

**BOTS &
PEOPLE**

Automation Learning

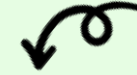
PLAYBOOK



Introduction

Why this toolkit?

- ✓ Create a holistic approach to build competencies for automating processes.
- ✓ According to a study by EY, 50% of all initial RPA projects fail - substantiated competencies help you prevent this.



Hey,

This playbook will help you and your company to develop competences in the area of automation in the long term.

We recommend working chronologically with the playbook to get the most out of your individual process!

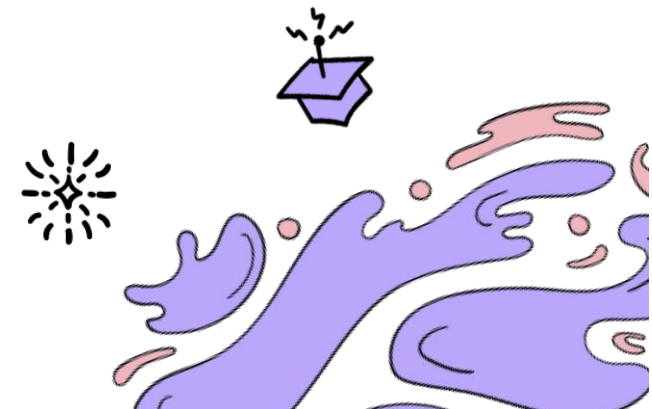
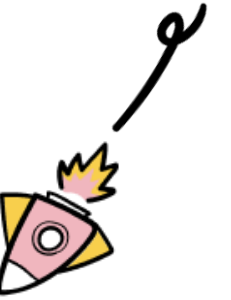
Take a look at the overview first and dive deeper into the areas that are relevant to you!

Good luck with your competence building!



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Process automation is the technology-based automation of business processes

In thousands of company processes, colleagues often still perform repetitive and manual tasks on the computer. For example, they transfer data from Excel files to ERP systems, fill out forms or create text documents. The current tech stack enables you to automate these manual tasks.

Goals

- ✓ Save costs
- ✓ Minimise compliance risks
- ✓ Increase turnover Increase
- ✓ employee satisfaction
- ✓ customer satisfaction





Companies can use a variety of technologies for automation.

RPA is just ONE of them!



Business process modelling (BPM):

Technology for documenting and modelling processes (e.g. Signavio)

Process Mining/ Task Mining:

Analysis of process data from user interaction with computer or software (e.g. Celonis)

Robotic Process Automation (RPA):

Software bots that imitate user behaviour on the computer (e.g., UiPath)

Workflow automation:

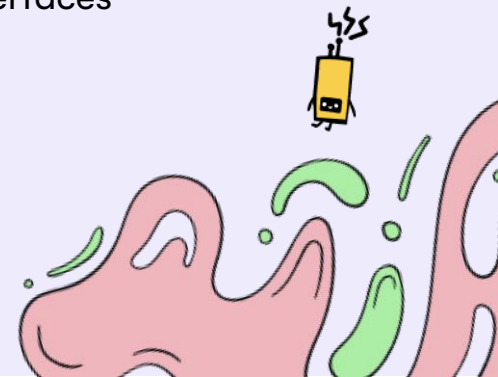
Applications with user interactions such as forms or simple decisions (e.g. Bizagi)

Artificial Intelligence (AI):

Software that can automate complex tasks (e.g. Automation Hero)

Interfaces (API):

Automated data processing between software that can be integrated via its programming interfaces



Companies use a mix of different technologies for automation

Example processes:

- Invoice processing
- Sales Order Automation
- ERP data entries
- Payroll
- Employee onboarding
- Delete user

Real-case example:

A company orders goods from its suppliers. The aim of the process is to match the order confirmations of the suppliers with the original order data of their purchasing department.

Business case data:

- The company compares about 200 orders daily. The manual processing time for a comparison is 7 minutes.
- The average cost of staff handling this process is 60k per year.
- There is just less risk of overpaying for orders.

Future process with RPA and interfaces:

1. Purchasing department receives order confirmation via PDF in Outlook.
2. PDF is scanned by a software robot (RPA).
3. Data is forwarded to a separate spreadsheet (XML).
4. A software robot compares data from order in ERP system with spreadsheet (address, price, date).
5. If there is a difference, the software robot pushes a service ticket to the purchasing team via the software interface.



Why build competence?

Competence building eats automation for breakfast!

"Culture eats strategy for breakfast" is a famous quote by management consultant Peter Drucker. Strategy is the way to achieve one's goals. For this, however, the fundamental culture must be in place as a basis. This can also be applied to automation: automation is the means to an end, but there must be a fundamental readiness for change in your company. Automating without following a plan does not bring sustainable success. Projects can only be successful in the long term if there is a suitable, well-founded culture for innovation and automation in your company.

According to a study by the Research Institute for Social Development, the ability to learn is the most important prerequisite for the "Working World 4.0". Simply implementing projects without establishing a sound learning culture may lead to short-term successes, but automation remains only on the surface, as is currently the case in 95% of cases. Learning culture and competence building are the cornerstones for automation to be successfully established in companies. And so, in the end, a rather soft topic also raises the return on investment and makes management AND employees happy!



Strategies for competence building in automation



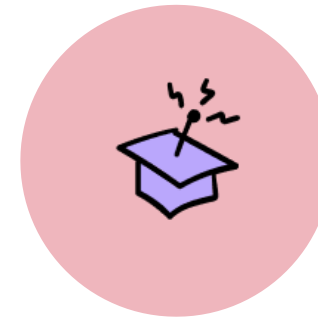
Create a learning culture



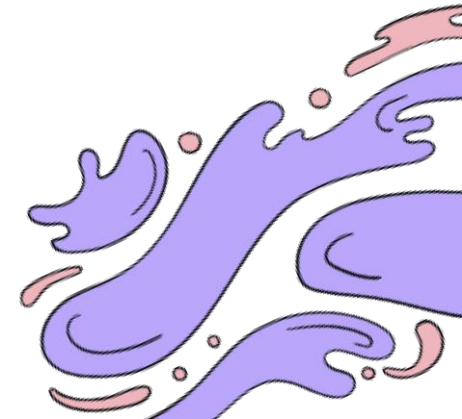
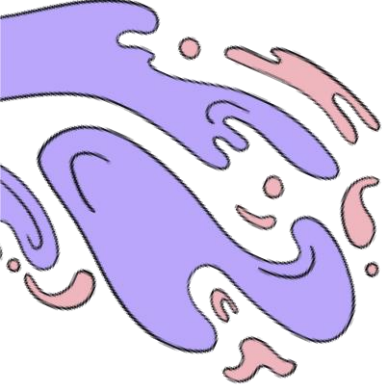
Align organisation



Fill roles



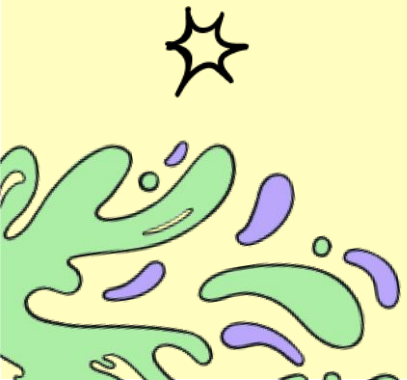
Create concrete learning opportunities



Openness is the key to a good learning culture!

