

# THE AUTOMATOR

CAMPTEK SOFTWARE'S MONTHLY NEWSLETTER

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CAMP  
TEK

Vol. 14



The team at CampTek Software hopes all our readers and followers enjoyed a restful Labor Day weekend!

And here we all are, returning to the office (virtual or physical) facing the backlog of emails, voicemails, and tasks that have been building up since last week... or perhaps that have been building up over the past several weeks. With the state of the world as it is, and with staffing and labor shortages what they are, the idea of anything slowing down is unlikely. The good news is that businesses and organizations need tasks and work to be completed. There are goals to achieve, breakthroughs to be made, ideas and inventions to become realized. People are in need of assistance, care and support. The economy needs to continue to grow and move forward.

But how is the work going to get done? It is clear that there is a shift happening. Priorities are being reevaluated. Goals and aspirations are being reviewed. And the reality is that many of us will be doing tasks and work that we haven't done before in areas outside of our expertise. Perhaps this is also a time to reinvent ourselves. Learn new skills. Break out of our comfort zones. Consider new technologies that will help lessen the burden of the backlog, as further discussed in [Labor Day 2021: Is RPA the new Job Placement Engine?](#)

So, here's to the future; the future of work, the future of automation and to the future of better work-life balance. And to our own "workers" - the staff of CampTek Software - we are thankful for each of you and the work, energy, creativity and intelligence you give every day! THANK YOU!

- Amy Wooldridge, VP of Operations and Customer Success

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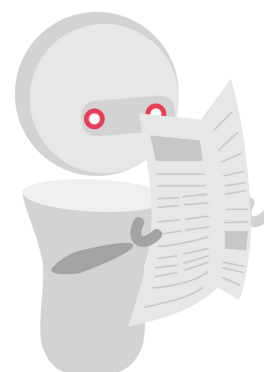
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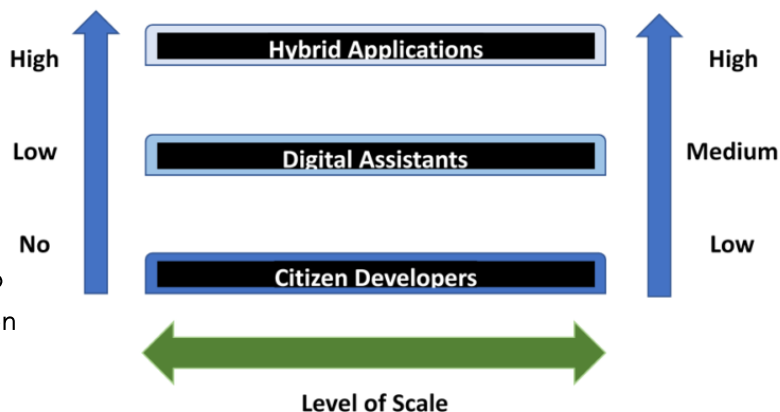
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# CampTek Software Announces Unique Approach to Rapid Velocity RPA Ecosystem Scaling for Customers

The term **software ecosystem** is defined as “a collection of software projects developed and co-evolved in the same environment”. This new environment can exist within a company or organization.

In most cases, traditional RPA development of Unattended Bots can take weeks to months to develop. They generally involve complex processes and require a skilled developer. These Bots, for the purpose of this discussion, are at the top end of the Ecosystem. Conversely, Attended Micro or Citizen Developer Bots can be quickly created in a low code/no code scenario by business users. These Bots are at the the bottom end of the ecosystem. (See chart to the right)



Within this system, new bot opportunities can be driven by both a top-down and bottom-up orchestration, where ideas for automation can come from all sides and move up or down based on complexity for development. This new RPA ecosystem creates the rapid velocity scaling that organizations are all striving to achieve.

## How it all works

Businesses use the **top-down** approach when they have identified a backlog of complex tasks requiring automation. The IT or full RPA development automation team can now focus on the complex RPA tasks and builds. This team determines whether the task is worth automating and applies the appropriate level of resources.

The **bottom-up** methodology allows for the simplest tasks to be automated by those who understand the workflow the best: individual staff known as “Knowledge Workers” or Citizen Developers. Citizen Developers can now alleviate the strain on IT by providing the business units with their own customized, shareable activities and solutions. To further accelerate this program, CampTek Software has established a **Citizen Developer as a Service** offering providing Day One ROI’s by giving customers:

- Full access to our expert process analysis team
- Convenient service pack offerings
- A company-defined or custom use case library and repository of pre-built activities and connected team sharing
- Onboarding
- Hosted or on-prem support
- Full enablement support to build your own bot and mentoring program
- Community forums and surveys
- Helpdesk and dedicated support via phone, web and/or email

Finally, this full functioning RPA ecosystem approach quickly identifies which projects to hand over to the business users/Citizen Developers to automate and which can be done by the development team or COE.

