and repetitive work, freeing up people to do what they're best at: customer conversations, making value judgements and working complex cases. Work can be passed between them, so that you end up with a 'virtual workforce' and a 'human workforce' working hand in hand to provide unprecedented levels of efficiency, service and quality.

By using NICE's robots to automate processes, employees are released to focus on meaningful tasks, dramatically improving handle time, improving quality and allowing much more to be achieved with the same number of people.

NICE has over 15 years of experience in automating 'unattended' processes that remove all need for human intervention, as well as 'attended' desktop processes whereby robots help people with their work in real-time. Our robotic experts will work alongside your teams developing your robotic capabilities, transferring knowledge and providing training and enablement to ensure that you rapidly become self-sufficient. NICE offers a choice of implementation models and a range of commercial models to meet your department's specific requirements, and we will work with you to implement a scalable, secure and enterprise-grade solution.



Collaboration between humans and robots

1.2 Want to know more?

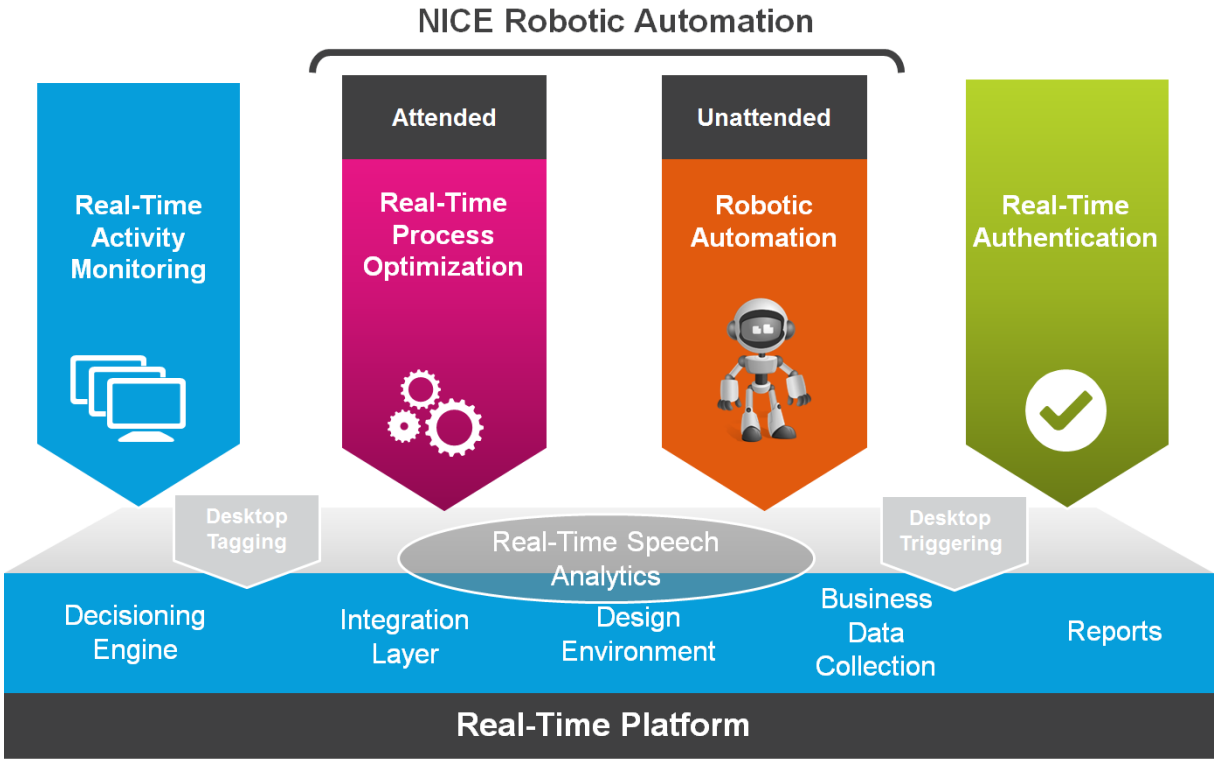
For any queries about NICE's Robotic Automation offering, please contact gcloud10@nice.com.

2 Detailed Service Definition

2.1 Scalable, Extensible Real-Time Platform

All of NICE's Real-Time Solution (RTS) capabilities are provided by a single, scalable technology platform. This is the basis of all of NICE's real-time solutions and can be added to and extended over time.