Create a good learning culture: Employees should have the freedom to develop and discover new topics. Ideas from the team (bottom up) should be taken up and quickly implemented by the management (top down).

- ▶ Create a learning culture
- ▶ Align organisation
- ▶ Fill roles
- ▶ Concrete learning opportunities



Professional Change Management

People react differently to change processes and go through different phases of adaptation. Don't be surprised if you also get negative reactions to the automation of certain processes. This is perfectly normal!

Your task is to respond to the different characters and phases. Good change management is the most effective driver for successful cultural change.

- ▶ Create a learning culture
- ▶ Align organisation
- ▶ Fill roles
- ▶ Concrete learning opportunities



What do you need to consider in change management (CM) for automation?

1. What exactly is changing?

Is the process changing too, or are you just implementing automation? Are roles changing? Should the mindset change?

2. What impact does the change have?

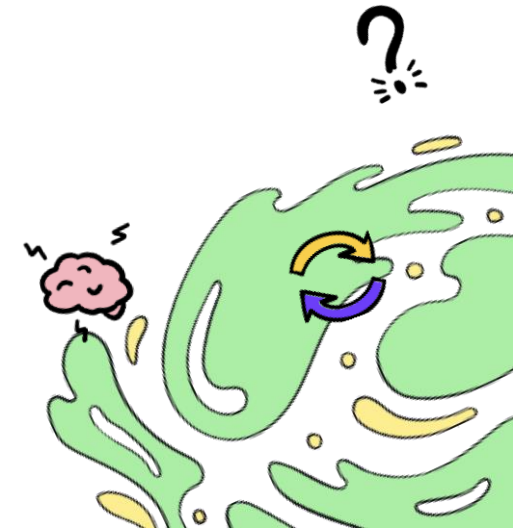
Why is the change necessary now? What is your change story that you want to tell?

3. What measures do you want to implement?

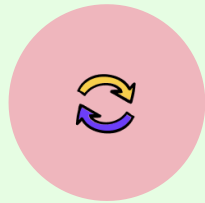
What can you implement TODAY? Start from your current point and iterate from there!

4. How can you measure the success of the CM measures?

Is the process also changing or are you just implementing automation? Will roles change? Should the mindset change?

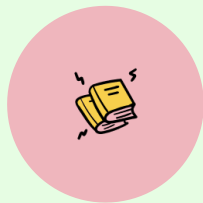


Your Script



Identify a suitable process

- Open Team/ Process Owner
- High impact
- Simple process



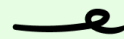
Further education

Explain the tools and technologies that will be used.



Co-creation

Clarify the possibility of co-creation with Process Owners.



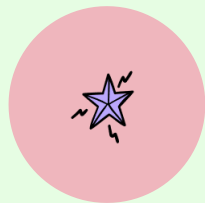
Backup of different stakeholders e.g.

Pass on the potential impact to senior management. Hold an awareness workshop for the works council.



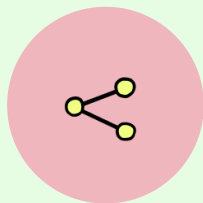
Share the status regularly

In the department where the process is carried out Works Council and Senior Management If applicable. your RPA Task Force or your CoE.



Create a success story

Is the process automated? Create a success story, including ROI and team member votes.



Share your knowledge in the organisation

Spread the word! Organise e.g. a Knowledge Booster Lunch and inspire others Teams.

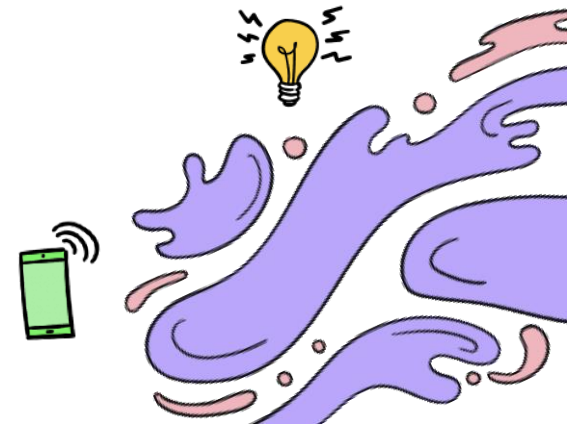


The Center of Excellence

The Center of Excellence (CoE) is an operational automation unit within the company. It looks at automation projects from a holistic, strategic perspective. This includes the development of the strategic approach and the automation roadmap, the definition of KPIs, as well as considerations about which tools are best used for automation, licence management and, last but not least, change management in order to take all employees along on the automation journey.

In the CoE, the Automation Strategist, an Automation Change Manager, an Automation Architect and Automation Developer work closely together. It is the optimal solution for the implementation of automation efforts in companies. However, this does not mean that companies cannot realise their automation projects without a CoE. In this case, the coordinating role between the business department and development would have to be taken over - at least on a part-time basis - by a department head or staff member from the COO, CDO, CIO or IT. Be aware that the sustainable establishment of tools and technologies is an effort that should not be underestimated.

- ▶ Create a learning culture
- ▶ Align organisation
- ▶ Fill roles
- ▶ Concrete learning opportunities



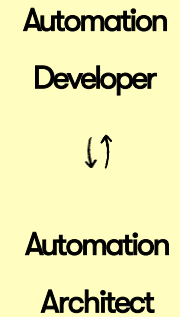
A centrally decentralised approach with fixed roles is the key to a successful CoE



→ The Automation Champions from the departments select processes that can be automated in a decentralised manner and report them to the Automation Strategist.

← The Automation-Strategist is the interface between all the stakeholders, leads the projects and further develops the CoE (tools, technologies, people).

→ The automation change manager drives the change initiatives forward from the CoE into the specialist departments, shares success stories and helps the specialist departments during the transformation.



The submitted processes are implemented centrally by a team of developers (nearshoring possible).

Der Automation Architect takes care of the infrastructure and keeps an eye on the costs for tools and technologies.





Create new job profiles

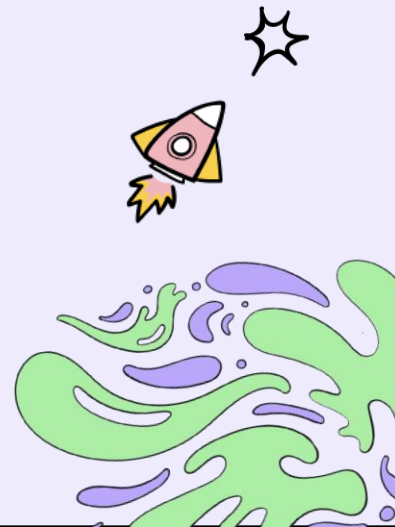


In order to be able to master the challenges of future-oriented automation approaches with ever more innovative technologies, you should forge completely new strategic partnerships between the specialist departments and the IT departments.

The perfect combination of automation experts from the respective sub-area of the automation chain and the clear distribution of roles ultimately guarantees that you will also be able to meet the challenges of future automation projects.

Please note that not every role has to be filled by a different person. In the beginning, several roles can also be filled by only one person.

- ▶ Create a learning culture
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The strategist and project manager

Automation Strategist

The Automation Strategist is the project manager for automation topics. He or she is not only generally familiar with the company's business processes, but also knows and understands the latest, relevant automation and process mining technologies and knows how to combine both in a far-sighted way.

The hybrid use of different automation technologies, such as cloud automation, is just as familiar to the automation strategist as the use of process mining tools. He is a well-networked generalist and visionary who, with creativity and strong communication skills, is able to successfully orchestrate the necessary change management in the respective department.