[Click here for more details!](#)

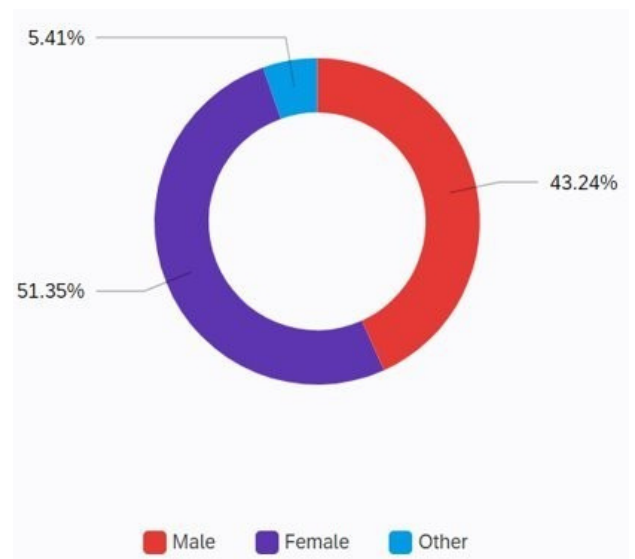
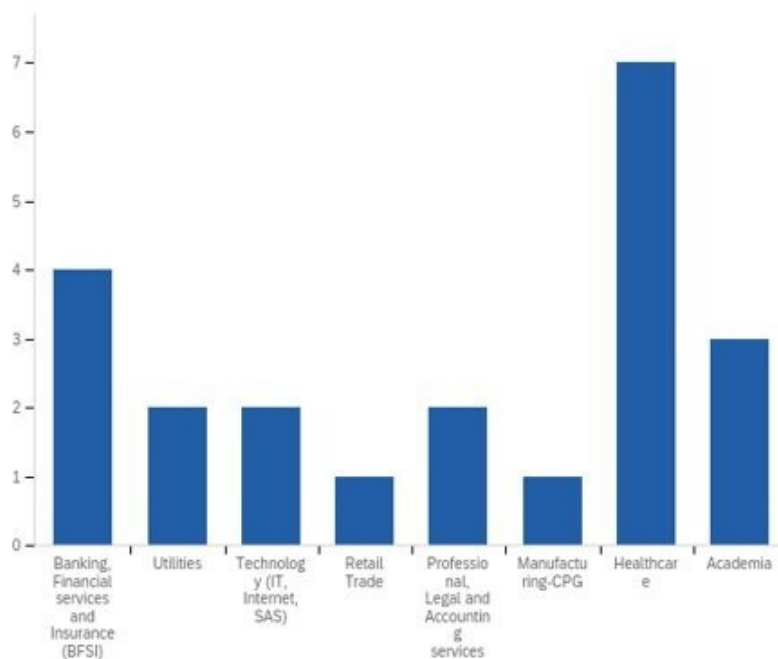
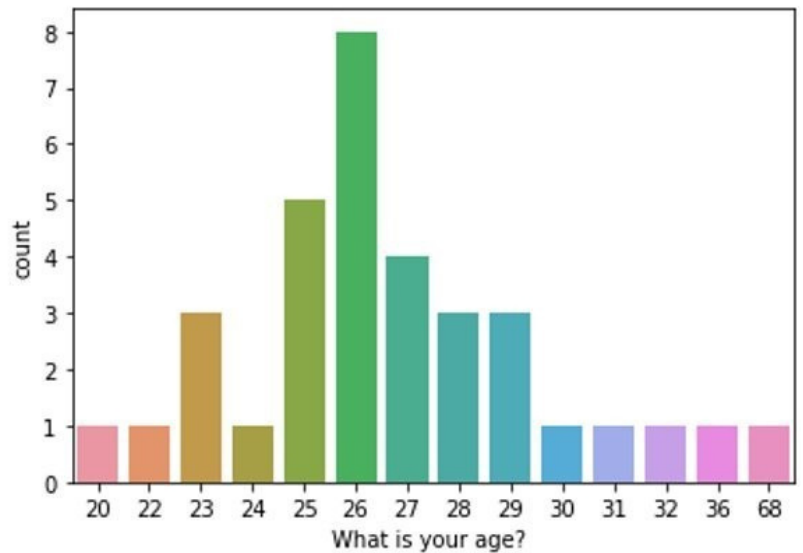
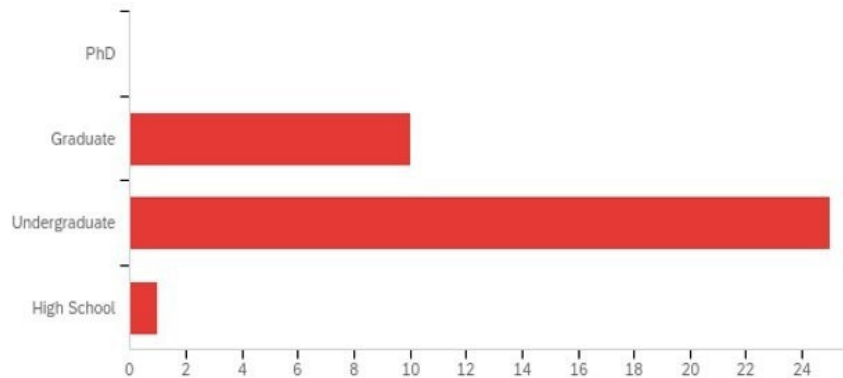


