THE AUTOMATOR

CAMPTEK SOFTWARE'S MONTHLY NEWSLETTER

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Spring has Sprung! Renewal. Emerging. Freshness. Hope. Rejuvenation.

Take those words in for just a second. They settle in a little deeper this year, don't they? We've all had to find new ways to rejuvenate this year. What will give us the space to look forward and restore our hope in what is ahead? What excites us? What gives us promise?

One way our team has found a sense of "rejuvenation" is by putting some energy behind our new offerings. Solutions, like **Citizen Development as a Service**, offer knowledge workers and employees complete control over making their time-consuming tasks more efficient and accurate – giving them back precious time for further skill-building, better work/life balance and job-satisfaction. Many might say that their Digital Assistant is their favorite co-worker ever….and we can't say we disagree.

The CampTek Software team recently hosted a webinar on this subject. If interested, you are welcome to watch this very short video from the webinar: **Citizen Development. Reimagined.**

Our **Automation Strategy Services** provide company decision-makers straight-forward and comprehensive guidance on how to effectively implement and/or continue their automation plan. So, bring us to the table! Let us help you map out your automation journey.

Wishing all of our friends, partners, customers (current and new ☺) a very happy Spring filled with renewal and hope!

– *Amy Wooldridge*, *VP of Operations and Customer Success*

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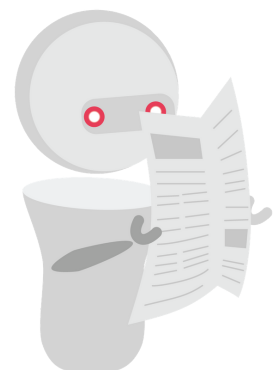# CampTek Software Launches Citizen Development as a Service
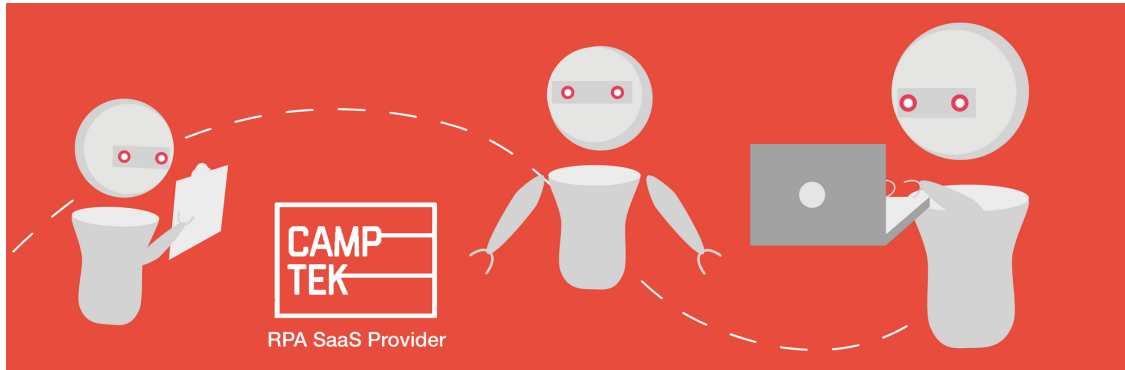
Research suggests that in an eight-hour day, the average worker is only productive for **two hours and 53 minutes**. In addition, employees, on average, use **27%** of their day doing skilled work.

How can RPA Citizen Development help?

RPA citizen development enables a self-service approach to accelerating business transformation and automations of everyday work tasks. **A citizen developer is a non-professional developer who builds no code/low code applications for use by themselves and to share with others on their desktops.**

CampTek Software can help launch your RPA Citizen Development program with a proven agile methodology to achieve rapid success. You can build it but also have the expertise, experience, and full support of CampTek Software in your corner throughout your journey.

<u>**Benefits:**</u>

This low cost of entry subscription price model will lead to a rapid development process accompanied with proper onboarding and dedicated support with guaranteed success.
- Full expert process analysis
- Establish enablement and guided build your own bot strategy
- Mentor/training assistance throughout the entire process
- Agile development process
- Experienced Scaling guidance
- Hosted support by CampTek Software or on-premises
- Desktop Support provided via Zoom Meetings
- Dedicated Support via Phone, Web and/or Email
- Full access to daily status updates and metrics

Let CampTek Software's Automation experts get your Citizen development program started today.

See our **<u>press release</u>** and **<u>datasheet</u>** for more information on our offerings and pricing.

