

# THE AUTOMATOR

CAMPTEK SOFTWARE'S MONTHLY NEWSLETTER

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CampTek Software welcomes the beginning of Q4 2020 as we wrap up a year that has been extremely difficult in every aspect of business and life as we know it. While there has been a great deal of uncertainty, our vendor partners have seen growth in the RPA space. They continue to gain market share and expand their footprint with the addition of new solutions as part of their enterprise offerings. At CampTek Software, we too have been extremely encouraged by the recent increase in projects and activity driving growth as we near the end of the year. Healthcare, financial services and logistics are market segments of note that have shown significant activity and adoption of hyper-automation solutions combining RPA with artificial intelligence and machine learning.

CampTek Software is now on the forefront as a leader in the new Apps driven marketplace. With new opportunities to come, we're excited to showcase some new real-world use cases and demonstrations. We will also feature some new solutions in upcoming partner webinars.

We would like to take this time once again to thank our loyal customers. CampTek Software can help you anywhere in your RPA Journey so please [reach out](#) to us at any time for guidance or to learn more.

- **Bob DiSciullo, VP of Sales**

# CampTek Featured in UiPath Webinar Series "Innovation in Healthcare"



[UiPath](#) will have CampTek Software as a panelist on their weekly webinar series "Innovation in Healthcare" **October 27, 2020, 1:00PM EST**. This series is dedicated to innovative solutions, technology demonstrations and customer testimonials, focusing on the transformation of the healthcare ecosystem.

In this webinar, you will hear from Peter Camp, CTO and Founder and Bob DiSciullo, VP of Sales at CampTek Software. Examine real examples of how RPA has helped health systems across the US simplify revenue cycle management and fill process gaps.

**[Register today!](#)**

## Establishing Business Continuity Amidst the Pandemic

As COVID-19 continues to impact businesses across the country, CampTek Software has been hard at work delivering RPA solutions to address issues that have surfaced as a result of the pandemic. One of these solutions includes our [Conference Bot](#). At the start of the pandemic, many organizations were forced to cancel or reschedule large conferences and events, leaving them with numerous cancellation and refund requests to process. CampTek Software has worked with customers to quickly process transactions for events around the world.



The need to do more with less has been amplified by the pandemic. RPA capabilities can solve your problems quickly to help maintain business continuity and sustainability during these uncertain times and in the future.

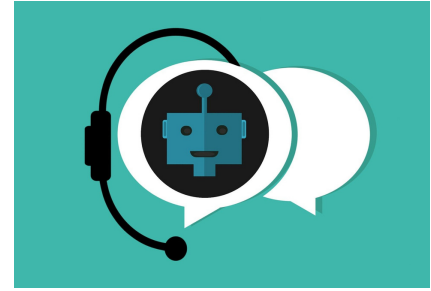
### **Automate processes with RPA such as:**

- Invoice processing
- Revenue cycle management
- Insurance verification
- Claims processing
- Data migration for your systems
- Travel and conference transactions

RPA is a quick and easy win in this new environment, allowing your people to focus on high priority tasks. For more information: [Contact us here](#)

# Taking Intimidation out of Automation

By Amy Wooldridge, VP of Operations and Customer Success



CampTek Software recently had the opportunity to attend a few online launch/product update meetings for leading RPA Software vendors ([UiPath](#) and [Automation Anywhere](#)), highlighting new technology and initiatives they have recently launched. We will not provide a full write-up here. But I'd like to talk to all you non-developer-types reading our little newsletter. Yeah, I'm talking to you...and me.

In short, there are two paths that these RPA Software leaders are using to make automation more attainable, more relatable and more accessible to those of us "non-developers" - and that is through the adoption and use of Apps or digital assistants as well as free (in some cases) and role-based training.

Digital Assistant Apps are gaining traction in the automation world. What is almost even more notable, is the fact that these "digital assistants" are gaining more and more traction with those of us with little-to-no developer experience. Digital Apps are being used to provide a solution to users to simplify their day-to-day work. Moreover, they are also being used as a tool to make automation more accessible to the non-developer bridging the (sometimes real, sometimes perceived) complexity of the technology and making automation something that any general administrator or non-technical worker can use without intimidation. Additionally, UiPath and Automation Anywhere are making great progress in bringing the practice and understanding of automation to a more easily digestible level for the non-developer through vendor-specific training and certification programs.

Below, CampTek Software provides our readers with a summary and brief highlight of some of the technology and initiatives presented at those events. It is clear, by the topics covered in each of these sessions, that software automation companies are trying to effectively respond to two current issues in the automation space: scalability and accessibility.



## UiPath - DevCon - September 2 - 3, 2020

### UiPath Apps (Customizable Agent Console) - Highlights

- Creates applications on top of existing apps and bots
- Drag & Drop designer experience through Apps Studio
- Web & mobile-friendly
- Single-click deployments
- Low-code solution
- Custom launch pad that aggregates data in real-time from multiple systems, including legacy applications

To summarize, UiPath offers Attended, Hybrid and Partially Unattended app options with their forthcoming new technology. They are easy to build and apps can be developed to keep us humans in the loop - pausing to check in for direction, then delivering work/information to employees and/or keeping busy with other tasks until it's time to resume with the original request.

