

Responsiv Cloud Robot Service

RA00C1Q, RA00C2R

Product Description



Responsiv Cloud Robot Service

Responsiv Cloud Robot Service is a Robotic Process Automation (RPA) service that uses "robot workers" (bots) to access systems and data using interfaces and actions designed for human use. The service is scalable to multiple locations, centrally controlled, and reliable. The service can be monitored, and is quick to configure for implementing new instructions for robot workers and new workers.

Each bot can perform repetitive tasks normally only possible using human staff. This is either at the request of a human operator (attended), or in response to a trigger (unattended). Unattended bots can operate 24x7 to respond to work arriving in a defined location and format.

This service makes implementation and ongoing operation of RPA bots easy to do and use. Anyone should be able to build and use bots to automate repetitive tasks, respond to triggers, and to generally contribute to high quality and reliable operations.

The solution supports design and testing of new robotic processes in hours to quickly optimise the bots. Bots support simple, task-based activities, reading and writing to any data source, and machine learning.

This product description describes the key features, functions, and capabilities of the product or service. It is not intended to fully document the product or to provide support.

Audience

This description is for architects and technical specialists to give a high-level, brief description of the product or service. It is intended to be used to inform users of the broad functions and scope of capability. Refer to linked product documentation for details. Responsiv reserve the right to change the specification at any time and without notice.

Obligations

This document is not an offer or contract. Neither Responsiv nor you have any obligations or liability to the other unless our authorised representatives enter into a separate definitive written agreement. Terms included in this document are not binding unless they are included in such a written agreement.

Observations and recommendations in this document are based on our opinions, experience, and knowledge of the product. Responsiv makes no representation as to accuracy or fitness for purpose.

Underlying Software

This description is for a Responsiv product that is implemented using a combination of capabilities delivered by pre-existing products. References to those products and their documentation are required to improve understanding of the capabilities that are available and how to access them using the available tooling. Responsiv makes no claim that our product provides all documented features. If a feature is of particular interest, please seek clarification with Responsiv.

Responsiv provide and support all software embedded in this product.

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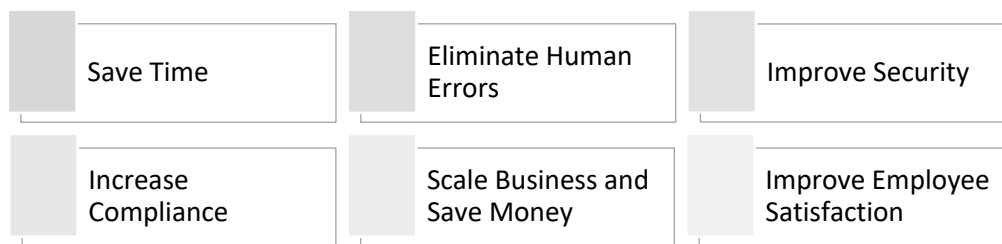
Service Overview

Robotic Process Automation (RPA) uses technology and Artificial Intelligence (AI) to perform work by imitating how those same tasks are performed by human workers.

Responsiv Cloud Robot Service (RC-RS) uses software and Artificial Intelligence to extract data, fill forms, move files, recognise situations, and much more. It performs each task in the same way, using the same tools and interfaces a human would, as well as having access to APIs to integrate and perform repetitive tasks between enterprise and productivity applications.

By deploying scripts to emulate human processes, RPA tools perform autonomous execution of various activities and transactions across unrelated software systems. RC-RS integrates Artificial Intelligence to perform optical character recognition (OCR) and natural language processing (NLP) and can directly access cloud platforms such as Google Drive and iCloud.

Responsiv Cloud Robot Service uses low-code rule-based software to perform business process activities at any time of the day or night at a high-volume to free up human resources for more complex tasks.



Save Time

Repetitive administrative tasks are common to many business processes. RPA automates and performs repetitive tasks with quick robotic speed. Staff benefit from RPA by being able to focus effort and time on sensitive and complex tasks.

RPA is more efficient at managing repetitive tasks than humans (they don't get bored). They can improve work productivity and ROI. Audit information is improved, which leads to informed decisions and more time to add human value to the business.

