

THE AUTOMATOR

CAMPTEK SOFTWARE'S MONTHLY NEWSLETTER

CAMP
TEK

July 2021

Vol. 12



Knowledge workers are the future of automation and citizen development is the vessel carrying us there. According to a [recent CIO article](#), approximately 40% of automatable tasks can only be addressed if many knowledge workers become citizen developers. That's pretty significant. It's clear that citizen development initiatives are crucial to the mainstream expansion of RPA. Empowering our knowledge workers will be key. While it may take some time to educate them in the beginning, the investment will be worth it in the long run. When given the proper tools to be successful, knowledge workers will come to see the value of automation on their own and begin uncovering more ways they can make the technology work for them. Failure to invest in our knowledge workers could mean a lot of missed opportunities. Consider citizen development as the next step on your automation journey.

- Jessica Zaniewski, Marketing Coordinator

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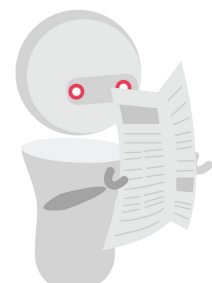
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Citizen Development: Empowering the Knowledge Worker

By: Jessica Zaniewski, Marketing Coordinator

Citizen Development expands the reach of automation by making it accessible to the knowledge worker. Business users no longer require an extensive IT background before embarking on their automation journey. Automation truly **IS** for everyone, but if the average person doesn't easily understand it, they will never grasp why they should implement it in the first place. Citizen Development can be a great introduction to the world of automation, but if we want Citizen Development initiatives to be successful, it is important to consider the unique barriers of knowledge workers who don't possess comprehensive tech skills.



Knowledge workers need to understand what automation is and what it can do for them. If the concept of automation is too foreign to the user, they may overlook their need for it. They may choose to stick with their time consuming, inefficient processes simply because it is what they know and understand. We need to help users see that automation is completely accessible to them and worth their while.

It is also important to note that knowledge workers may not be familiar with some of the "tech terminology" typically used to describe automation processes. If the language we use around automation is confusing to the user, that alone can be enough to make it seem inaccessible and intimidating. Simplifying the language and using layman's terms to explain automation processes and functions can help users easily develop a clear understanding.

Another thing to consider is that knowledge workers may feel uncomfortable with handing their work over to a robot. We can eliminate this fear by demonstrating that they don't have to fully give up control. The very nature of Citizen Development maintains the user's authority by putting them in the driver's seat. They will feel like they have control over their work when they get to automate their own processes and run them at their leisure.

Ultimately, the goal is to empower the knowledge worker through a bit of education. If we want Citizen Development initiatives to be successful, we need to acknowledge that automation can seem foreign to people without tech backgrounds, thus creating a gap. We can bridge this gap by educating them, using simplified, easily understood terms. When we give knowledge workers the proper tools and information needed to succeed, we build their confidence and avoid intimidation.

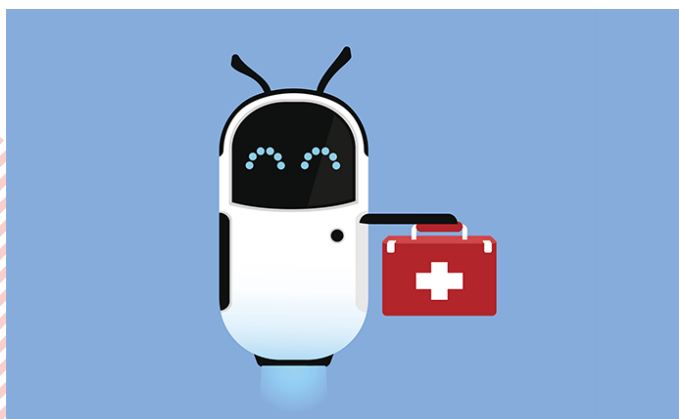
Once a basic understanding is established, it becomes a foundation for Citizen Developers to build upon. They will further recognize the value of automation through the experience of creating and running their own automations. Furthermore, knowledge workers will begin to realize just how much they are capable of and begin to uncover more ways they can make the technology work for them.

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



ROI in 30 Days with Revenue Cycle Management Bots

CampTek Software, the leader in healthcare RPA development, hosting and support, delivers Revenue Cycle Management BOTS ready to install and produce significant ROI in 30 days.



30 DAY BOTS:

- Eligibility Checking Bot
- Patient Registration Bot
- Insurance Claims Bot
- Encounters Bot
- Invoice Processing Bot

You will see improvements such as:

- Increased claims rates
- Decrease in accounts receivable A/R days
- Decrease in denials
- Increased speed in prior authorization and eligibility
- Cash flow
- Employee and customer satisfaction

With our “White Glove” support service, we can get your business up to speed quickly. Advantages include low cost of entry, reduced risk, no software purchase, complete bot support, SaaS Hosted business model.

