

G Cloud 12- Framework Service Definition

Crown Commercial Service

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1. Managed Automation Overview

Managed Automation offers a **readily available Robotic Process Automation (RPA) platform on cloud**, powered by **AssistEdge™**, for clients to build Robots (referred as BOTs) and automate their business and operational processes. It helps clients in significantly reducing **the cost, complexity and time** involved in setting up and maintaining RPA platform within their organizations. It provides the ability to **elastically scale up and scale down** the BOTs based on business demand and provides **cutting edge automation capabilities** through continuous product upgrades.

AssistEdge™ is a best-in-class automation suite with comprehensive product offerings that address diverse client requirements in the automation continuum including process discovery (**AssistEdge Discover**), assisted automation (**AssistEdge Smart User Environment**), robotic process automation & intelligent automation (**AssistEdge RPA**) & automation orchestration (**AssistEdge Orchestrate**).

1.1 Managed Automation Platform (AssistEdge BOTs on Cloud)

- Provides a secured cloud infrastructure with ten (10) BOTs for automating processes.
There are two (2) models you can choose from
 1. **No Touch Model:** Enables BOTs to run on cloud and automate processes executed on software applications that can be accessed over web/internet or secured network
 2. **Low Touch Model:** Enables BOTs to run on customer network and automate processes executed on software applications that cannot be accessed over web/Internet or secured network
- Provides an additional '**Sandbox**' environment on cloud for first 3 months to configure and train the BOTs on automation.
(Additional information on managed automation provided in **Appendix 1**)

1.2 Automation (BOT) Sustenance Service (Recommended)

- Covers BOT operations and maintenance to deliver sustained and stable automation functionality as per agreed service levels with the client
- Primarily involves BOT monitoring, execution of automation processes, verification and reporting of BOT runs, escalation and resolution of issues in BOT execution.
- Comprehensive performance management of automation (BOTs) based on mutually agreed SLAs
- Continuous upgrade of platform with cutting edge Automation capabilities
(Details on this service is available in **Appendix 2**)

1.3 BOT Configuration Service (Optional)

- Enables configuration and training of BOTs to automate up to five (5) processes within a period of 12 calendar weeks. (*Details on process definition is available in **Appendix 2***)

1.4 Automation Consulting (Optional)

- Provides Automation Expert services that can be utilized for identification of processes for automation (discovery & feasibility), business case preparation, automation design, configuration of BOTs and improving performance of automation (BOTs)

1.5 Automation Training (Optional)

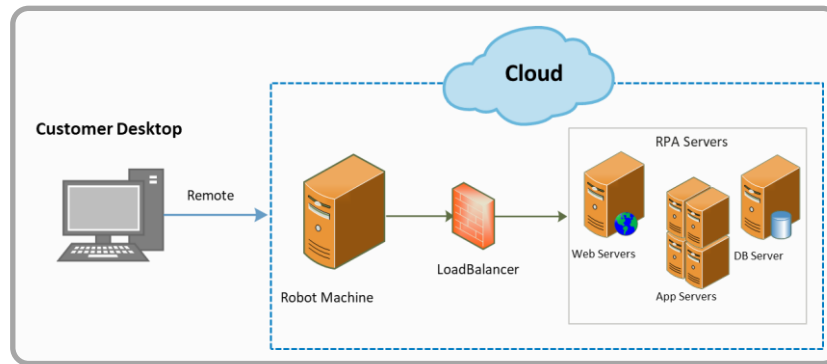
- Provides training and support on automation. There are two options
 - **Classroom Training:** Five (5) days of in-person training program on AssistEdge automation delivered at client location (up to 15 members)
 - **Virtual Training:** Five (5) days of remote training and support on AssistEdge automation provided over call and online collaboration tool

2. Appendix 1

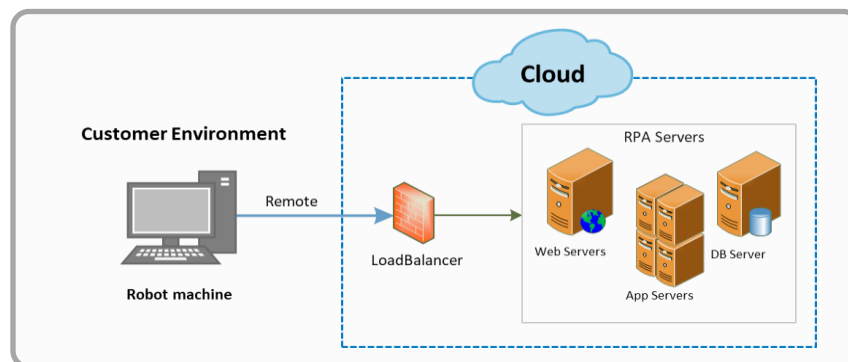
Managed Automation Platform

Managed Automation Platform shall cover the Cloud infrastructure, AssistEdge RPA product license for 10 BOTs and all activities related to cloud infrastructure setup and maintenance.

