SS&C | Blue Prism ®

OAS Enhances the Flexibility and Security of Client Automations With Next Gen

Based in the U.K., Outsource Automation Solutions Limited (OAS) uses SS&C Blue Prism's comprehensive suite of intelligent automation offerings to help their clients achieve operational excellence, reduce costs and strengthen competitive differentiation in a tech-enabled world. Clients utilize OAS's business process outsourcing (BPO) service to automate a variety of business processes such as HR or finance work, which enables their clients to focus on strategic priorities.

Clients who adopt this service can benefit quickly from the depth of experience and capability that OAS delivers, which allows them to automate business processes and secure the benefits of automation without the effort and cost required to train and develop a team. OAS is committed to next generation products, and they recently migrated to the SS&C Blue Prism® Next Generation (Next Gen) platform.

Cost savings

Shared pool of digital workers run in multiple environments

Flexibility

Clients' automations easily viewed simultaneously

Security

Digital workers operate behind individual firewalls

The Challenges of Increasing Operational Efficiency for Healthcare and Local Government Clients

OAS's clients face a variety of challenges relating to operational efficiency. Their healthcare clients have numerous legacy systems that don't communicate effectively with one another, which can slow down patients' access to care. Manually updating computer systems takes time away from front-line care. Staffing shortages, recruitment difficulties and budget cuts by the central government have led these organizations to look for ways to generate efficiencies and develop long-term strategies to automate core processes. To do this safely, organizations follow strict privacy and governance policies to maintain compliance with government regulations. OAS aims to service these clients in the most efficient and cost-effective way possible.

Migrating to a Secure, Cloud-Native Automation Platform

The team at OAS have many years of automation experience under their belt, as well as an insider's view of the challenges faced by healthcare providers. They currently operate in over 20 National Health Service (NHS) trusts in England and Wales. For the past five years, OAS has used SS&C Blue Prism to run their own automation program as well as manage their clients' automations and processes. They recently migrated from SS&C Blue Prism Enterprise to Next Gen's AWS cloud-native architecture to minimize the time and effort related to infrastructure maintenance, to monitor multiple client environments and to keep digital workers in their own secure infrastructure.

OAS has dozens of clients and must operate processes for each in a secure and isolated environment. Their clients are primarily healthcare providers and government institutions, so privacy is very important. **Next Gen enables OAS to configure separate environments** for each client via the same user interface. OAS can then draw from a pool of SS&C Blue Prism digital workers to maximize overall efficiency. This results in a secure but flexible solution for each client that utilizes the Next Gen platform. Each of the client's environments are compartmentalized, with digital workers dedicated to an individual client and barred from operating in another client's environment.

Clients' privacy, governance and compliance guidelines will be met because the **Next Gen digital workers operate behind each client's firewall** and interact directly with the organization's systems and data, ensuring privacy and security for even the most sensitive of customer data like patient health records. Given that most organizations have strict policies governing how users connect to their network, the Next Gen solution is ideal in that no applications or client data processing occurs on platforms that are not the client's own. Finally, Next Gen allows users to connect via a single sign-on (SSO) to provide an efficient, seamless authentication experience while reinforcing governance and administrative efficiency.

Control Center Delivers Flexibility

Next Gen's cloud-based control center, specifically architected using Kubernetes in AWS, allows OAS to easily navigate to each client's environment via their web browser and view all relevant data. Next Gen makes monitoring each client's automations simple and enables OAS to quickly switch between clients when needed. Since Next Gen receives **automatic updates every two weeks**, OAS always has the most up-to-date features without having to schedule and organize these important updates. This reduces manual effort and maintenance costs and delivers significant savings.

OAS helps clients automate processes that run on an in-house application — like on desktops, application servers or databases. Any cloud-based application can be automated because Next Gen enables access to the application from any device so long as it's connected to the internet.

If a client has in-house applications or systems that aren't cloud-based, OAS can link to a virtual machine based on premises. The digital worker application and design studio have been preconfigured in Next Gen, so the client simply downloads the applications, and they are instantly installed. The digital workers then reside within the client's organization rather than at OAS, which makes it easier for the digital workers to access internal systems.

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> **Next Gen is our go-to product now. We can assure our public sector clients that, since the digital workers sit within their infrastructure, they're fully in control of who has access to their data and systems."**
>
> **Jason Burrage**
> COO and CTO
> Outsource Automation Solutions

Attracting New Automation Users

Next Gen allows OAS to service smaller clients who might only need a few hours of digital workers' time, all within a dedicated environment. They deliver a digital worker to these clients via the OAS platform, which significantly reduces the cost for the client because they're only consuming a percentage of the platform's capacity. OAS can provide a starter service to new clients, and when their use of automation grows, the clients can purchase their own platform via a simple migration. At that point, OAS deploys SS&C Blue Prism directly in the client's cloud and can manage their automations in place of an in-house automation team.

What's Next for OAS?

OAS is working on an innovative new automation that would help their healthcare provider clients streamline the process of clinical coding. When a patient visits a healthcare provider, clinical codes are assigned for each of the medical issues addressed. These codes are later used to allocate funding to national health trusts across the U.K., or for billing in private healthcare. As such, they must be accurate. The clinical coding departments are often understaffed, and many organizations are looking at automation to alleviate this workload.

The OAS Clinical Coding solution is an AI-powered, true end-to-end solution, but retains a human-in-the-loop to ensure accuracy. OAS has combined Next Gen digital workers with AI to handle clinical coding of episodes. Digital workers send text from clinical notes, referrals and other medical documentation to a private AI model. This model extracts key information from the text to determine the ICD-10 and OPCS codes, then sends those clinical codes back to the digital workers.

The digital workers then enter the codes into the patient's record. The digital worker also produces a report containing the predicted codes and confidence levels, along with all the information extracted, and sends this to the coding team for their review. Clinical coders can review the report and handle exceptions. Any codes that do get corrected are automatically fed back to the AI Model for further learning and enhanced accuracy.

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Start your digital transformation journey by speaking with one of our automation experts.

Email us at **bpm-contact@sscinc.com** to learn how SS&C Blue Prism can help your organization realize transformational business value with intelligent automation.

SS&C Blue Prism fuels the world's most complex businesses with agentic automation that's trusted, tested and ready to run. Backed by SS&C Technologies, a $25 billion enterprise, we fuse advanced AI-driven software with deep industry expertise to turn agentic from idea to impact. Our agents operate where it matters most: in high-stakes, high-compliance environments across banking, healthcare, insurance and asset management and 70+ other industries. With built-in governance, proven execution and a straight line to value, we help enterprises work faster, safer and smarter. As our own "customer zero", we power over $4 trillion of SS&C customer assets with the same engine we deliver to our customers.

We make agentic AI operational.

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