Bots don't require custom code from a development team, making them a very low-cost and easy to implement solution. As a result, ROI from implementing an RPA solution is typically achieved within weeks.

Scale and Save – Improve ROI

As your organisation applies RPA to more business activities, its ability to respond to seasonal changes in demand, and to unpredictable work is made flexible. Improve oversight and management practices, processing orders, invoices, managing stock, and delivering other forms of production and service.

Eliminate Human Errors

Even skilled and attentive people suffer from fatigue and become overwhelmed (or underwhelmed) by demand. RPA bots never get tired. Tasks are performed accurately, as they're meant (instructed) to, every time. Peak demand is handled by operating for extended hours without staff coverage planning.

Meeting and documenting compliance requirements is simpler because bots execute their tasks consistently and reliably. This reduces risks, eliminates the human error factor, and expedites reporting since everything is easily monitored and quantifiable.

Improve Employee Satisfaction

When tedious processes are automated, employees can focus on the critical needs of your organisation. RPA reduces repetitive tasks performed by humans and reduces re-work and exceptional activity. Employee satisfaction increases as they apply their skills to tasks that require strategic thinking, like business planning, public relations, and brainstorming.

Improve Security

Cybersecurity is important for your business. RPA solutions guard against security threats by reducing the number of human interactions with sensitive data and information, which helps prevent costly data leaks and breaches. RPA tools help to keep your business secure by guarding against access by unauthorised users and avoiding data exposure to human operators.

Increase Compliance

Compliance is important for the reliability and sustainability of your business. It requires defined processes to be followed accurately and consistently by everyone. RPA solutions adhere to set rules and guidelines with great accuracy and consistency.

Typically, organisations that follow industry and government regulations realise the benefits of RPA with automated and consistent compliance. RPA can be audited from a single location, without performing multiple application audits to reduce cost and compliance risk. RPA can be applied to contract workflows and submissions, form updates, as well compliance-related notifications, and alerts.

Accessing the Service

Developer Access

Robots are defined and configured using tooling that can be downloaded from Responsiv. This tooling configures the robot-supervisor that resides in the cloud. Robot workers are then deployed to specific locations to perform their work.

Developers are authorised by the Responsiv Cloud Security Service to perform development and robot deployments, as well as to see audit and other information.

Robot Access

Each worker is attached by an encrypted link to the supervisor. This is how they learn the job, and how they access more complex capabilities such as machine learning and natural language interpretation (NLP).

Worker to Supervisor connections are encrypted and can pass over a VPN if configured.

An optional service preparation package can be purchased to help you set up connections, share certificates for security, and get going with your first robot workers. (See Optional Services)

Robot Adapter

When this product is purchased as a robot adapter (see Product Entitlement RA00C2R) the available functionality is the same as described in this product description. To be considered an "adapter" the inbound or outbound data flow from each robot must be a Responsiv Cloud Platform.

Features

This product consists of a cloud service that oversees robot workers installed on your systems. The overseer must have network connections between itself and its workers, and each worker must be configured to take instructions from its overseer. Some of the more complex work is passed from the worker to the overseer.

Robotic Automation

Robotic Process Automation (RPA) uses technology and Artificial Intelligence to perform work by imitating how the same tasks are performed by human workers. Work can be performed by robot workers working alone or working under human supervision (attended or unattended).

<https://www.ibm.com/products/robotic-process-automation>

Unattended Robot Workers (Bots)

Unattended bots don't require someone to be at their computer. Instead, unattended bots do the work by themselves recording and playing back actions.

Using triggers and schedule automated events, they're ideal for accelerating the automation of high-volume tasks across your organisation day or night, 24x7.

Automation of repetitive tasks without the need for a human to start or oversee the worker.

Attended Robot Workers (Bots)

Attended bots allow you to focus on high-value work across your organisation. It does this by automating repetitive, manual, activities, and mimics actions you perform on your desktop or browser, like mouse clicks, by recording and playing back these actions in real time.

Attended bots work alongside a human operator to collaborate on a set of tasks. This allows the human to intervene to authorise an action or perform a particularly complex part of the work, while allowing the bot to do the heavy lifting.

Workload Management

Workload management allows work to be handed out to multiple cooperating robot workers.