The Automation Strategist is responsible for all automation projects of the specialist department and closes the gaps between the specialist departments and the Centre of Excellence as the executive body of automation in the company.



Bridge builder

Automation Change Manager

The Automation Change Manager is the business counterpart to the Automation Strategist. He or she takes the change initiatives from the CoE to the business departments, shares success stories and helps the business departments with the transformation. In addition to a basic understanding of automation technology and business processes, a lot of empathy and communication skills are required here.



Expert in the field

Automation Champion

Ideally, each department has an Automation Champion.

A Finance or HR Automation Champion can be, for example, a department head, a clerk or the process owner, who usually has several years of professional experience. The selected person thinks in a future-oriented way and is very familiar with the operational execution of the respective departmental processes. As a process expert with a strong affinity for innovative technologies, he or she is ideally suited to identify the processes of a department that can be automated and the potential for optimisation, and to make appropriate proposals for process automation.

Automation-savvy companies have already installed process experts who are responsible for optimising processes.



Professional for the infrastructure

Automation Architect

The automation architect, in turn, designs the necessary IT infrastructure for the automation projects and keeps an eye on the costs for tools and technologies. This requires a deep understanding of the entire spectrum of IT operations to ensure the availability, efficiency and performance of the processes and services of the IT infrastructure. In addition, this role requires a high level of problem solving skills, especially when it comes to directly addressing user problems with software, hardware and servers.

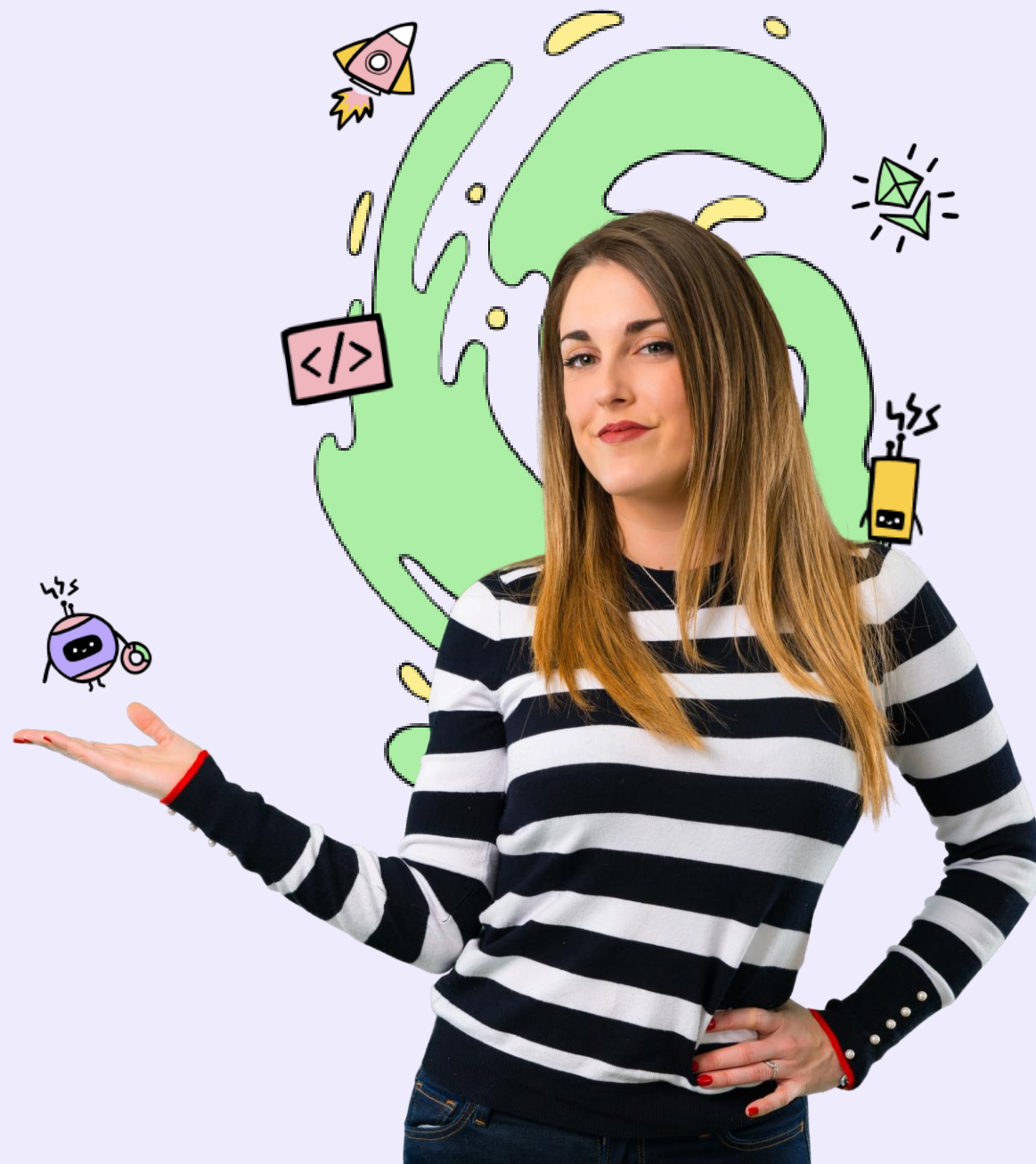


...for the implementation

Automation Developer

The Automation Developer is an extensively trained RPA developer with a comprehensive technical understanding of automation, ranging from RPA development - i.e. building software bots - to cloud automation and interface programming.

A team of developers implements the submitted processes centrally. We think the idea of departments building their own automation is exciting for the future, but unrealistic today - as long as you want to scale the automation professionally.



Educate yourselves holistically!

Educate yourself in the top academies of various software providers, such as UiPath or Celonis, and take learning courses at Udemy. There are courses for all levels, from introductions to automation to Python and web development. It also helps to implement your first projects.

If automation is to be set up in a strategically well-founded way, it is important to undergo holistic further training. A good example of this is the Automation Strategist.

There are several reasons for this: Automation is thought of holistically and across technologies. For example, a project can be automated not only with RPA, but also via interfaces. Companies also protect themselves from becoming dependent on certain consultancies and their technology used. Automation Strategists should have a dedicated role in the company and drive automation full time CENTRALLY for the department or the entire company.

- ▶ Create a learning culture
- ▶ Align organisation
- ▶ Fill roles
- ▶ Concrete learning opportunities





Recommendations for relevant further education at a glance



PROCESS MINING

Automation Strategist, Champion or Change Manager: Complete the Business Analyst Track at the Celonis Academy to get started. [Click here.](#)

Automation Developer/ Data Analyst: There are other great courses in the Celonis Academy. Also have a look at other process mining providers such as Mehrwerk or Laba Labs.

RPA

Automation Strategist, Champion or Change Manager:

- The RPA Basics Course from Bots and People
- RPA Business Analyst Fundamentals learning path in the UiPath Academy.

Automation Developer:

- RPA Developer Continuous Learning
- RPA Developer Foundations
- Udacity RPA Developer Track

Architect:

- RPA Infrastructure Engineer Foundations

BPM

All roles:

- BPMN Basics at Signavio
- Udemy Masterclass Efficient Processes

CHANGE MANAGEMENT

All roles:

- Macquarie University Change Management Course on Coursera

API/CLOUD

Developer, Automation Strategist, Architect:

- API Course on Pluralsight
- Integromat Academy
- Power Automate Course on LinkedIn

On the following pages, we have summarised some information about the Automation Strategist further education programme for a holistic further education! We recommend this training for you if you want to gain an all-round view of the topic of automation. The training is also perfect for automation experts.