Using this platform, RTS can solve numerous business problems and provide future business solutions. These include completely automating processes using robotic automation, optimising service and reducing re-work, transitioning from service to value-add opportunities, ensuring compliance to reduce operational risk, and enhancing customer experience through novel services provision. The core capabilities are described below:



NICE's solution combines agent-assisted and fully automated capabilities in one platform

NICE's solution is designed to work in both an 'attended' mode, where it supports a person in their work by assisting them through processes and interactions, as well as in a fully robotic or 'unattended' way. Both the 'attended' capabilities and the 'unattended' capabilities share the same technology platform and co-integrate as part of the product.

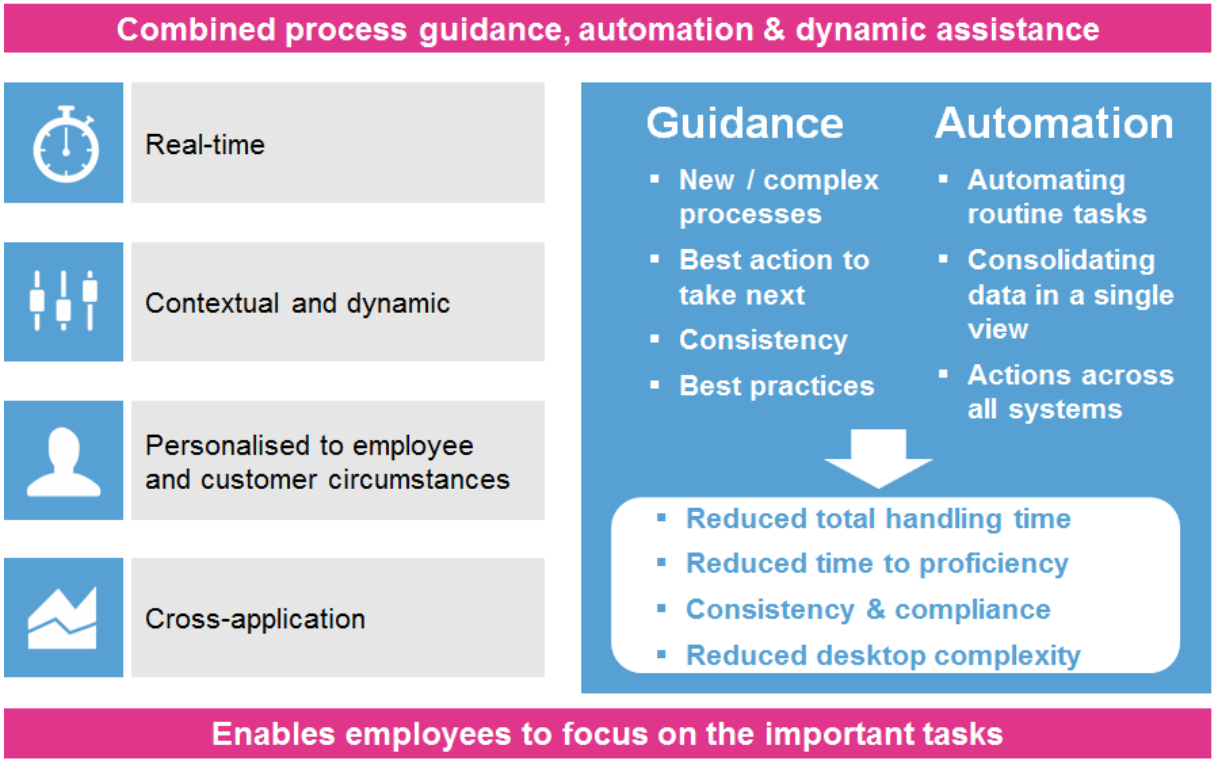
This platform therefore allows agencies and departments to choose their desired level of automation – from fully manned, to partially automated with some human intervention for certain decisions, to fully automated by a software robot. Work can also be passed between people and robots in both directions as desired.

2.2 Attended Automation

The employee-assisted support that NICE's solution can give shouldn't be confused with simple gathering and feeding of data into a robotic automation solution, as is the case with the 'bolt-on' assistance provided by commodity RPA vendors. NICE's solution has been developed over 15+ years to provide comprehensive Real-Time Process Optimisation. This means that it supports business transformation of the operations. Indeed, over 500,000 staff are assisted by NICE's Real-Time Platform globally.