Optical Character Recognition (OCR)

Extract text and data from images and documents, turn unstructured content into business-ready structured data, and unlock valuable insights.

<https://www.ibm.com/blog/optical-character-recognition/>

Watson NLP

IBM Watson® Natural Language uses deep learning to extract meaning and metadata from unstructured text data. Get underneath your data using text analytics to extract categories, classification, entities, keywords, sentiment, emotion, relations, and syntax.

<https://www.ibm.com/products/natural-language-understanding>

Cloud Services

Access Azure and other cloud storage locations directly and securely.

Optional Services

Responsiv Consulting Service Preparation

Short duration fixed price consulting engagement to help new customers to (1) securely connect to Responsiv Cloud, and to get started with the Responsiv Cloud Service, or (2) to establish a managed service.

RK00017 Responsiv Consulting (Cloud Enablement)

Responsiv Consulting Remote Development

Project based remote development services to support existing projects with experience and skills, or to deliver a defined outcome. Services are charged by the hour and rounded to a full number of days per week, making this a very efficient way to develop solutions and to reduce your backlog.

RK0007D Responsiv Consulting: IT Specialist

Responsiv Assist Flex Support

Annual agreement that allows customers to make service requests asking for help with development, designs, problem resolution, and other mentoring and support subjects. You may request support with recovering from an incident, however this service does not offer and is not strictly suitable for incident response. (See Responsiv Assist Advanced Support).

RT00094 Responsiv Assist Flex Support

Responsiv Cloud Custom Platform

Responsiv Cloud Custom Platforms are applications developed by Responsiv to your exacting specifications, and delivered as a service. The capital cost of development is reduced by including some of the cost in the first three years of subscription. All the benefits of SaaS with a custom solution.

RA001LF Responsiv Cloud Automation Platform

Responsiv Cloud Platforms

Responsiv Cloud Platforms is a term used to include all platforms provided by Responsiv from one or more of our cloud hosting locations, including Azure, IBM Cloud, and AWS. Responsiv Cloud Platforms are integrated with the Responsiv Cloud Security Service for role based, federated security, and many can be clustered to deliver a datacentre as a service.

See website for details <https://responsiv.co.uk/?s=Responsiv%20Cloud>

Developer and Administrator Tooling

Enabling Software is software made available from the Responsiv Asset Distribution Gateway (R-ADG) that downloads to Customer systems to facilitate use of a Cloud Service, development tooling, monitoring agents, or other products, and will be identified in a Transaction Document (TD).

Enabling Software is not part of the Cloud Service or other product, and Customer may use Enabling Software only in connection with use of the entitled product in accordance with any licensing terms specified in a TD. The licensing terms will specify applicable warranties, if any. Otherwise, Enabling Software is provided as-is, without warranties of any kind.

<https://responsiv.co.uk/support-hub/support/>

Unified Management

The RPA Studio is a desktop integrated development environment (IDE) with features to develop robotic automations by creating, editing, debugging, and publishing scripts. It includes graphical elements, like the drag and drop feature, in a modern and intuitive layout, which requires no previous experience with programming languages in general.

RPA Studio has built-in tools to create, test, and debug scripts, which you can use to improve your bot capabilities.

- Machine Learning: Create, build, and test machine learning models such as knowledge bases, text classifiers, N-grams, and Bag-of-Words models.
- PDF handling: Map PDF fields, extract text from an entire PDF file or from certain regions in the file.
- Regular Expression Builder: Write and test your regular expressions before you use it in your script.
- Workflow file: Create business process diagrams to guide your script's flow. A workflow file follows the Business Process Model and Notation (BPMN) standard.
- Spreadsheets files: Create spreadsheet files within the IBM RPA Studio, and use them as assets in your script or even save them on your computer.
- Reports files: Create reports with historical and quantitative analysis about a group of available information from databases or data tables and JSON files, for example. You also can create reports from scratch, modelling data as needed or by using a pre-defined template.
- Text files: Create a new text document file within the IBM RPA Studio. This tool carries many advantages, such as independence from third-party software for text file handling, making the entire process of editing, formatting, and preparing documents with professional quality, faster and more effective.

Dashboard

Responsiv Cloud Robot Service allows you to define dashboards from predefined metrics about Jobs, Counters, Workflows, and Processes.