*If your company uses another provider like Automation Anywhere or Blue Prism, check them out.

Process Mining Training

Introduction

Companies are increasingly moving in a more complex and dynamic environment. That is why more and more companies are looking at their business processes. Process mining is a relatively new technology that focuses on developing a set of intelligent tools and techniques aimed at extracting process-related knowledge from event logs.

As the adoption of process mining technology in companies increases, so does the demand for expertise in this area. Employees face the challenge of meeting the developmental demands of this technology and the time-to-skill requirements.

Different weights of continuing education:

There are now around 17 providers of process mining tools, and the maturity of the tools they offer varies widely. While some providers offer basic discovery functionality without compliance testing, other providers have more extensive functions such as process simulation, predictive analytics and decision rule mining. The development of more or less effective process mining tools is one side. The other side is the teaching of the necessary skills to be able to use process mining and to handle the tools. The training and further education offered by providers in this area varies.



Process Mining Training Provider



Process mining know-how from the Celonis Academy:

With its Intelligent Business Cloud (IBC), Celonis offers a mature and highly scalable solution for process discovery, analysis, compliance checking and AI-assisted process improvement with a focus on KPI monitoring. Data can be extracted from various databases and IT systems.

In the Celonis Academy, an online training platform is available to the customer around the clock. The training tracks are geared towards different user roles such as executives, business users, analysts, data engineers, business value architects and app creators and conclude with a corresponding online certification exam. However, the certification must be renewed every year.

The courses last between 12 and 15 hours. To complement the online training, the client can also choose the Analyst Classroom - a 2-day on-site training course - or book the Data Engineer Classroom - a 4-day on-site training.



Fluxicon with interactive web training:

Fluxicon with Interactive Web Training The process mining tool Disco from Fluxicon is more of an analysis tool than a monitoring or dashboard solution. Disco has perfected its fuzzy-based miner and filter functions for easy process recognition. The stand-alone tool analyses data locally and thus guarantees data protection.

In intensive, two-day interactive web training sessions, participants supposedly learn all the necessary basics and the most important methodological concepts of process mining and work on real problems on their own computers to test their theoretical knowledge on practical applications. Alternatively, two-day on-site training courses are also offered.



LANA offers a mix of classroom and online training:

LANA Process Mining is a tool with customisable dashboards and automatic root cause analysis that also has connectors for ERP and Manufacturing Execution Systems (MES). LANA offers compact, 1-day face-to-face workshops to help participants to show how to carry out and evaluate their own process mining analyses. Free video tutorials serve to prepare the introduction to process mining already on one's own screen. In addition, LANA offers online seminars on various industry-related uses of process mining, each lasting one hour.

LANA webinars use practical examples to demonstrate to participants how analysis methods, conformance checks or automated root cause analysis can be used for process analysis.



Signavio imparts knowledge in 1-hour live webinars:

Signavio is a provider of business transformation solutions. As part of the Signavio Business Transformation Suite, Signavio Process Intelligence serves as an intuitive process mining solution with a focus on collaboration and integration. Signavio offers several webinars (duration 60 min - live on the internet) on the topic of process mining, in which the possibilities of process mining are explained using examples. The learning content focuses on the added value of the combination of process mining and BPM, how this looks like in the Signavio tool and which analysis possibilities Signavio Process Intelligence offers. Furthermore, the participants will learn which factors are important for a successful implementation of process mining and which significance process mining has within the Leadecon organisation.



Process Mining Training



Provider

Modular training offer for PAFnow

PAFnow is a Process Mining solution that works with pre-configured reports for process recognition compliance checking, benchmarking, automation and rework, in addition to various deployment options and an extensive list of data connectors.

The training offered, consisting of four modules:

Module 1:

- The average cost of staff handling this process is 60k per year.

Module 2:

- PAFnow Editor Training

Module 3:

- PAFnow Report Designer Training.

Modules 4:

- PAFnow Data Engineer Training,

aims to prepare the participants to independently examine their own business processes with the PAFnow solution, to create their own evaluations and to sustainably improve the processes. At the end of the course, the participants will receive a certificate as a "Certified PAFnow User".

Classroom and eLearning courses from ABBYY:

ABBYY Timeline focuses on process recognition, multifaceted analysis, real-time robot monitoring and neural network prediction with over 20 ready-made components for process analysis and monitoring.

One of the highlights of the tool is its unique visualisation approach "Timeline". The role-based technical product training is designed to introduce solution architects and consultants to the company's own product and solution offering and to provide practical insights into the implementation of digital intelligence in digital transformation projects.

The online courses (eLearning) usually last 20 hours. There are a total of 4 classroom courses (between \$300 and \$1,500) and 3 eLearning courses (between \$200 and \$500). At the end, participants receive a certificate.

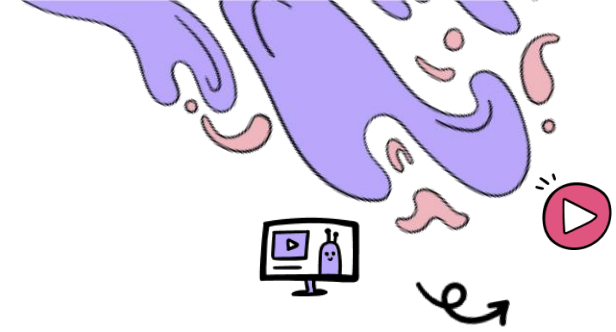
BusinessOptix Academy with user certification:

The cloud-based BusinessOptix Process Transformation Suite provides end-to-end process transformation tools for various use cases. The integrated process mining capability helps organisations discover, model, simulate and improve business processes with a focus on collaboration. The BusinessOptix Academy offers the following power user certification programme:

- **Power User Level 1:** suitable for all participants.
- **Power User Level 2:** including reports and dashboards for tech-savvy participants.

There are still a number of webinar recordings available. The BusinessOptix Thought Leadership series is designed to help businesses gain knowledge from industry-leading experts to navigate the complex environment. The training material is in video format on Youtube. The dedicated playlist on Youtube includes trainings, webinars and features and overviews.

Process Mining Training



Provider

Process Mining Training:

With UiPath Process Mining, formerly known as Process Gold, RPA specialist UiPath offers a highly customisable process mining platform with the proprietary TRACY algorithm for fast process graph rendering.

Another highlight is the integrated ETL framework, with a special function for data anonymisation. In its own academy, however, UiPath mainly offers training courses for the use of its own RPA software and related areas, which usually last between 2 and 5 hours. Only four one- to two-hour webinars are offered on the topic of process mining.

Process mining without any support:

QPR ProcessAnalyzer offers advanced analytics and predictive capabilities, customisable dashboards and enhanced BPMN modelling. Customers can access various deployment options and extensive ETL functions.

EverFlow is a robust and intuitive process mining solution with various pre-configured dashboards, social network analysis capabilities, root cause analysis and operational support functions. The tool is based on an architecture that can handle large event volumes.

ARIS Process Mining is one of the first commercial process mining tools and offers traditional functions for process recognition, conformance checking,

Highly customisable dashboards and automatic root cause analysis. Data can be sourced from SAP and numerous SaaS applications.

