

THE AUTOMATOR

CAMPTEK SOFTWARE'S MONTHLY NEWSLETTER

February 2021

CAMP
TEK

Vol.7



Where we are headed:

If this past year has taught us anything, it is that nothing is certain. And that we, collectively, are built to survive. There is no doubt that many companies, large and small, are struggling to make this wide turn of recovery back to growth and success. And the truth is that many of us may not make it.

This year has also taught us a lot about how to pivot, how to be resourceful and how to be as resilient as we can. Our wonderful customers are each on their own RPA journey and working hard to overcome their own challenges as we settle into Q1. We're glad to be part of those journeys - working with them to find solutions that are going to assist with any burdensome backlogs, providing development and supporting solutions that allow them to be more productive and accurate as they turn this difficult corner.

As **Peter Camp** alludes to in our **January 2021 newsletter**, we have some really cool things on the horizon.....the CampTek Software team has been creatively working on new products and solutions that we are excited to share with you in the weeks and months ahead.

As always, keep an eye on this space 😊

- Amy Wooldridge, VP of Operations and Customer Success

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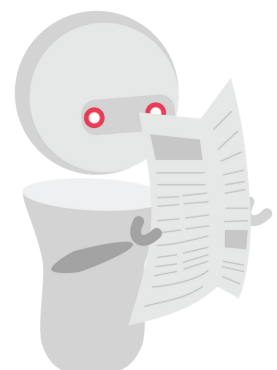
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CampTek Software Announces Industry Leading Production Low Code Digital Assistant



Portland, ME (February 24, 2021) – CampTek Software rolls out Digital Assistant Low Code Attended Bot at UiPath Reboot Festival.

As a recognized Automation Leader, [CampTek Software](#) was recently invited to present at the [UiPath Worldwide Reboot Festival](#) as one of the only companies that has rolled out a production-ready Low Code Digital Assistant.

This Unattended Bot was created in a few short hours and brought a 50-step process down to five (5) steps, ultimately saving hundreds of thousands of dollars for the client.

“This new platform can rapidly and easily roll out a Digital Assistant on every desktop. It is agile in development and can significantly reduce navigational compression, as in this example. Customers now have the power to integrate human-in-the-loop methodology into their daily work activities. We were excited to be asked to present at the Reboot Festival and offer this exciting platform to our customers.” – Peter Camp

Further benefits include easy development and quick deployment across multi platforms, applications, ERP, CRM, and legacy systems.

CampTek Software has been developing RPA automation applications and solutions for almost 20 years and the focus has always been on the back office – until now. This includes finding high-value use cases that can return immediate ROI. These new Low Code bots are less governed and procured like wide-use bots. They can be highly customized to a specific need of a knowledge worker.

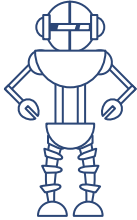
It is a new path, but one that will be widely adopted as companies try to optimize their business processes to be more effective and more productive. Low Code Apps can be applied as an overlay, (not in addition) to their current systems. With companies utilizing multiple systems, RPA and Low code bots can unite them all and make the knowledge worker more efficient and powerful in the process.

About CampTek Software:

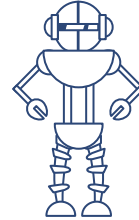
CampTek Software is a unique RPA Partner in that we have the background to develop and support any RPA Process. With nearly 20 years of experience, we can be a trusted advisor in your RPA journey. In addition, we offer full hosted and bot support for the processes that are in production.

Contact us at: Sales@campteksoftware.com

Upcoming Webinar: Digital Assistants. Reimagined.



Topic: Attended Automation
Date: Thursday March 25, 2021
Time: 1:00 PM EST



[Register here!](#)

Are you interested in learning more about a solution that can help you eliminate the waste of time, resources and energy that comes with the Navigational Burden of your work? Would you like to learn more about Digital Assistants and how they can help you and other knowledge workers to be more efficient with their time and tasks?

Plan to join us online Thursday, March 25 at 1pm EST! [Register today!](#)

In the meantime, please read up on the topic by visiting our recently published blog on the topic: [RPA Navigational Assistants Reimagined](#). (see Newsletter pages 4-5)

Peter Camp to be Featured Panelist at Alkeon Capital Management's *RPA: Intelligent Automation* Conference

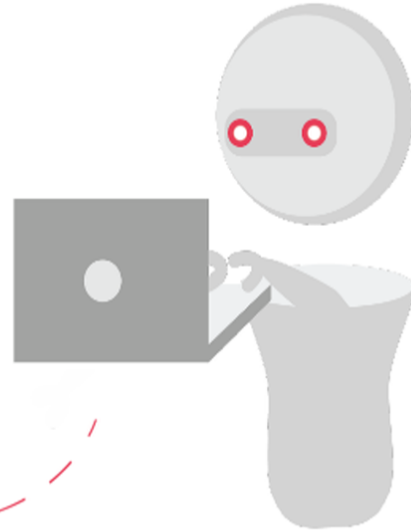


[Alkeon Capital Management](#) will be hosting a virtual conference series titled *RPA: Intelligent Automation*. This series will highlight recent innovations within the rapidly growing space of RPA in the work place. The first conference in this series will take place on March 11, 2021 from 10:00am - 1:30pm. CampTek's own Peter Camp will be a featured keynote speaker on the Practitioner's Panel alongside other RPA experts which include Rahail Khan (IRPA) and Patrick Hauck (Novatio). You can catch Peter on the Practitioner's Panel at 11:55am.