Here’s an example of how our bots can help your business:

Full time Employees (FTE) had to manually enter an encounter number, name, and several other demographics for up to 670 patients per day. The workflow had many steps and variables that added to the overall complexity. As part of the process, it manages 4 payers (Aetna, Blue Cross, Humana, United Healthcare), 10 business rule exceptions and 3 built-in system exceptions.

Solution:

By utilizing Robotic Process Automation (RPA) solutions, **CampTek Software** was able to automate the entire process quickly. The timeline from analysis, development, client acceptance and then into live production was roughly four weeks from start to finish. The **13k+ claim checks per month** runs daily and has shown to dramatically reduce A/R days with extremely high success. FTE hours saved is averaging **1000/month**. The Bot keys data into 30 fields, loops through images and handles unexpected errors within a Citrix environment.

CampTek Software is the leading **RPA SaaS Provider** and can offer a wide array of services to assist you anywhere on your RPA Journey. Our team of certified experts focus on **Bot development, “White Glove” Hosting and Ongoing Bot Support**. With over 17 years of Healthcare RPA experience supporting and developing RPA applications, we are the easy choice.

Want to see more examples of CampTek RPA solutions in action?

[Check out our Case Studies here!](#)





Upcoming Events!

Looking for more industry-relevant information and professional development? Each month, the CampTek team will provide brief information on upcoming webinars, conferences and other events in this section.

The Fully Automated Government from Coast to Coast *Leveraging Automation to Improve Government Service Delivery* **Online Event Hosted By: The Public Sector Network**

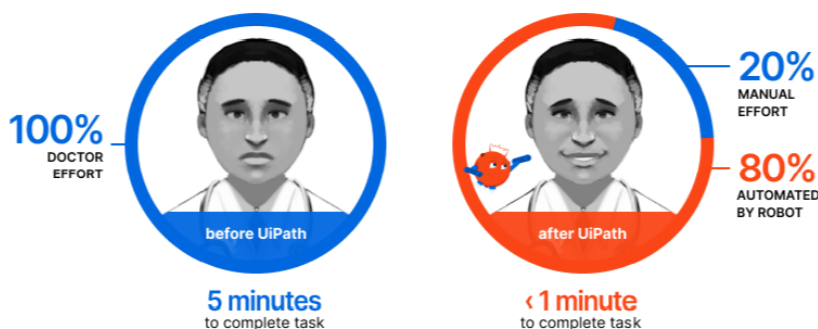
Tuesday, July 20th, 2021
1pm - 4pm ET

Join the [Public Sector Network](#) for an online event featuring automation practitioners in the public sector. Learn about the current state of automation in the public sector and how a fully automated government is possible today. [Click here](#) for a detailed overview and agenda.

[Register Today!](#)

Bragging Corner

Example from healthcare: improving patient outcomes



See the difference ▼

Wondering how software robots can help? A quick visit to the [UiPath.com](#) website's front page (!!) will help answer that question. CampTek Software is proud to have an example of our [Physician Letter Assistant Case Study](#) featured front and center of UiPath.com!

CampTek Summer Intern Highlight

Meet Dylan Williams and Kyle Weinman!



Name: Dylan Williams

Hometown: Scituate, MA

Position at CampTek Software: Summer Intern

Description of position at CampTek Software: Assists CampTek staff and the Citizen Development as a service team in daily projects and tasks.

Favorite part about working at CampTek Software:

My favorite part about working at CampTek Software is how close everyone seems to be with each other. It truly does feel like a family even though a lot of the work and meetings we participate in are virtual.

Hobbies: Some of my hobbies include riding motorcycles, boxing and reading.

One item on your bucket list: One item on my bucket list is to fly a Fighter Jet.

Favorite Music: My favorite type of music is Rap/Hip-hop.



Name: Kyle Weinman

Hometown: Towson, Maryland

Position at CampTek Software: Summer Intern

Description of position at CampTek Software:

I assist CampTek Staff with daily tasks and developing the Citizen Development as a Service program.

Favorite part about working at CampTek Software:

My favorite part of working at CampTek is the welcoming staff and making automations with StudioX.

Hobbies: Skiing, sailing, soccer, basketball, chess, drawing, windsurfing, watching movies.

One item on your bucket list: Ski down Corbet's Couloir in Jackson Hole.

Favorite Music: Grateful Dead, Avett Brothers, Kendrick Lamar, Kanye West.



CampTek's New England Team reunited in person!

From Left to Right: Amy Wooldridge, VP of Operations and Customer Success, Jessica Zaniwski, Marketing Coordinator, Peter Camp, CTO and Founder, Corinna Robertson, Chief RPA Solutions Architect and Steven Robertson, UiPath Developer.



Find us on Social Media!

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