# Northeastern University Experiential Network (NUXN) Survey

Late in 2020, CampTek Software partnered with graduate students from Northeastern University's Experiential Network to conduct research on the general workforce's sentiments around automation and their familiarity with the term Citizen Developer. The data from this preliminary study was gathered and presented to CampTek Software in the form of graphs and charts to display the key findings from the students' research. These key findings are currently aiding CampTek Software with the roll out of a new program called, "Citizen Development as a Service (CDaaS)".

## Survey Demographics

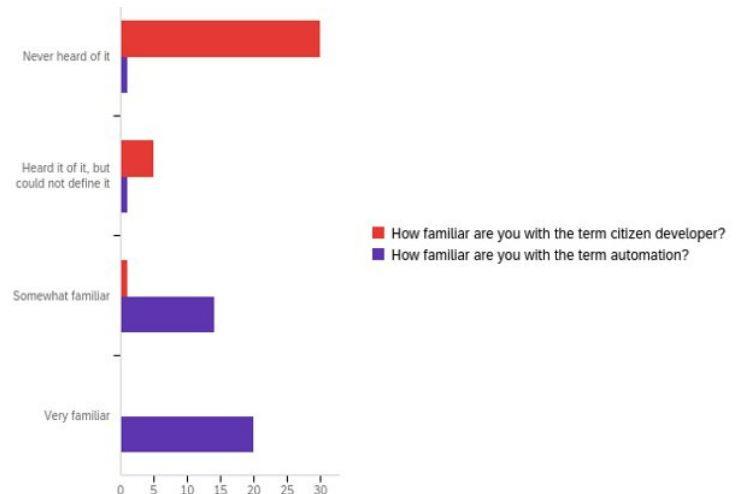
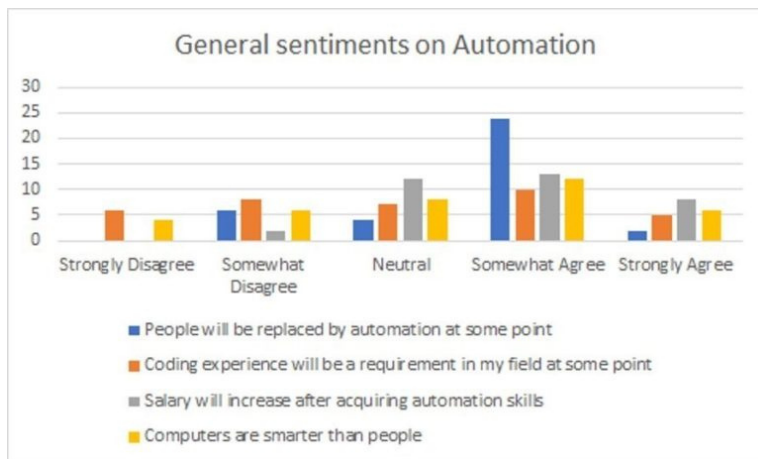
Survey participants ranged in age from 20 to 68 years old and included male, female and non-binary respondents. Healthcare and eight other industries were represented. The majority of survey respondents work in Healthcare. Education level ranged from high school to graduate level with the highest number of respondents indicating an undergraduate level of education. The graphs to the right and below further illustrate the participant demographics.



