THE AUTOMATOR

CAMPTEK SOFTWARE'S MONTHLY NEWSLETTER

CAMP TEK

August 2021   Vol. 13

CONTENT

Summer may be winding down as we usher in the cooler weather, but over the past few months, CampTek Software has experienced business heating up. We are happy to report that we are experiencing **The Endless Summer!**

In this August edition, we have much to talk about and exciting news to share. CampTek Software has recently joined the Certified UiPath Service Network (USN) with our partner UiPath. This advanced certification enables UiPath and CampTek Software to work together to scale end-to-end automation for our clients using shared best practices. Also in this edition, you'll learn about how our Citizen Development as a Service program creates efficiencies by adopting a "top down" and "bottom up" strategy to tackle any work backlog. We also have our Revenue Cycle Management ROI Bots off and running fast with low risk and high value.

So, as you enjoy the last few days of August, soak up the sun and enjoy reading this newsletter from your beach chair anywhere.

– Bob DiSciullo, VP of Sales and Business Development

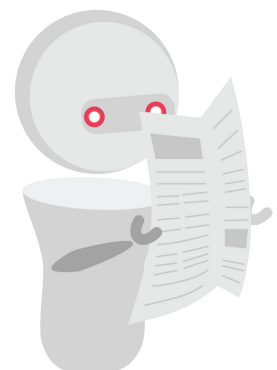# CampTek Software joins the Certified UiPath Service Network (USN)

PORTLAND, ME, UNITED STATES, August 6, 2021 – CampTek Software, a leading RPA SaaS Provider, announces a partnership expansion with UiPath by earning the highly esteemed certification **UiPath Service Network (USN)**. UiPath is an enterprise Robotic Process Automation (RPA) software company and the 2021 Industry Leader in the Gartner RPA Magic Quadrant.

This certification puts CampTek Software in a select group of global UiPath partners. This elite status signifies CampTek Software's capability to deliver RPA solutions with the same integrity and level of professionalism as UiPath's professional service firm.

A Professional Services Certified partner is one who has been rigorously vetted to join an elite group of best-of-breed partners accredited with advanced delivery skills and demonstrated success in real-world customer projects.

Certified UiPath USN partners have advanced knowledge in key areas such as Business Process Analysis, Advanced Development techniques, Infrastructure and Architecture planning. The advanced certification enables UiPath partners to scale end-to-end automation for their clients using best practices.

With the rapid growth of Robotic Process Automation, the need for a proven partner with a track record of RPA success has become increasingly apparent.

"USN certification demonstrates our ability to offer, deliver and support our customers anywhere on their RPA journey within the UiPath Ecosystem. It's an honor to be part of a group of select partners who can deliver on the promise of Automation." Peter Camp, CampTek Software's CTO and Founder said.

About CampTek Software
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. With our unique background, we are qualified to develop and support any RPA Process. We offer Strategy Services, Host Support and Bot Support for all production processes and industry leading products like Healthcare RCM ROI Bots, Citizen Development as a Service, Swift Search document management and indexing and InvoiceBot. Our unique hosted model offers many powerful advantages including a shorter time to market, 24/7 support and overall lower cost of entry.
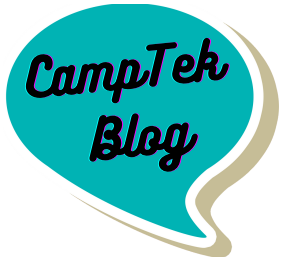
For additional information about CampTek Software, please contact Bob DiSciullo at **877.272.0857 x6685** or via email at bdisciullo@campteksoftware.com. Additional information can also be found here.

About UiPath
UiPath is a leading Robotic Process Automation vendor providing a complete software platform to help organizations efficiently automate business processes.
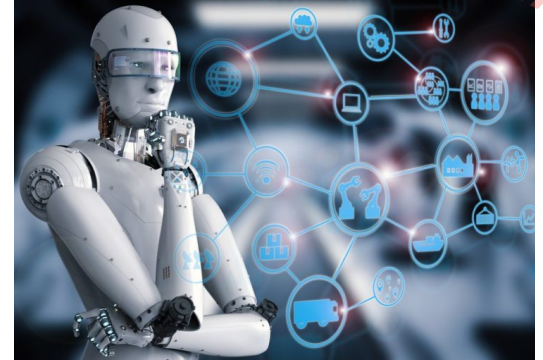
See Official Press Release Here!

RPA Strategy 2021:
Top Down and Bottom Up!
By: Peter Camp, CTO and Founder of CampTek Software

In a recent blog entitled RPA 2021.5: It's Go Time! I observed that we are at a watershed moment in human history. **For the first time, technology is going to work for humans vs humans working for technology.** That's all well and good, but how do we get there?