RPA Studio

RPA Studio provides a low-code development workstation for you to build automated process bots that make your work and your business faster, safer, and more productive.

<https://www.ibm.com/docs/en/rpa/21.0?topic=using-robotic-process-automation>

Responsiv Cloud Console Service

The service is configured using the Responsiv Cloud Console, which also provides access to the Responsiv Cloud Security Service to configure security arrangements and add local users (administrators).

Authoring of robot instructions and configurations is provided as a downloadable tool (IBM RPA Studio)

These are required for the product to be installed, to properly function, and to be accessible to your staff, customers, and administrators.

Service Management

Responsiv manages this service, including active health monitoring, patching, upgrades, and general maintenance. The service is available 24x7.

Service Preparation

This service is prepared by configuring backup agents on appropriate parts of the parent platform, allocating backup space, and configuring security and backup schedules.

Service Level Agreement

This service is supported by Responsiv from our UK offices.

The service includes product/platform support only and is triggered by automated monitoring built into the platform or manually accessed from our website <https://responsiv.co.uk/support-hub/support/>.

The service level agreement (SLA) for Responsiv Cloud services (RL000F6 Responsiv Support Services Addendum v1.0) can be found here: <https://responsiv.co.uk/wp-content/uploads/2023/11/TC-RL000F6-Aug2023-Responsiv-Support-Services-Addendum-v1-0.pdf>. The SLA defines support available for the platform including support hours of availability, response times, severity level, Service Down definition, the claim process and other support information. Responsiv provides the Customer with the following availability service level agreement (SLA). Responsiv will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below.

Format and Charging Measures

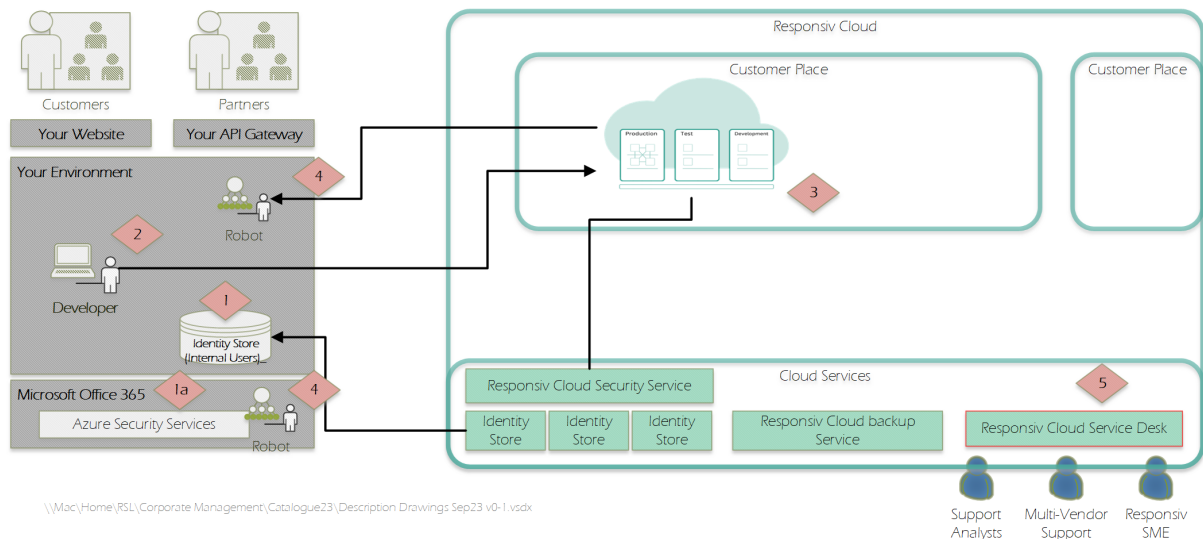
This product is available in the following formats:

- Responsiv Cloud Robot Service
- Responsiv Cloud Robot Adapter

Entitlements define the number of attended and unattended robot workers allowed by the entitlement.

Architecture

The Responsiv Cloud Robot Service consists of robot workers that are installed on the client side and connected to the Cloud hosted service.