The solution also provides other benefits, such as unification of data into dynamic dashboards in real-time, guidance of staff for process compliance and error reduction, and serves as a real-time process optimisation layer on top of a user's existing systems and desktop, whether in a call centre or back-office operation, without the need to change any existing systems.

Guidance is provided via sophisticated 'callouts' that can adapt to the specific nuances of a process in real-time. Rules and policies can be implemented and enforced to ensure consistency of performing work. The level of support for an employee can be tailored to their specific experience and needs. Desktop events can be listened to in real-time, and actions taken accordingly, such that the guidance and support for the employee is always tailored to the specific situation.

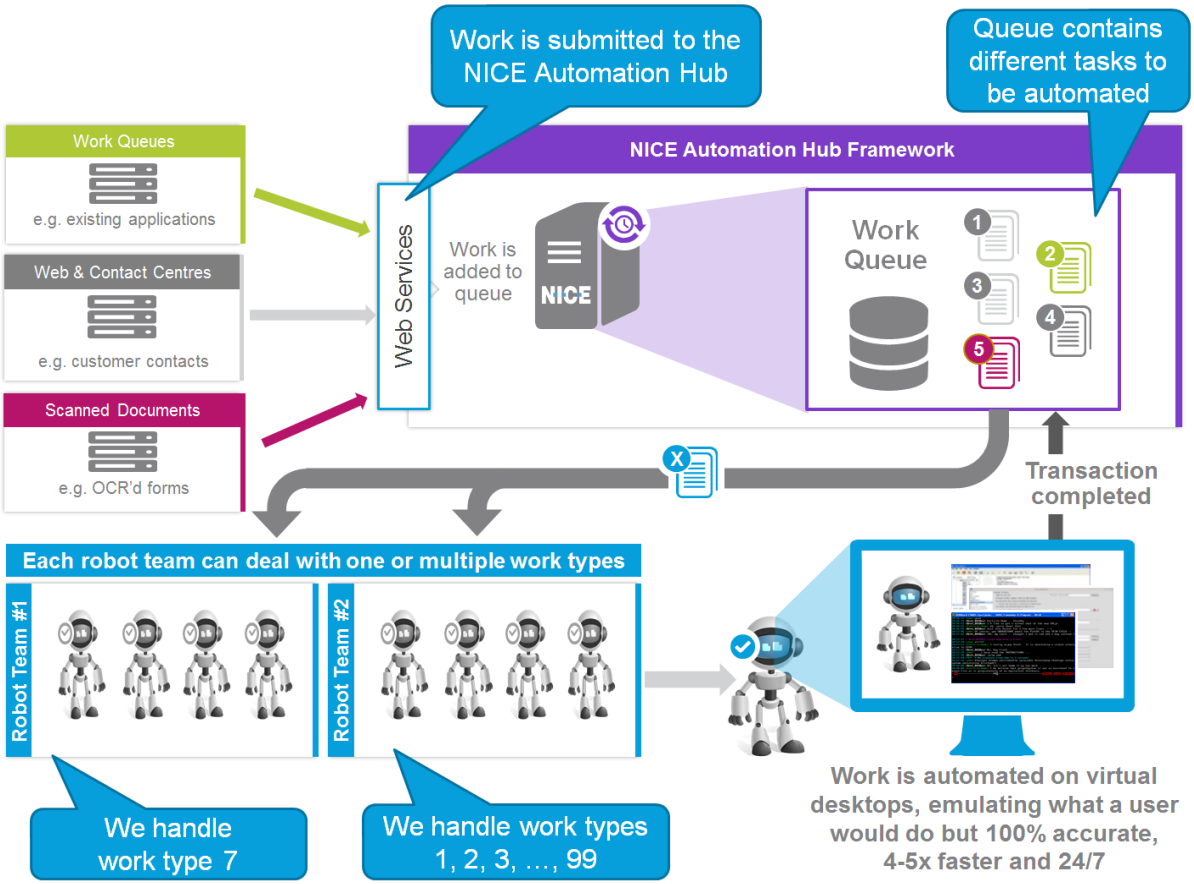


Some of the benefits of NICE's solution ability to perform Real-Time Process Optimisation

2.3 Unattended Automation

NICE's solution treats unattended robots like a virtual workforce, working alongside and with the human workforce. This includes the execution, monitoring and management of the robots via a Control Room. This enables teams of unattended robots to complete tasks effectively, without making mistakes and at significant scale.