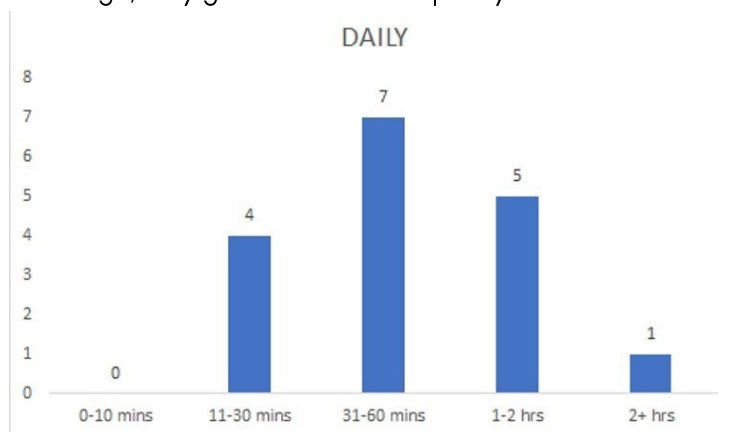
## Survey Goals

One of the main goals of this research was to better understand the general workforce's attitudes around automation. In order to explore this, researchers asked participants whether or not they agreed with four sentiments; People will be replaced by automation at some point, coding experience will be a requirement in my field at some point, salary will increase after acquiring automation skills and computers are smarter than people. The graph below illustrates these results. Each bar color represents a different question, and each grouping represents a different response. Although the majority of those surveyed believe automation will replace them at some point, there is a strong belief that learning automation skills will increase their employee-value and increase their salary. This is the most interesting conclusion from this data.

Gauging familiarity with the terms "citizen developer" and "automation" were additional research goals. The graph below depicts results. The data clearly illustrates that, although many people recognize the term automation, very few people know how to define a citizen developer.



Finally, this study explored participants' beliefs about how much time they could save with automation. The first graph pictured below illustrates the number of hours saved per day. Most people felt they could save about 30 minutes to an hour of work per day. The second graph pictured below illustrates the number of hours saved in a week. Most people felt they could save between one and three hours of work per week. These numbers may seem insignificant, but it is important to keep in mind the nature of the tasks robots are completing. They handle repetitive and tedious tasks, which to humans, can make one hour of work seem like three. By handing over repetitive and monotonous tasks to robots, humans save time. In exchange, they gain the mental capacity to focus on the more creative side of their jobs.



## Survey Conclusions

In conclusion, the data shows that the general work force is familiar with automation and understands the benefit in acquiring automation skills. Automation can both save time and add value to the business user's skill set. As a result of this survey, CampTek Software has created the Citizen Development as a Service program for businesses. This program can help any company empower their employees with automation skills. Through the creation of this program and additional training resources, anyone can become a Citizen Developer and learn to utilize automation to help streamline work and save time. For more information about our Citizen Development as a Service program, follow [this link](#) to our website. For a brief overview of what you can accomplish with StudioX, watch this informative video made by UiPath: [Introducing StudioX: the no-code tool for building automations](#)



**[Read more from the CampTek Blog 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.

## Forward IV Conference Hosted By: UiPath

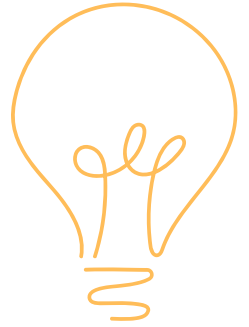
**Dates: Oct. 5 - 6, 2021**

**Location: The Ballagio in Las Vegas, NV**

UiPath's Forward IV conference is an immersive experience that features keynote speakers and hands-on product training for attendees to help guide them along their automation journey. Featured topics include governance, security, scaling, upskilling, employee and customer satisfaction, UiPath Platform updates and more. There will also be time for attendees to engage in conversations with other automation experts and each other. For more information, take a look at the [conference brochure](#).

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

# RPA Tip of the Month!



Welcome to our new series, *RPA Tip of the Month*! In this segment, members of the CampTek Team will provide you with tips that will help to guide you along your automation journey.



This month's tip is brought to you by our Lead RPA Developer Mihai Cerbu. Mihai offers some advice for developers to help ensure their automations run error free:

"Developers should be proactive and thoroughly review their code before publishing their automations. This review should include exception handling, logging, reporting and so on. It's better to invest more time during the development phase to make sure the bot is as foolproof as possible rather than spending time with support to address issues that arise after the bot goes live."



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