The cloud service provides safe storage for robot configurations and secure access to external services. The Robot Service uses remote “Robot Workers” that can be installed in your company to access your systems. Each robot connects to the cloud service to perform its work.

This Responsiv Cloud service embeds the IBM RPA server and client-side tooling inside a unique offering from Responsiv.

[1] The service is configured to trust your users and with access to certificates and other assets needed to access your systems. The Responsiv Cloud Robot Service is integrated and benefits from the Responsiv Cloud Security Service, which allows you to manage user credentials and access from your own directories and security management.

[2] Your developers define tasks and provide configurations to the cloud service [3].

[4] Robot workers are installed on your systems to allow them to sense and respond to triggers, and to properly move data into and from your systems. Each robot worker connects to the cloud service to perform difficult tasks. Workers can connect to your other cloud services and external websites to sense and move information.

[5] The service is supported by the Responsiv Service Desk.

This service is delivered for production, user testing, and development use. Each customer is assigned a secure “Customer Place”. This is where we place the cloud platforms purchased by a single customer. Only Responsiv and the customer can access this place.

Service Location

This is a UK based cloud service hosted in the Responsiv Cloud. Facilities are Tier-3 datacentres with 24x7 security, multiple power providers including onsite diesel backup.

This is a UK based cloud service hosted in the Responsiv Cloud. Refer to Cloud Service Terms and Conditions for information about hosting providers. Facilities are Tier-3 datacentres with 24x7 security, multiple power providers including onsite diesel backup.

Downloadable software (tooling, robot worker software) and documentation is available from the Responsiv Asset Distribution Gateway (R-ADG).

Security Features

Security is provided by the Responsiv Cloud Security Service. This means that your SSO credentials can be used to download software, and to access this and other authorised cloud services.

Responsiv Cloud Security Service allows you to create Responsiv users by registering your staff in the service, or to connect the service to your existing user directories and nominating groups (roles) to have specific access to Responsiv services. If you prefer, a federated trust can be established between Responsiv and your existing security provider. Federated trust allows us to trust your certificates, and for your staff to login once, for example to their desktop or intranet, and to access Responsiv services without further challenge.

Connections established and managed by the Service Customer Content are encrypted when transmitted by the Service on any public networks.

Internet Access

This service may use the Internet infrastructure to host connections between the Responsiv Cloud and Customer networks. All connections that operate across Internet infrastructure are encrypted and mutually authenticated as well as protected by firewall rules that name specific IP addresses that can be used to connect.

Responsiv implement firewalls on this encrypted tunnel to prevent intrusion from your networks into the Responsiv Cloud Platform.

This service is not generally accessible from the public Internet.

User Controls

Responsiv administrators are security vetted to BPSS standard and above, including SC Clearance when circumstances dictate.

Typical Use Cases



Data Pull, Enrich, Validate, and Push

RPA is used to read information from sources, including websites, filesystems, desktops, spreadsheets, CSV files, dashboards, and reports. Data can be enriched, validated, transformed, and pushed to one or more targets, which can also include spreadsheets, PDF and other forms of document or system.

Event Response

Robots can be set to respond to situations, for example arrival of an email. The robot can perform its assigned tasks and reset itself ready for the next event trigger.

Staff Enablement

Any member of staff can do mundane work, and many roles have a mix of repetitive tasks and thought-provoking tasks that need experience and skill. RPA provides everyone with a helper that can be asked to do the mundane while the human does the thinking and oversight.

Partner and Customer

When a customer or partner makes a request in a website, they expect a response. Chatbots can be helpful, but RPA can also be used to connect the website to an internal system that cannot be exposed directly to customers. For example, use RPA to connect a "contact us" form to one or more internal systems without needing to engage the IT department and in moments.

Supply-Chain

Many organisations provide their suppliers with a portal for invoicing, ordering, and managing agreements. While the organisation gains efficiencies from reduced data handling, the supplier pays the price; often having to enter data from an internal system into the supplier portal.

RPA can do this work. It can connect to the portal and the internal system and copy the information from one to another.

Quick, Accurate, Consistent, and Predictable

Robots quickly do as they are told. They do the work consistently and accurately according to the instructions given. This means that customers see a predictable service day or night. That regardless of which robot does the task, a consistent result is achieved.