Apromore's process mining solution incorporates the extensive academic expertise and research experience of a decade. The open source software is available as a free community edition and as an enterprise edition with commercial add-ons, connectors and services. Logpickr is a relatively new player in the process mining software market. It provides user-friendly process discovery analysis. The vendor is in the process of developing a Big Data framework that will allow companies to analyse large amounts of data and complex processes. Providers such as QPR ProcessAnalyzer, EverFlow, ARIS Process Mining, Apromore and Logpickr do **not** offer any **training or education seminars** at all.

Explainer videos & webinars as continuing education:

MEHRWERK's vision is to integrate process mining into business intelligence functions. Therefore, MEHRWERK ProcessMining (MPM) is provided on the BI platform Qlik Sense and tries to bring together the advantages of both worlds. MEHRWERK operates its own specialist portal as a webinar channel with videos on the various topics related to process mining, but no active training.

With the first version released in 2015, Minit has developed a process mining tool with advanced features for process improvement. Features such as hierarchical visualisation deserve special attention, simulation of "what if" scenarios and interactive Qlik-based dashboards. Minit offers a variety of guides on process mining and a total of nine videos on process mining, but no dedicated training.

myInvenio provides a process mining solution that includes functions such as simulation, decision rule mining and multi-stage process mining and offers the possibility to visualise and analyse multi-stage processes in a simple way. myInvenio operates its own video library with structured explanatory videos or conference presentations and four webinar recordings, with only one webinar explicitly dealing with process mining.



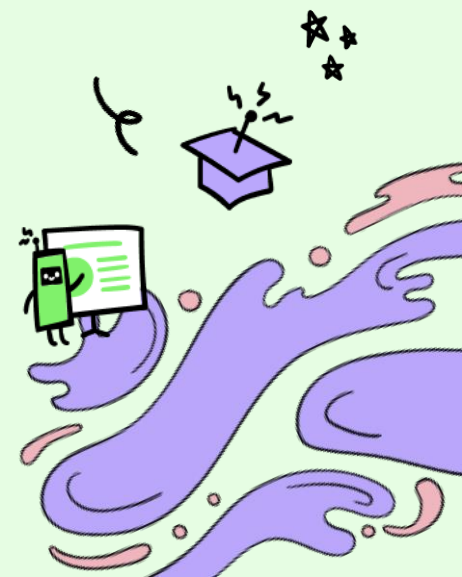
Process Mining Training

Conclusion

Only half of the providers examined here organise training courses that offer added value in terms of process mining. A corresponding certificate, which certifies the participant's ability to handle process mining in any way, is awarded by only three providers.

In all efforts to impart expert knowledge, a technological trend is completely disregarded across providers: The boundaries between pure process mining and other disciplines such as process modelling (BPMN), process automation (RPA/Cloud Automation), business intelligence and machine learning are becoming increasingly blurred.

A hybrid use of different automation technologies requires a completely new understanding of roles with completely new skillsets, which are not compatible with a monolithic, one-dimensional understanding of training with a very strong product reference - as with most of the providers described above. The necessary re-skilling and upskilling requires new training concepts, such as those offered by the Automation Academies along the lines of Bots and People.



RPA Training

Introduction

Almost every company has manual processes. They are usually inefficient, error-prone and monotonous and lead to employee dissatisfaction. Robotic Process Automation (RPA) is one of today's leading automation solutions that uses so-called bots to automate routine tasks in software applications that are normally performed by a company's employees. RPA bots are essentially software robots that perform a variety of automatable activities and tasks in the workplace.

Investment in RPA solutions is growing rapidly: RPA software is one of the fastest growing software sectors in the entire software industry. Total revenue from RPA software is expected to grow from around USD 1 billion in 2020 to USD 2.7 billion in 2023. There are now more than 50 providers in the RPA playground.

If this is the case, companies will need more employees with the necessary skills than are currently available in the company in order to successfully implement their RPA strategy. According to a survey by Deloitte, only 3 per cent of companies have the necessary scaled their digital workforce accordingly.

But what training and certification opportunities are available to employees that could serve as stepping stones on the path to successful automation?

Further training or retraining in RPA is no longer just an option for employees in the future, but the future security of their jobs. We have therefore taken a closer look at the 10 leading providers of RPA tools.



RPA Training



Provider

UiPath

UiPath offers an RPA tool that implements computer vision capabilities in its robots and can integrate AI technologies to enable customers to transition from rule-based to cognitive and machine process automation.

UiPath Studio is the workflow designer. The UiPath robot is programmed to execute processes. It works with remote connections via Citrix or popular legacy systems. In its Academy, UiPath offers a variety of

of training and certification opportunities.

The courses required to master the UiPath platform are all free of charge. In total, UiPath offers around 80 courses in the areas of New Releases, RPA Starter and Product Training. RPA Developer or Business Analysts can choose between 12 role-based trainings that prepare them for specific areas of responsibility in a company's Centre of Excellence (CoE).

A library of RPA video tutorials for beginners is designed to help staff develop skills and the knowledge to successfully co-create their RPA journey. The UiPath Community also provides access to a variety of other learning resources.

Automation Anywhere

Automation Anywhere Enterprise (AAE) uses RPA taskbots, MetaBots and the analytics tool Bot Insight.

AAE uses Computervision to automate processes involving desktop virtualisation solutions such as Citrix. In addition, cognitive IQ bots can be added to the platform, which are designed to process unstructured data. BotFarm offers RPA as a service for scaling on demand. AAE Process inVision provides a graphical interface to document existing processes and operational infrastructure, which is automatically fed into the AAE RPA platform.

At Automation Anywhere University, learners can acquire new RPA skills and practice existing skills. An extensive library of online courses, role-based learning paths and instructor-led training courses leading to industry-recognised RPA certifications are available. 25 specific role-based RPA training courses and 123 online RPA courses are available for free or by subscription.

ent available.

Virtual classes are offered via Zoom for different time zones and in different languages. Two RPA certifications can be earned at Automation Anywhere University, the Advanced RPA Professional and the Master RPA Professional.

Blue Prism

Blue Prism's scalable enterprise RPA platform provides an overview of processes in a Visio-like diagram. Blue Prism robots are designed to automatically discover business processes. A robot runtime control dashboard monitors and schedules process execution on the distributed robots and executes the processes with

With the help of an automatic runtime distribution.

Since version 6.0 (V6), users can detect whether a robot has slowed down or stopped and whether an escalation has taken place. V6 uses Machine learning for workload management, computer vision technology and AI technologies from partners such as Appian, Captricity, Celaton, Experten- system, BM, Minit, CyberArk, TrustPortal, Microsoft.

Blue Prism University offers self-paced, instructor-led training via virtual classrooms and Blue Prism developer certifications. The Blue Prism Academia programme enables instructors at academic institutions to deliver authorised Blue Prism courses in a variety of environments.

The idea behind it: To provide students with the opportunity to enhance their career opportunities and RPA knowledge through coursework on a global

network of colleges and universities, as well as through online certification opportunities, hands-on labs and other Blue Prism learning resources. Videos and webinars with case studies and product resources complete the training offering.



RPA Training

Provider

EdgeVerve systems

The AssistEdge suite is a scalable RPA platform that helps organisations modernise customer service, improve business processes and increase operational productivity.

