THE AUTOMATOR

CAMPTEK SOFTWARE'S MONTHLY NEWSLETTER

March 2022

Vol. 20

Spring Has Sprung! And so has the buzz and interest around RPA.

The energy was…. in a word? …. VIBRANT and it flowed through the lobbies and halls of the **Orange County Convention Center in Orlando, Florida** for **HIMSS** 2022 last week. Folks seemed super happy to be together and the Exhibit Hall was never ending. It was 2+ million square feet of vendor solutions, new technology, experts, innovation and imagination…. oh, and, of course…. AUTOMATION!

The CampTek team had a great time connecting with customers and partners, and discussing solutions with the newly interested. Not to mention meeting new colleagues and friends. Our team was energized by the very apparent buzz around automation solutions. Through various conversations, it became pretty evident that the need for automation is very much alive and well, but we still have some work to do. While it's apparent that many companies are facing a future with a strong RPA strategy, there remains a limited understanding of the full capacity of the technology among many.

Misconceptions about what it means to partner with, utilize, or dare I say, "integrate" automation technology continues to drive skepticism that blocks adoption. We wouldn't be CampTek Software if we didn't have some things to say about this. So, join us while we BREAK DOWN THE MYTHS OF RPA on Friday, April 1 at 10:00am EST. Register **HERE**

No joke.
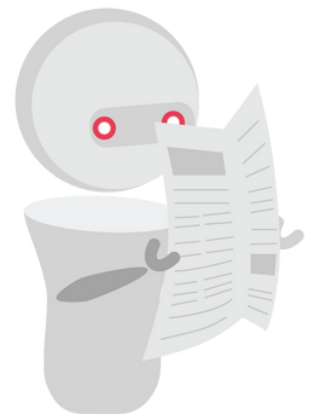
–Amy Wooldridge, *VP Operations & Customer Success*

Task Mining: The Next BIG Thing for RPA

With the announcement of Nintex's purchase of Kryon, it's clear that Process Discovery and Task Mining are the next logical steps in the evolution of RPA (Robotic Process Automation) and potentially BPA (Business Process Automation). There is a big difference between Process Discovery (PD) and Task Mining (TM) and it starts with each tool's approach on how it gets the data. Our team, customers, and prospects are really excited about these new initiatives.

Process Discovery provides a macro view of an enterprise and can show the system(s) where people are struggling and spending most of their time. Process Discovery uses the system logs to determine commonalities amongst many users. While this is great from a top-level perspective, the agility of such an exercise is less pronounced and the follow up initiatives take longer to implement.

Task Mining on the other hand, is a micro view of an enterprise. A successful implementation of it consists of a group of 5-7 workers who are performing a somewhat common function. Think of a medium size accounting team within an organization who key vast amounts of data into their accounting system and other supporting applications. Task Mining is installed on their desktops. It then collects a large number of screenshots and learns commonalities and shared processes to determine the opportunities for automation. Task Mining can discover processes that haven't been thought of previously but are worthy of automating. In addition, it can help identify new bot potential in areas of focus as a company's automation journey evolves and matures.

CampTek is very encouraged by the potential use and adoption of the technology. There are, however, some limiting factors which relate to scale (not enough computing power) for it to be widely adopted on a mass scale. A starter server for the tech is about 20 GPU's to handle a small group. This makes sense on the level of computing it needs to do to accomplish its task. The computing power will be less of a factor as computers can handle more of load, which they will need to do as the adoption of AI increases in the coming years.

The CampTek team feels the market is underestimating what Task Mining can mean for automation on a widespread level. The ability to discover tasks that can improve work at every level is something far more strategic than most can comprehend.

RPA Tip of the Month!

Welcome to our series, RPA Tip of the Month! In this segment, members of the CampTek Software Team provide tips to guide you along your automation journey.

This month's tip is brought to you by RPA Developer, Victor Marincas. Victor shares some ideas to improve efficiency with version control. Version control helps developers work faster and allows developer teams to preserve efficiency and agility as the team scales.

The benefits I like most about using version control are:

A complete long-term change history of every code file. Being able to track the complete history enables rolling back to previous versions to help in root cause analysis for bugs and it is crucial when needing to fix issues with older versions of software. If the software is being actively worked on, almost everything can be considered an "older version" of the software.

Branching and merging. Creating a "branch" keeps multiple streams of work independent from each other while also providing the facility to merge that work back together, enabling developers to verify that the changes on each branch do not conflict.

Traceability. Being able to trace each change made to the software and connect it to project management and bug tracking software such as Jira and being able to annotate each change with a message describing the purpose and intent of the change can help with root cause analysis, other forensics and more. Having the annotated history of the code at your fingertips when you are reading the code, trying to understand what it is doing and why it is so designed can enable developers to make correct and harmonious changes that are in accord with the intended long-term design of the system.

While it is possible to develop software without using any version control, doing so subjects the project to a huge risk that no professional team would be advised to accept. So, the question is not whether to use version control but which version control system to use.

HL7® FHIR® and CampTek Software

CampTek Software, a leader in Healthcare Robotic Process Automation, recently collaborated with several solution providers to develop custom HL7 FHIR activities. Fast Healthcare Interoperable Resources (FHIR) is the latest interoperability standard set by the HL7 organization. It is intended to facilitate the exchange of healthcare information between healthcare providers, patients, caregivers, payers, researchers, and others interacting in a healthcare ecosystem.