The teams of robots can form part of an Automation Hub whereby work can enter via any channel, be prioritised, controlled, allocated, reported upon and completed.



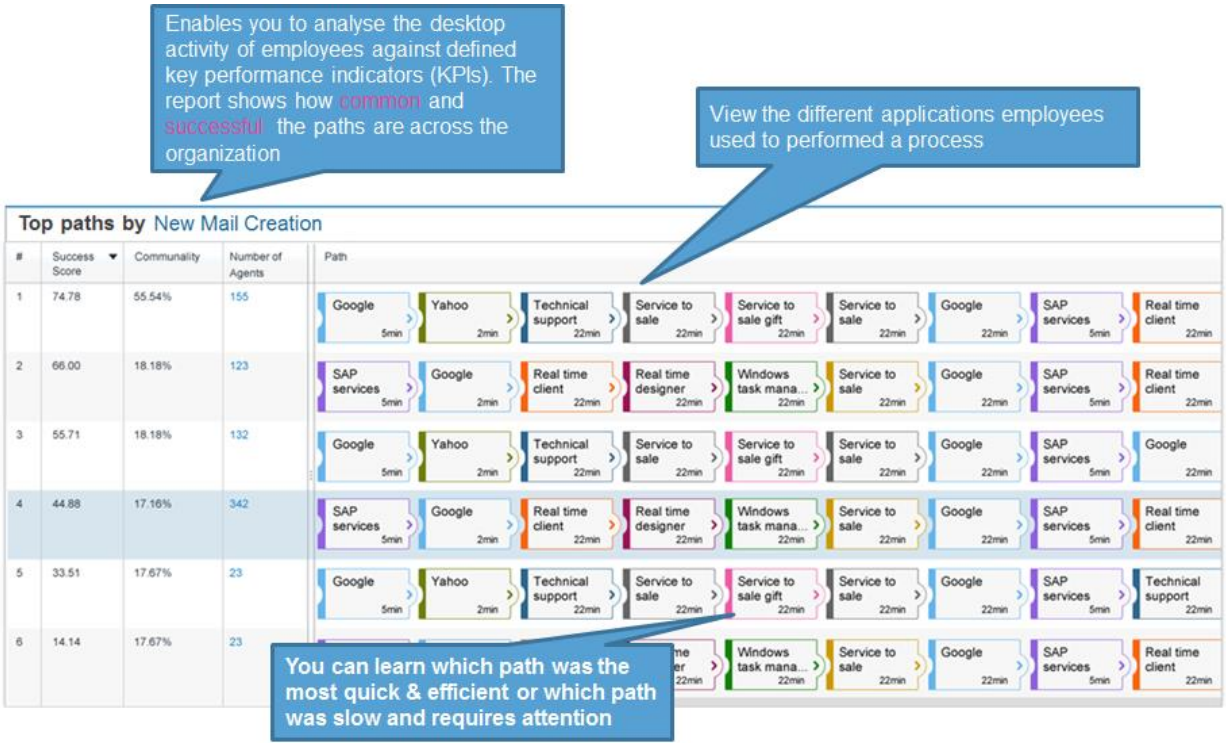
NICE's Automation Hub Capability

2.4 Desktop Analytics

In addition to attended and unattended automation, the same platform also provides an advanced analytics capability. This can be used to provide insight into processes and desktop activities to uncover opportunities for automation and employee assistance.

Analytics can be performed at both the desktop application level and the individual process level. For desktop applications, insight can be delivered rapidly and includes reports such as: Application Monitoring Reports, Average and Total Application Usage, Average and Total Web Page Usage, Average Application toggling per process, All Screen & Applications names and All Web Pages names.

In addition to application and web page usage, it is possible to use desktop application events to define when a process starts, ends, and the steps within the process. It is then possible to automatically collect process-based data, such as the average handling time per work type and the applications used within each process step. Application path analysis can then be used to help identify optimal routes through a process and to uncover opportunities for process improvement and automation.



The Application Path Analysis is a key performance indicator (KPI)-based report that shows the optimal order of application usage when performing a process

2.5 Professional Services: Overview

NICE has extensive experience of implementing Robotic Process Automation solutions. Our technology has been successfully used by some of the world's most complex organisations for over 15 years, with > 350 customers and over 500,000 employees using our Real-Time Platform.