AssistEdge is an integral part of the Infosys Nia AI platform. Infosys Nia converges AI technologies such as scalable machine learning, knowledge management and cognitive automation capabilities.

EdgeVerve offers 12 so-called self-learning video training courses and tutorials to support developers working with the community edition of their tool. With the self-help videos, EdgeVerve wants to create the possibility to learn whenever and wherever the willing learner feels comfortable. Among other things, the videos introduce the use of Automation Studio and the EVABot with use cases for practice.

Since practice makes perfect, EdgeVerve also offers practice exercises to enable those who want to learn to take the next step in automation.

Kofax

Kofax Kapow is an RPA platform with analytics and process information.

Kapow Design Studio provides an intuitive, non-programmable robot design environment where designers interact with applications, websites and other data sources to visually map the automation flow. Robot designers are able to integrate business logic to handle exceptions, transform data and send alerts to users as part of the overall robot automation.

Kapow also contains a function called "snippets". These are prefabricated automation steps that can be reused by multiple robots and maintained separately from the roboter.

The Kofax Education Portal recognises that customers prefer different learning styles. Some learn more from face-to-face classroom training, while others prefer to learn step-by-step when the time is right. For this reason, Kofax Education offers learners different approaches to learning:

In the live/online classroom, learners take part in instructor-led training in person or online to learn collaboratively and interactively and share ideas with other like-minded learners. The course duration is 4 days from 9:00 am to 5:00 pm daily. The Kofax Learning Cloud gives learners control over their learning pace. To this end, the trainings are customised and tailored to their specific needs and requirements.

Registered participants have 365 days access to all learning content. Learning paths are linked to corresponding certification opportunities. On-demand training is designed for a single named user only, who has 90 days to complete their on-demand course. Kofax offers around 150 courses, but not all of them deal with RPA.

Kryon-Systems

Kryon uses visual image recognition/OCR technologies for which it holds patents for visual algorithms and deep learning technologies. Kryon's RPA solutions enable automatic process recognition and the development, deployment and management of automated processes

in any business application without integration. Kryon's Leo RPA solution can be used for both unsupervised and supervised automation, as well as hybrid automation. Leo Studio enables the rapid development of automation scenarios, including of a comprehensive set of drag & drop UI building blocks to provide robust automation scenarios.

Kryon's own RPA Academy offers its customers and partners a wide range of RPA training courses, both online and on-site. In the online courses, the participants determine the learning pace themselves. The idea behind the courses is to provide step-by-step instructions with examples of the most common applications with Kryon's RPA solution. All participants receive an official Kryon training certificate upon completion of the course.

Online training

- Introduction to RPA Developer (self-study, 1-2 hours for completion, course completion certificate),
- Kryon for Quick Starters (inline module, 5 minutes, course completion certificate),
- Use of Advanced Commands (online modules, 2 hours, course completion certificate),

On-site training

- RPA Developer (5 days, Kryon RPA Developer certificate)



RPA Training

Provider

NICE

NICE RPA includes software robots that automatically perform work on a virtual machine or on an employee's desktop, interacting with applications, legacy systems and files.

With NICE Automation Authoring Studio, an administrator can record, configure and test automation scripts. RPA robots are managed, prioritised and scheduled using the Nice Automation Management Console. In addition, Desktop Analytics tracks employee desktop activity and identifies opportunities for process improvement. NICE provides a framework for integration with a third-party AI solution and has an OCR engine embedded in the RPA solution.

NICE's approach to training and certification is to let learners choose their own learning path. The certification programme includes a range of materials for learners to engage with during work or to update their skills and knowledge.

The NICE e-learning courses for consultants are designed to teach all important automation topics flexibly and adapted to individual needs. The NICE Certification Programme includes the NICE Automation Advisor, NICE Certified Automation Associate, NICE Certified Automation Developer and NICE Certified Implementation & Support Engineer. The programmes offer different levels of certification, allowing learners to develop their skills and expertise at their own pace. Each level is a prerequisite for the next higher certification level.

Softomotive

The Softomotive RPA platform consists of two different tools: ProcessRobot and WinAutomation. ProcessRobot is the enterprise-level environment that supports a distributed architecture and centralised management for the implementation of an RPA Centre of Excellence (COE).

WinAutomation is a stand-alone, self-contained robot aimed at rapid deployment within an organisation. The two tools can be used independently or in combination to form multiple topologies to meet different customer needs.

The Softomotive Academy offers online training, live webinar training and on-site training to professionals and developers. Currently, training through the Softomotive Academy is free of charge. Live webinar trainings and on-site trainings, which are generally aimed at customers, partners or potential customers, are chargeable. Different learning paths through individual courses or through structured diplomas meet the needs and goals of the learners. The 18 courses have been prepared in High Definition (HD) videos, of which 8 videos deal explicitly with RPA topics. The possible certifications range from the basic Foundation course, which provides a basic knowledge base on process automation, to advanced product functions.

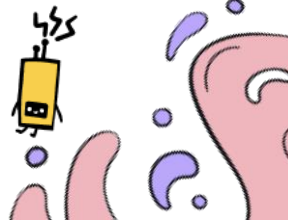
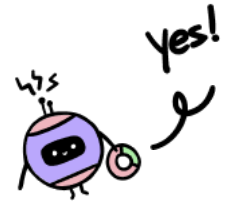
Pegasystems

Pega Robotic Automation & Intelligence - Bots are configured in Pega Robotic Automation Studio. It comes with pre-configured connectors for common commercial tools, HTML and mainframes.

Pega Robotic Process Automation offers unattended automation and Pega Robotic Desktop Automation offers attended automation. Pega Workforce Intelligence is an application based on machine pattern recognition that helps organisations drive continuous improvement.

All courses are available through Pega Academy, Pegasystems' official training resource. Pega offers those willing to learn access to more than 200 multi-day training courses in artificial intelligence (AI), robotics, mobile, CRM and no-code application development, which can be delivered instructor-led at the company, Pega facilities or virtually.

The Pega Academy takes a fully modular approach to learning through its curriculum and training. Pega offers training to become a Pega Certified Business Architect, Pega Certified System Architect, Pega Certified Senior System Architect, Pega Certified Robotics System Architect and Pega Certified Data Scientist, among others. The NICE Dojo bundles the online resource for information, activities, products and services as a learning platform.



RPA Training

Provider

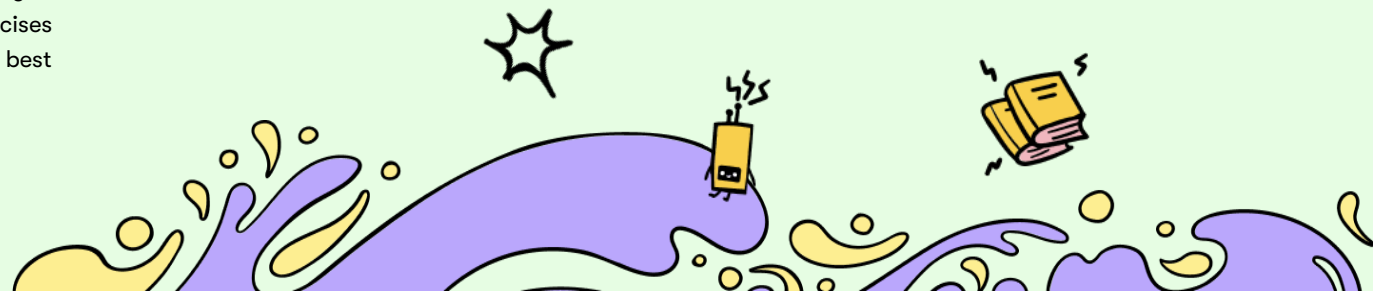
WorkFusion

WorkFusion's Smart Process Automation (SPA) combines RPA, machine learning, AI-based automation, OCR and workflow in one enterprise-focused platform. WorkFusion's product roadmap includes the introduction of a self-service WorkFusion Automation Cloud and the further expansion of AI-based analytics capabilities. A control tower dashboard is used for end-to-end automations that include RPA bots, machine-readable bots and manual tasks, all of which can be orchestrated, monitored and audited.