### UiPath Assistant – Highlights

- Integrated with UiPath Apps
- Search-driven
- Updated to be a bit more user-friendly, playful
- Customizable

In summary, UiPath Assistant is the customizable platform from which UiPath Apps are managed. It is designed to help the user and robot work side-by-side without interfering too much, in either's progress. It provides a Picture-in-Picture mode for foreground processes, and now offers Triggers and a customizable Widget-based Assistant UI.



### Automation Anywhere, Innovation Day – October 7, 2020 AARI & AAU

#### AARI – Highlights

- Simplifies everyday tasks (reporting, responding to tasks, etc.)
- Allows for collaboration with colleagues
- Automates escalations & approvals
- Increases customer satisfaction, improves call times, etc.
- Available through web, mobile, desktop and (coming soon to) voice
- Configured to automate \*any\* task

In summary, this digital assistant solution continues to be a great way to sell into a market that is unfamiliar with how the bots work and it is also a proven way to sell RPA as a solution. Most of the time companies buy RPA for a specific need and focus on a few high value processes. This solution expands that capability.

#### Automation Anywhere University (AAU) – Highlights

- Self-directed
- Easy-to-navigate interface
- Members are freed up to be more productive
- Specific trail for business users & other role-based learning programs (“learning trails”)

AAU is a series of learning programs and certification programs that seems to drive home the idea that scalability of automation practices can also be attained via easy-to-navigate RPA training, highlighting the accessibility, and ease-of-use of the content and programs. The information provided in the session at Innovation Day made the training sessions, certification programs and products seem relatable and useful for the “everyday worker”. Upon initial review of AAU's website, the accessibility of the content is effectively organized and displayed making it easy to navigate. Additionally, AAU's content is organized in an inclusive manner encouraging engagement from not only professional developers, but also by business users and non-industry learners such as students and faculty in colleges and universities.

Given the introduction and promotion of these useful tools and resources, there is no denying that automation is the future. If companies are leveraging the training up of and encouragement of the “daily worker” to use automation practices, that is a pretty good indication of what is to come. Strap in. Get ready. This is going to be fun.

# RPA Use Cases for Financial Services

A continued look at our [Financial Services Use Case Series](#). In this series we will outline a variety of industry-specific solutions to help you visualize how such a solution might be implemented that may otherwise seem abstract or unattainable.



## Release 3: Changing Client Systems

Financial services institutions use a delicate balance of IT systems to manage client accounts. Maintaining these accounts can often be mundane and repetitive, especially if thousands require similar services. Using RPA to automate services ensures prompt and accurate delivery while saving valuable staff-hours.

### **Product Roll-out**

Financial services organizations are regularly selling new products to customers including loans, investment instruments and consulting. To manage client accounts, these products may need to be rolled out to thousands of customers. RPA developers can quickly develop and test bots to service these customers. RPA is also built to comply with regulation and existing systems to navigate the complex world of financial services.

For example, say a financial services company has built a new tool so clients can better understand the risk of certain investment instruments. To appropriately roll-out a tailored version of the tool on a convenient platform, the use of RPA ensures rapid and accurate results during the process.

### **Regulatory Requirements**

As the world becomes more interconnected and technologically savvy, we see ever changing regulation regarding financial and data transparency. For example, the 2018 California Consumer Protection Act intends to enhance privacy rights and consumer protection when it comes to a corporation's use of data.

For a financial organization to stay compliant, it may need to alter service practices for thousands of clients. To add a layer of complexity, individual clients may require different levels of regulation based on their operating status or geographic location. RPA can tailor services accordingly to comply with ever changing regulation. Additionally, robust RPA development completed by an experienced organization allows for bots to manage the wide array of business cases that may arise within a business environment.

[Read more from this series here](#)

# CampTek Team Member Highlight: Meet Bob DiSciullo!



**Hometown:** Danvers, Massachusetts/Viera, Florida

**Position at CampTek Software:** VP of Sales

**Description of position at CampTek Software:** As a key member of the Executive team, my primary responsibility as the VP of Sales is to lead and direct the company, and more specifically the sales organization, to meet and exceed sales objectives. The role also involves strategic planning, managing people, selling, leveraging technology and improving sales processes.

**Favorite part about working at CampTek Software:** Working at this rapidly growing company has exposed me to many challenging assignments, projects and opportunities. On a daily basis, I interact with many industry CXO's and leaders in the RPA space. I am able to work on multiple projects, meet new people and share my ideas. In the end, I get excited about our ability to provide products and services that really help companies and people.

**Go-to COVID-19 quarantine activity:** I am spending more quality time with my wife and kids. I have also been trying to take on more home improvement projects.

**Hobbies:** Both of my kids play lacrosse, so I have tried to spend time training and practicing with them. I also play men's league ice hockey a few nights a week.



## Find us on Social Media!

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