By developing RPA FHIR API interfaces with CampTek Software, these organizations now have a quick and scalable solution to standardize connectivity and exchange data within and between organization HIS systems. It can be used by any solution and other disparate EMR systems.

The custom activities CampTek Software built were developed in just a few short weeks and are now ready to be duplicated and rapidly distributed to the Solution Providers' customers where standard API's won't work. The custom activities are also now a part of these Solution Providers' go to market strategies.

Some of the custom activities CampTek Software can build are:

- Prior Authorization
- Eligibility Verification
- Insurance
- Claims processing
- Denials processing
- Patient Data

CampTek Software is a Full-Life-Cycle RPA SaaS Provider. With industry experience developing and supporting RPA Applications since 2005, we have the expertise to support any Automation initiative you can think of. CampTek will be with you on every step of your RPA Journey. We are qualified to develop and support any RPA Process. We offer Advising Services, Host Support and Bot Support for all production processes. Our unique hosted model offers many powerful advantages including a shorter time to market, 24/7 support and overall lower cost of entry.

![CAMPTEK logo]

RPA SaaS Provider

REAL RPA CASE STUDIES, REAL VERIFIABLE SOLUTIONS

CASE STUDY

A MAJOR HEALTHCARE SYSTEM'S GOODS RECEIVED BOT
(FOR OFFICE DEPOT & BASWARE)

Industries: Healthcare, Supply Chain
Applications: Basware, Office Depot Portal

A MAJOR HEALTHCARE SYSTEM'S GOODS RECEIVED BOT (OFFICE DEPOT & BASWARE)

CampTek Software's case study showcases the UiPath Robot built for a large Healthcare Service to improve the process of matching Office Depot invoice and purchase order line items. Robotic Process Automation (RPA) will significantly impact the supply chain in terms of productivity, efficiency and accuracy within the business processes industry. By automating the majority of the tasks in the supply chain, organizations can now eliminate the possibility of errors and make their operations lean, efficient and smart. A study by Information Services Group highlighted that by automating tasks with RPA it's not replacing people's jobs. Instead it's freeing their employees from redundant, mundane tasks and allowing them to focus on higher-value activities.

Challenges: Invoice processing & goods procurement with Basware

CampTek Software recently worked with a Basware client that was manually processing their invoices. Due to a lack of integration between the system that produces the invoice and the Basware system, where it's ultimately stored, the process was tedious and frequently invoices were processed with errors. Invoice processing is crucial to their operation and it's very problematic when the invoice data is captured inaccurately and inefficiently.

As part of their supply chain process, a Full Time Employee (FTE) had to manually pull purchase orders from Basware and then log into another disparate Office Depot system to search the order delivery status and then return updates back into Basware. The manual process had the FTE processing 439 invoices over a 13 week period with 4.5 minutes/invoice. This is time consuming as well as an error prone matching process.

continued ...

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A MAJOR HEALTHCARE SYSTEM'S GOODS RECEIVED BOT (OFFICE DEPOT & BASWARE)

RPA Solution

CampTek Software worked with the Basware client to analyze and develop RPA workflows. These address the company's process inefficiencies and pain points. We've built the RPA prodution solution on the UiPath platform. The bot's able to process the goods procurement workflow in 25 seconds versus the 5 minutes it took an FTE. The robot ultimately saved an average of 4 hours/ week or a total time of 52 hours/ 13 weeks. Moreover it reduced the amount of errors below 3%. It also afforded the FTEs more time to focus on higher-value activities.
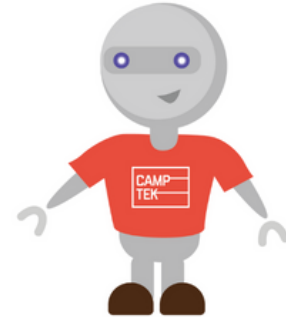
Don't Get Fooled!
Breaking Down the Myths of RPA

Join CampTek Software's **CTO & Founder Peter Camp and VP of Sales Bob DiScuillo** as they break down the myths and rumors of RPA.

Friday, April 1, 2022
10:00 - 10:45am ET
Virtual

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PROFESSIONAL SERVICES

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.

March 24, 2022, De Montil, Affligem, BELGIUM
[CIO Leadership Summit](#) The summit will be your magnifying glass to the new digital trends and cutting-edge technologies that are reshaping IT strategies and operating models.
[REGISTER HERE](#)
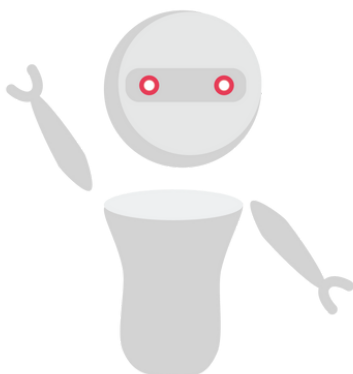
April 1, 2022, ONLINE! 10:00 - 10:45am ET
[Don't Get Fooled! Break Down the Myths of RPA](#) Join CampTek Software's CTO & Founder Peter Camp and VP of Sales Bob DiScuillo as they break down the myths and rumors of RPA.
[REGISTER HERE](#)

April 27-28, 2022, San Francisco, CA
[SaaS Connect](#)   We are the single event for SaaS companies, platforms, API services, channels, distributors, resellers, app stores, and investors.
[REGISTER HERE](#)

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