For more information and conference registration, [Click Here!](#)

RPA Navigational Assistants Reimagined

By: Peter Camp, CTO and Founder of CampTek Software



We **frequently mention** the “Navigational Burden” felt by today’s knowledge worker. As the leading Automation Solutions company, we see use cases that involve eliminating the waste of extra work constantly. It’s astounding the amount of time that is wasted navigating in a number of systems by an average knowledge worker to do their day-to-day job. Whether it be an ERP, CRM, EMR, Email, File System, Chat System, Online Meeting System and on and on.

The list can be exhausting depending upon what the knowledge worker’s job function it is. While Process Discovery tools are useful for discovering burdensome processes for a group of users, there will always be those cases that are specific to each unique knowledge worker. It’s a tantalizing problem to solve and one worth discussing.

One of the foundational questions of attended automation/low code/citizen development is around governance. It’s really a key place to start as it will dictate the direction of the solution. Take, for example, a process that involves something that a group of knowledge workers do regularly based on job function. Scheduling a patient for a visit, merging two disparate customer records or pulling up warranty data in an ERP/CRM system. The list is endless and can cross industry and discipline. These are great examples of what I am terming Desktop Assistant or design principles for attended Bots.

These types of Bots need to be designed with a similar mindset that commercial application developers employ when creating something for a wider audience:

1. Composable Automation is primary
2. A great User Experience
3. Put the application expert in charge, whether it be the SME or someone who understands the struggles of the application in general and the workflow involved.
4. Agile in design and goal achievement

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Composable Automation

What is Composable Automation?

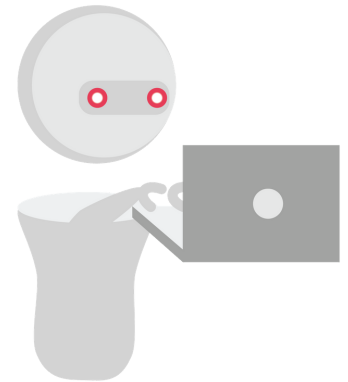
- Discrete and reusable building blocks of organizational capability (technology, processes, data, business functions, suppliers, customers).
- Designed and built for rapid and constant change (organizational velocity).
- Decompose capabilities and continuously improve without business disruption.
- Enables 'Service-as-a-Service' instead of just technology as a service.
- Based on the principles of The Composable Enterprise.

Benefits:

- Enables scale of automation programs.
- Drastically reduces burdensome automation maintenance.
- Components are individually and automatically tested, reducing defects.
- Continuous integration allows for early detection of breakage.
- Re-usability of organizational capabilities / components, not just .xml files.

A great User Experience

- Integrates seamlessly into today's current way of work.
- What tools & technology do business users use today?
- May not include UiPath Action Center for HITL.
- May require thinking outside the box (e.g., POS interface).
- Built into the composable automation framework.
- Optimized for scale of operations and maintenance.



Put a SME in Charge of Design

- An expert at the process that is being redesigned is vital.
- In-depth functional knowledge of the Application(s) is also important.
- The key to citizen development is enabling KW's to redesign their workflow and use technology to do so.

Digital Assistants Need to be Agile in Design

- Start Simple and Build on that.
- Overly complex tasks are not a good idea, break it up and tackle it in an iterative manner.
- Create multiple assistants for functional areas and/or teams.
- Reduce waste in the process, not recreate the process, robots and humans need to be utilized efficiently.

The next set of Bots are what I can classify as Citizen Development/No Code Bots. These are less governed and procured like wide-use bots. These are intricately customized to a specific need of a knowledge worker, versus a wider audience. These can be developed by sophisticated non-tech types as well people looking to automate their workday.

It is a **new mindset**, but one that will be widely adopted as companies try to optimize their foundational systems and business processes to be more effective. We have so many systems we all work with, RPA can unite them all and make the knowledge worker more efficient and powerful in the process.

[Read more from the CampTek Blog here!](#)

CampTek Team Member Highlight: Meet Stefanie Bromberg!



Hometown: Goffstown, NH

Position at CampTek Software: Operations Coordinator

Description of position at CampTek Software: Assisting the executive team in every aspect of the business.

Favorite part about working at CampTek Software: The people! The team CampTek has assembled is wonderful.

Hobbies: When not at work, you can find me in the barn, spending time with the horses. Grooming, riding and training in the sport of dressage.

Bucket list item: Finally earn my USDF Bronze medal (which I'm one score away from!) and go on to get my Silver and Gold medals.

Favorite music: I'm an 80's New Wave fan, but also a sucker for almost anything played on an acoustic guitar.



Find us on Social Media!

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