NICE's best practice and recommended approach is to enable our customers to use our solutions as a 'business-as-usual' capability within their own operations. As such, we have our own experienced professional services capability that can assist in rapid delivery in the initial phases of the programme, to ensure success, but also provide extensive knowledge transfer and enablement to our customers or their chosen partners.

This is supplemented by a complete training programme that consists of role-based training courses in addition to the hands-on knowledge transfer and enablement provided as part of project delivery. The training courses can be delivered on-site if desired, and as an example the Real-Time Designer course to start building automations is a 5 days classroom course. We can also provide post-implementation project support packages to ensure successful implementation by your own staff, or through a preferred partner.

We have experience with establishing Automation Delivery Centres or Centres of Excellence but also work well with partners on both the consultancy and delivery aspects of robotic automation. These include the larger advisory and consultancy partners, as well as specialist robotic automation delivery partners.

Our recommended path to self-sufficiency is outlined below:

Path to self-sufficiency

2.6 Professional Services: Establishing an In-House Capability

NICE has significant experience in helping our customers establish in-house capabilities, as well as working with consultancy partners in achieving that same goal of self-sufficiency. This is typically provided by a combination of knowledge transfer & enablement during project delivery and formal training.

Below is a typical example of the main principles for establishing this in-house capability (often referred to as a Centre of Excellence or an Automation Delivery Centre):

1. **Operational Model:** Governance, processes and procedures are clearly defined, documented and implemented.
2. **Capability – In-House:** A virtual team comprising of customer resources, augmented by NICE or partner resources if desired.
3. **Technology and Data:** Environments for Development, Test and Live that can be accessed from relevant sites.
4. **Supportable Services / DevOps:** The in-house team created and updates the robotic automations, and monitors and maintains the platform and environment.
5. **Pipeline:** All governance, prioritisation and governance are managed. Development of a catalogue of services and offerings.

These principles and the structure of the in-house capability enable:

- Clear management of the pipeline of opportunities, including assessment for suitability
- Prioritisation of those opportunities
- Analysis, design, build and quality assurance of the processes
- Management and deployment of the attended and unattended robots
- Transition of the processes into production
- Measurement of benefits within the operation
- Documentation and retention of best practices, documentation etc.

3 Pricing

3.1 Introduction

The NICE team looks forward to the opportunity to providing you with the tools to achieve maximum business value from robotic automation and will work with you to estimate the pricing based on your specific requirements.

As RPA projects differ in terms of requirements, scope, environments and other factors, the prices quoted below are illustrative only, and NICE would be happy to work with your organisation in order to put in place a suitable commercial model. Indeed, NICE offers a number of different commercial models including perpetual licences, term licences, and enterprise licence agreements.

3.2 Software

NICE offers a flexible pricing model that can adapt to different business requirements. NICE's expert team will work with you in order to tailor the commercial model to your needs

Below is a discounted price table for term-based software licences:

Product	Price Per Year	Minimum Commitment
Robot, unattended	£5,960	24 Months
Robot, attended	£643	24 Months
Invoker Robot	£5,960	24 Months
Automation Studio	Zero	N/A
Control Room	Zero	N/A

Below is a discounted price table for perpetual software licences:

Product	Price	Annual Maintenance
Robot, unattended	£10,400	£2,080
Robot, attended	£1,023	£205
Invoker Robot	£10,400	£2,080
Automation Studio	Zero	Zero
Control Room	Zero	Zero

3.3 Services

NICE offers a flexible pricing model that adapts to the level of support required. NICE's expert team will work with you to tailor our services to your needs and will ensure the best value for investment.

Prices start from £160 per hour excluding travel & expenses for NICE professional services. In addition, NICE works with an ecosystem of partners and would be happy to help find the right combination of services from our own organisation and that of our partners.

4 Ordering & Invoicing Process

4.1 Ordering

Please contact your NICE representative to discuss your requirements or send your requirements and any queries to gcloud10@nice.com. Following discussions, NICE will send a fully priced Statement of Works (SOW) document detailing the services to be provided.

4.2 Invoicing

NICE will invoice you based on an invoice schedule as defined within the Statement Of Works (SOW) document which is prepared at the start of each project. Invoices are payable within 30 days. For full details, please refer to NICE's standard terms and conditions.