WorkFusion Express is a relative newcomer as a free RPA solution, but already has a vibrant developer community and a digital training academy: the WorkFusion Automation Academy.

The online learning platform offers more than 30 training courses created by automation experts, from automation fundamentals to advanced machine learning and robotic process automation technologies. WorkFusion's training offering includes on-demand training for operations managers and forward-thinking team managers in the banking and insurance industry, courses on the key features of the WorkFusion software to comprehensive training for various deployment roles such as the Machine Learning Engineer, Delivery Manager or Data Analyst.

Virtual classroom training combines the convenience of online courses with the personalised quality of face-to-face instruction. As part of the supervised digital training, WorkFusion instructors guide you through Automation Academy courses. Virtual labs provide technical guidance for hands-on exercises inspired by real-world automation use cases. On-demand courses explain automation approaches, best practices and business benefits.



RPA Training

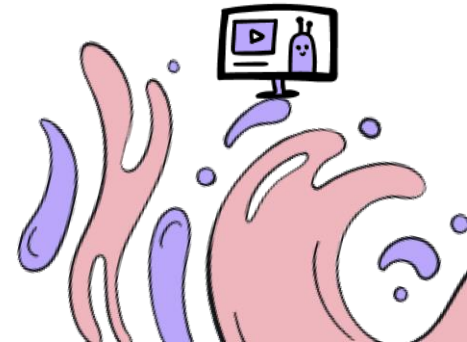
Conclusion

The growing popularity of RPA also increases the demand for employees with RPA know-how. RPA training therefore plays a crucial role in providing the necessary knowledge.

The RPA training courses offered by the providers teach not only basic but also advanced role-based knowledge. In the vast majority of cases, however, the training offered focuses on monolithic product training - which is not to blame the providers.

From the company's point of view, this perspective on employee training falls short.

Certainly, RPA will continue to play an important role in any automation strategy, but only one of many. Keywords such as hyperautomation and cloud automation point the way to future employee training. A wide range of skills for hybrid automation solutions will become a key factor in the safe bank for businesses. Automation Academies like Bots and People are not only committed to the blended learning approach in response to social and technological change. They are also breaking away from monolithic product training in favour of a training approach that covers the whole range of hybrid automation technologies.



iPaaS Training

Introduction

Cloud technologies and applications have long since overcome their trendy status and complement or replace the local data storage and data centres used to date. But even in the cloud age, numerous cost- and time-intensive, repetitive processes run through the everyday life of every company.

One way to reduce such processes and save time and money in the process is cloud integration - the automation of processes.

Only a few iPaaS providers have cloud integration on the training list. Integration Platform as a Service (iPaaS) offers provide the intuitive tools to automate workflows between applications without complex API programming. In this increasingly complex IT environment, it is becoming more and more important for employees not only to know the right and important tools, but also to be able to use them.

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With cloud integration against application silos

Writing custom integrations to automate business processes can be quite expensive, time-consuming and error-prone. Moreover, this approach often leads to silos when each team uses a different tool to automate its own processes without knowing that the solution could help other departments in the company.

The best way to automate is to adopt a cloud integration solution that enables smooth B2B data exchange, automates common processes, reduces IT complexity and minimises overhead throughout the process.

iPaaS for application-specific workflow automation

An iPaaS solution provides capabilities that allow users to implement data, application, API and process integration projects that span any combination of cloud and on-premise endpoints.

Typically, an iPaaS platform uses pre-built connectors, business rules, middleware, utilities and transformations that facilitate the creation and management of integration workflows/processes and connect multiple endpoints to work together. With iPaaS solutions, organisational and application-specific workflows can be automated to make business processes easier and more efficient.

Automation via drag & drop

Workflow automation allows the customer to coordinate the flow of data between any number of applications and configure it using logic and transformations so that the data is not only transferred from one application to another, but is automatically converted into the correct structure or format so that the receiving application knows what to do with the data and makes it usable when it is received.

This can range from the standardisation of date formats to more ro- buster transformations such as the conversion of data types into usable formats. In other words, the ETL (extract, transform, load) process, previously performed in standalone products, is incorporated into a broader integration ecosystem.

Visual user interfaces for the creation of workflows via drag & drop allow even non-technical staff to create automations without having to write a single line of code. Console for controlling and integrating cloud-based applications. Wemakefuture defines iPaaS as a central console for the management, control and integration of cloud-based applications that accelerates company automation by integrating existing tools and increases the volume of data by using external sources.

Companies use these tools to scale performance requirements, add product functionality, structure application integrations and automate processes. Functions or data can be added or removed quickly, reducing downtime and development time.

Many providers & little training

So it's no surprise that there are now a whole range of iPaaS platforms exist to help organisations migrate data, create, distribute and manage complex integrations, and automate complex sequences of workflows.

But as great as the benefits of the solutions on offer are, the training and product education offered by the providers is equally modest.

iPaaS Training

Provider

Microsoft Power Automate

Power Automate is a cloud-based system that creates automated workflows to simplify and manage business processes more effectively.

Power Automate (formerly Microsoft Flow) focuses on Office365 applications and also enables complex automations without code. In addition, this workflow management tool contains ready-to-use templates with which the user can directly start automating common business processes, and recommendations as to which apps can be linked for which purpose.

For users of Power Automation, Microsoft offers modules and learning paths on the topic of Power Automation, from the general automation of processes to the creation of a business process flow in Power Automate to "Automating Business Processes with Power Automate".

Integromat

integromat-ipaas-botsandpeople-blog-process automationIntegromat is a tool that allows companies to automate manual processes without the need for code. Instead of using code, Integromat has turned APIs into simple blocks that can be dragged and dropped to set up integrations and automations. Integromat calls these blocks "modules" and the visual connections between them "scenarios".

With Integromat, applications can also be linked to each other in a simple interface and entire processes can be created. Via the JSON or HTTP / SOAP modules, a link can be established to other web services and automations can be realised. Integromat describes itself as the "glue of the internet" and helps its customers to connect apps and services.

Integromat's Help Centre offers a Knowledge Base with tutorials and webinar recordings on a wide range of topics and 12 YouTube videos on specific application areas.

n8n.io

n8n-ipaas-botsandpeople-blog-process automationn8n is an extensible workflow automation tool. With a fair-code distribution model, n8n provides visible source code for self-hosting and allows you to add your own custom functions, logic and apps to automate repetitive tasks.

n8n's node-based approach makes the solution highly versatile and allows companies to connect everything to everything. With n8n, companies can go beyond simple integrations to create multi-level workflows that combine both third-party APIs and their own internal tools to create easy-to-use automations.

To support its customers, n8n offers tutorials in the form of blogposts, vide os and community tutorials (how to use) and some documents on Quickstart, Key Components and Create Your First Workflow.



iPaaS Training

Provider

Kissflow

Kissflow is a Unified Digital Workplace Platform.