- **Infrastructure Technology Operations:** Covers all activities related to cloud infrastructure setup and maintenance for successful execution of Managed automation platform. The typical activities are:
 - a. Infrastructure Provisioning
 - b. Security policy implementation
 - c. System and User Administration
 - d. System Vulnerability Assessment
 - e. System Compliance Audit
 - f. Backup and Retention
 - g. Change management of infrastructure
 - h. IAM reconciliation
 - i. OS patch update
 - j. Connectivity setup and maintenance
- **Cloud Infrastructure:** Managed Automation Platform shall be hosted on IDC (Infosys Data Center) cloud infrastructure. In addition, alternate hosting options are available on AZURE and AWS in the US and Singapore regions
- **Managed Automation Models:** Two (2) models are offered under Managed Automation
 - a. **No Touch Model**
 - RPA servers and BOT machines are hosted on Managed Automation cloud
 - Software applications of the client accessible over web/internet/VPN are automated using this model
 - Connectivity shall be established between Managed automation cloud and client network for automating applications using secured connection

Figure 1 – No Touch Model**b. Low Touch Model**

- RPA servers are hosted on Managed Automation cloud
- BOTs shall be deployed on machines provided by client on their network. BOTs from client machines will access software applications (thick clients, legacy apps, etc.) natively, execute the automation and interact with RPA servers on cloud.
- Connectivity shall be established between client BOT machines and RPA servers on cloud over VPN and secured connection

Figure 2 – Low Touch Model

- Client will enable whitelisting and port opening for access and automation of their software applications
- Client shall allow the solution to access, store & process their underlying application data
- Data stored during a client engagement shall be archived and retained for a maximum period of 3 years during engagement or 6 months after termination, whichever is earlier

3. Appendix 2

Automation (BOT) Sustenance Service**

BOT sustenance service shall cover BOT operations and maintenance activities to deliver stable automation functionality as per agreed service levels with the client

- **BOT Availability:** Availability of 95% committed on production cloud infrastructure, excluding regular planned maintenance windows
- **BOT operations**:** the typical activities include
 - a. Monitoring and managing
 - BOTs and other RPA components (e.g. Dashboard and Admin module)
 - BOT Performance
 - CPU and Memory Utilization by BOTs
 - Connectivity between RPA server components
 - b. Daily/Weekly/Monthly BOT Performance Reporting
 - c. Incident Management
 - Collaborate with Client, Cloud Infrastructure and other teams to handle and resolve incidents
 - d. Impact and testing of Infra upgrades in collaboration with Infrastructure team
 - e. Manual /Auto RPA Activation
- **BOT Maintenance**:** the typical activities include
 - a. Deploy product patch releases
 - b. Upgrade the platform with minor product versions
 - c. BOT Issues: Impact analysis and resolution of BOT issues working with client, cloud infra and other teams
 - d. Exception processing / Additional volume processing

****Note:** Below are the key activities excluded for which cost and schedule will be estimated and agreed with the client on a case to case basis.

- Excludes Enhancements and implementation of Changes Requests (CRs)
- Excludes support for issues related to underlying applications apart from RPA and their outages, UI related changes in native underlying applications
- Excludes Transition of BOTs developed by client and third parties to Edgeverve

4. Appendix 3

BOT Configuration Service

- BOT Configuration service shall deliver automation of up to five (5) client processes using the BOTs in Managed Automation Platform
- Processes are broadly defined and grouped into three (3) categories based on size and software applications involved. The 3 categories are:
 - a. Simple Process – typically involves automation of 2-3 software applications spanning 4-5 screens
 - b. Standard Process – involves automation of 3-5 software applications spanning 6-8 screens
 - c. Complex Process – involves automation of 5-7 software applications spanning 9-12 screens
- BOT configuration of all the five processes shall be completed within 12 weeks from the date of commencement
- Client shall enable whitelisting and port opening for access and automation of their software applications, on need basis
- Client shall provide detail automation requirements for all the five processes and access to their relevant software applications within 2 weeks from commencement of engagement
- Client shall provide required information and support to address queries and issues on their software applications that are involved in automation
- Client shall provide comprehensive test scenarios and test data, for validating the automation functionality, within 2 weeks from requirements finalization
- Client shall be given 1 week for validating the automation (BOTs) on managed automation platform before production deployment & usage
- Automation (BOTs) for all the five processes shall be deployed for production usage towards end of 12 weeks

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