Since the early days of automation, RPA, scripting or "screen scraping" has struggled with both reliability and scale. Because of this, the process of adopting this technology hit roadblocks and resistance. Even currently, as UiPath and others showcase use case after use case of success, some remain skeptical, or just unaware of the technology itself.

To be clear, regardless of which RPA vendor a business chooses for a project, most activities used to automate applications utilize the same techniques to interact with windows, web, character based and Citrix applications. While automation challenges still exist with some applications, they are lessening each day. The use of AI, as an example of an application using advanced Computer Vision and anchoring techniques, has moved the mark, making this technology reliable for those who are hard core RPA Developers as well as Citizen Developers. As a developer who in its very recent past, struggled to "crack the nut" on some web applications (like Salesforce) and dealing with Citrix and its unreliability, this is all welcome news. UiPath has stepped ahead of the pack with this technology. I credit Daniel Dines for pushing this forward.

So, what does this mean? Quite a bit, actually. Before, RPA was a back-office tool. Now, most in-production bots performing high value tasks are scheduled. These generally don't involve a lot of maintenance or human intervention. Rules-based Bots have limited abilities because they are entirely rules-based. To be frank, one can build only so many "if, then and else" rules before the logic gets too complicated to maintain. Machine Learning and AI can help with some of these decisions, but in order to take advantage of this, robust datasets must be available. This in itself is no small task. Many organizations do not have the data to build robust models. Or, because it's so fragmented, the data must go through an extensive cleansing process before use. Therefore, I see an increased need for either a "human in the loop" and/or a solid Citizen Development program to make these Bots more intelligent.

I feel the technology is solid now. Organizations can create efficiencies by adopting "top down" and "bottom up" strategies to tackle the work backlog. Citizen Developers can alleviate the strain on IT. This provides the business with solutions. This **bottom-up** methodology allows for most simple tasks to be automated by those that understand the workflow the best. In addition, they can manage and share these bots with other members on their team. The automation team handles overly complex tasks. The team determines whether the task is worth automating and applies the appropriate resources. The other way of thinking of it is from the **top-down** where the business has identified a backlog of tasks requiring automation. The larger team can determine which can be given to the business i.e., Citizen Developers to automate and the rest can be done by the RPA development team.

The reasons why organizations need to adopt this mindset immediately are growing, and the results will be robust. True Digital transformation cannot occur without dealing with the minutiae first.

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.

RPA Summer School
Online Learning Program for Absolute RPA Starters
Live Online Learning Sessions Hosted By: UiPath

Start date: August 24, 2021
Duration: 4 sessions completed over 3 weeks

This live online learning event is intended for absolute RPA starters. You will reach Citizen Developer status by learning how to automate repetitive tasks using UiPath StudioX. This training will provide you with the tools you need in order to create simple automations on your own. You can attend the modules live or take them at your own pace by viewing the recorded sessions. The first session began on Aug. 3 and it will be repeated again starting Aug. 24.

Register Here!
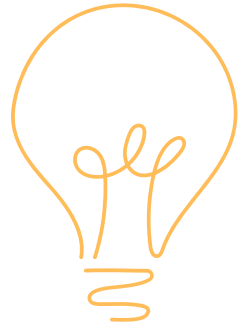
CampTek Software's Revenue Cycle Management ROI Bots

Our RCM Bots are created and supported for their entire life cycle for all the major HIS platforms (i.e. Epic, Cerner, Siemens, McKesson, GE, eClinicalWorks, MEDITECH and others.) Our Bots are ready to go to help achieve rapid ROI! **See some of our RCM Bots in Action!**

Pre-Visit	Visit	Claims
Insurance Eligibility		Claims Management
Prior Authorization	Patient Accounting	Demographic and Insurance
Scheduling Assistant	Non-Covered Charges	Card on File
Schedule Exceptions Management	Adjustments	Claims Entry Inpatient/Outpatient
Appointment Reminders	Visit Exception Management	Medicare Adjustments Non Covered Charges

Processing	Accounts Receivable
Bank and Treasury	Claims Status
Payment Posting	Billing and Collections
Denial Management	Remittance Posting
Processing Exceptions	Charge Entries
	Fee Schedule Updates

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 Marketing Coordinator and Citizen Development Team Member, Jess Zaniewski. Jess offers some advice for Citizen Developers to consider before they tackle building their first automations:

"Before you begin building your automation, it is helpful to do a bit of planning. Citizen Developers should take the time to create either a list or a flowchart detailing the manual steps of the process they want to automate. Additionally, UiPath's Task Capture is a great tool that can be used to help piece together visual elements of the flowchart. Once the manual process is outlined, Citizen Developers can consider which activities in UiPath's StudioX to use in order to accomplish each step. Mapping out the manual process will make it easier to identify the actions required to automate the process and make the actual building of the automation seem less daunting."

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