Automation that values the Employee

By: Jessica Zaniewski, Marketing Coordinator

Over the years, many have predicted that someday robots would take over the world. With so many modern advancements in technology, some might argue that "someday" is already here. More and more companies are seeking ways to save time and money by implementing automation initiatives. With this comes a growing fear from employees that robots might take over and cause them to lose their jobs. However, the best way to improve efficiency does not necessarily come from replacing employees with robots. It comes from humans and robots working together.

Truly unattended bots have limits. Unattended robots run entirely on their own without human intervention. While unattended bots can be a good fit for some processes, there are many more processes that require some degree of human intervention in order to be successful. As a result, there is a growing trend towards the use of attended bots over unattended bots.

Attended automation recognizes that robots cannot replace humans entirely. It offers employees a sense of comfort by giving them a "say" in the processes the bots are managing. The goal of implementing automation then becomes more about improving efficiency and creativity rather than replacing employees.

Automation allows companies to pass off their mundane data entry responsibilities to bots. Thus it is freeing up time for employees to focus on tasks that require a thinking human brain. Plus, more effort can be put into areas that had previously been neglected due to a lack of time.

It is important for companies to recognize the value of their hardworking employees. Dedicated employees can be hard to find. When employees don't feel valued, companies can face a large amount of turnover, which disrupts ongoing efforts and ultimately impacts efficiency. Companies should make sure they are using automation to improve efficiency and not simply shifting inefficiencies from one area to another.

It is not in the best interest of companies to replace the good talent they have with bots entirely. Instead, they should seek to use their newfound free time to leverage their employees' talents in new ways that bring higher value. Employees should be empowered to think more creatively. With more free time, they can approach their responsibilities with a new perspective and refine processes that might be impacting profitability. Areas that were previously neglected can now receive the full attention they deserve. Even the smallest of details matter and contribute to the final outcome.

While automation alone can be a huge cost saver, there is simply no replacement for the thinking human brain. The best way to improve efficiency and profitability is not through automation alone, but a collaboration between automation and good, hardworking people.

Read more from the CampTek blog here!

Peter Camp Featured Panelist at Alkeon Capital Management's *RPA: Intelligent Automation* Conference

CampTek Software's own Peter Camp recently sat on a panel of Automation Practitioners at the Alkeon Intelligent Automation Conference. **Alkeon Capital Management** is a **major investor of UiPath** and in the automation space itself. This conference focused on recent innovations within the rapidly growing space of RPA in the workplace. Peter was featured alongside other RPA experts which included Raman Makkar, Chief of Technology & Innovation at IRPA AI and Patrick Hauck, RPA Practice Head at Novatio.

The featured speakers were Erik Brynjolfsson Professor, Director of the Digital Economy Lab at Stanford who spoke about AI Awakening in the world and Tom Davenport, a Distinguished Professor at Babson and visiting Professor at Oxford who spoke about AI in the Enterprise: The New Necessity.

These sessions centered around the present and future impact that RPA and AI will have on the world. In addition, Peter talked at length about how to implement RPA correctly and the approach to create successful automation outcomes. There was universal agreement that Attended Automation will be a "game changer" with the use of Citizen Development and human-in-the-loop-type of applications.

How Attended Automation can Revolutionize your Business

"Alexa, please search up digital assistants for me"

A digital assistant is essentially your virtual buddy. Typically voice/touch-activated, these applications streamline your life by enabling you to conduct simple electronic tasks with ease. Digital assistants come embedded in your average smart device, from laptops to smartphones, and are designed for accessibility. Common examples include Alexa, Siri, Cortana, and the slightly less fancily-dubbed Google Assistant. They operate based on a combination of Natural Language Processing and Machine Learning and, as these fields rapidly expand and develop, so does the utility of these virtual agents. Without a doubt, soon digital assistants will form an integral component of industrial and business activities.

Digital assistants are an extension of attended RPA. Much in-tune with their name, attended bots provide automation in collaboration with and under the supervision of humans. Triggered only by user-inputted information, they enable employees to simplify complex tasks as they come. Attended bots are extremely approachable for the non-technical layperson and are designed to smoothen workflows and increase efficiency.

Check out our e-book for more information on how attended automation can help your business

CampTek Team Member Highlight: Meet Muhammad Abdullah!

Hometown: Lahore, Pakistan

Position at CampTek Software: RPA Intern

Description of position at CampTek Software: Assisting with RPA projects as well as marketing.

Favorite part about working at CampTek Software: The colorful team and the welcoming vibe.

Hobbies: Laughing, singing in the shower, exploring new restaurants.

One item on your bucket list: Learn freestyle soccer.

Favorite Music: EDM/rock/honestly anything that has a good beat.

Find us on Social Media!

Follow us on Facebook, LinkedIn and Twitter to keep up with the latest in RPA news!