The No Code platform is designed to help companies discover, create, modify and use business applications and automate business processes as a cloud-based forms automation solution.

Kissflow integrates with Google Apps and other cloud-based applications such as WebHooks and Zapier End Point using integration APIs.

Kissflow supports Human Resources (HR) process management, including employee onboarding, timesheet management, leave request approval and invoice approval workflow, and provides workflow processes for purchase requisitions.

Kissflow only offers its customers extensive online documentation of its software.

Automate.io

Automate.io has a user-friendly drag & drop interface that requires no programming knowledge. The core function is the integration of cloud applications. Automate.io calls the resulting workflows "bots".

Each bot has a trigger app and at least one action app.

The Trigger App defines when workflow automation should start. The Action App defines what should happen automatically in the workflow. With Automate.io, HubSpot can be connected to other apps like Google Sheets, Mailchimp, Intercom, Salesforce and favourite collaboration tools like Slack, Trello, Asana, Podio and set up automation that always keeps contact changes synchronised.

Automate.io connects favourite web apps and automates everyday tasks.

Automate.io does not offer any training courses apart from a few blog posts on the topic of automation.

Zapier

Zapier is easy to use and offers users a simple solution for creating workflow automation between applications.

To do this, Zapier offers simple, clickable tools and more than 2,000 out-of-the-box integrations that allow organisations to link simple workflows without in-depth programming knowledge to create fully automated workflows. Zapier calls these automated workflows "Zaps".

In its Help Centre, customers can find various documents on how to use the software solution and a Get Started video. Zapier does not offer any further training or webinars.

AppSheet

AppSheet provides a no-code development platform for application software that allows users to build mobile, tablet and web applications using data sources such as Google Drive, DropBox, Office 365 and other cloud-based spreadsheet and database platforms.

The platform can be used for a wide range of business applications, including project management, customer relationship management, field inspections and personalised reports.

Apart from a video and a "How to create an App" guide, the customer will not find any other training or educational material at AppSheet.



iPaaS Training

Provider

Every company uses up to 40 apps on average. With iPaaS, despite application diversity, a collaborative and integrated technical ecosystem can be created with clean and reliable data in each app.

Innovative cloud integration improves agility and fluidity of data transfer and facilitates workflow automation. And with the growing trend of using multiple cloud applications, the future of iPaaS will be even more business process automation (BPA) driven than before, as the cloud offers tremendous potential for growth and scale to any business, and iPaaS seamlessly enables efficient cross-enterprise automation.

But to ensure stringent workflow automation in the cloud, employees as business users should have the opportunity, under the guidance of the IT department, to create integrations and to be able to set up and manage automations themselves. However, they will not find the necessary skills to a sufficient extent among iPaaS providers. This is where automation academies such as Bots and People step into the breach, providing a deep insight into workflow automation tools and their application in the context of cloud integration as part of their training courses. If you would like to delve further into the topic, we highly recommend the blog by Wemakefuture.



Vendor-Independent Training



Introduction

Terms like process mining, process automation, cloud integration and artificial intelligence are more than just much-discussed buzzwords.

They represent current and future solutions for process automation in companies. As these technologies continue to evolve, companies need to find ways to keep their employees' knowledge of the new technologies up to date or to train their employees in the first place. Manufacturers and training institutions are the obvious points of contact for the company's human resources developers.

What do renowned training providers offer in terms of Process Automation?

The idea that the technology suppliers also offer corresponding training courses so that employees understand the technologies and their possible applications is only realistic to a limited extent. In view of the importance of these technologies for process automation and the associated increase in efficiency of companies on the one hand, and the partially limited offer of the manufacturers on the other hand, one would think that the training offers around the topic of automation, especially of the renowned training providers, would spring up like mushrooms. We have taken a closer look at whether this is the case.



Vendor-Independent Training

Provider

Bitkom Academy

As a renowned flagship of Bitkom (Bundesverband Informationswirtschaft, Telekommunikation und neue Medien e. V. - German Association for Information Technology, Telecommunications and New Media), the Bitkom Academy offers around 400 training and further education events for specialists and managers in the field of the digitalised world of work every year.

The list of topics includes digital transformation, IT security, data protection, project management, digital marketing and law & finance. In addition to in-house training and numerous seminar offerings, the Bitkom Academy offers around 200 dialogue-oriented

Live online seminars in which the experts impart basic knowledge on current topics and provide exciting insights into the latest technology trends. The online certificate courses are held with Zoom

carried out.

The offerings that deal specifically with automation and artificial intelligence currently include two online workshops (Customer Acquisition and Retention with Automation and : AI/Robotic Process Automation (RPA) Enablement) and four live online seminars.

- Machine Learning (ML) with Swift - certificate course, 3 days.
- Training as AI Manager - Basics of Artificial Intelligence and Application Potentials for Companies -certificate course, 5 modules, 8 days.
- Expert Conversational AI Certificate Course, 3 days, both online and onsite.
- Supervised & Unsupervised Machine Learning, seminar both online and on-site 2 days each.

In addition, the Bitkom Academy offers an in-house training course to become a Robotic Process Automation (RPA) Manager, as well as a large number of videos on a wide range of topics related to digitalisation. For example, AI Manager certificate course with 8 videos for 5 modules.

Haufe Academy

The Haufe Akademie, a company of the Haufe Group, is committed to the qualification and development of people and companies in German-speaking countries and, according to its own statements, offers custom-fit solutions, unique services, the highest level of consulting competence and individual qualification.

The comprehensive offering includes seminars, qualification programmes, courses, conferences and congresses and aims to support HR managers with customised corporate solutions, digital learning solutions, managed training services and consulting.

The online in-house training courses always take place at several locations and are tailored to the respective needs of the company. Specifically, the Haufe Akademie currently offers the following training courses in the field of automation and artificial intelligence:

- The Digital Business Analyst - Virtual and digital: the modern agile business analyst, 2 days in 4 blocks.
- Efficient process management with process mining & RPA- methods, technologies and their implementation, 2 days/8 hours, BPMN 2.0
- Modelling processes according to requirements, 2 days/8 hours, Microsoft Teams. Process & Business Automation, 2 days/8 hours (technical lecture, live demos, group work, case exercises, best practice, discussion).
- Future Skills - Future Jobs Challenge for HR, 1 day/8 hours, digital key skills and digital mindset
- Free RPA Basics course with 20 hours of material!

The offer is supplemented by a practical workshop - Experience Process Digitisation! Automation projects from the idea to implementation (2 days/8 hours) as well as 2 crash courses - Innovative process management - introduction to process mining and robotic process automation (1 day/9 hours) and Efficient process management with process mining & RPA - methods, technologies and their implementation (2 days/8 hours).

Within the framework of the "Digital Learning" offer, interested participants can access 54 videos and 25 practical modules (approx. 4 hours of learning time) on the topic of artificial intelligence and 53 videos and 33 practical modules (approx. 3.5 hours of learning time) on the topic of moving into digital times.



Vendor-Independent Training

Provider

WBS Academy

WBS AKADEMIE claims to impart practical knowledge for digital transformation and valuable skills for Work 4.0. The latest content is designed to advance the careers of academy graduates.

The WBS Akademie offers a Master's degree and advanced training as well as a virtual classroom or virtual coworking space for companies with WBS LearnSpace 3D®, but does not have any special events on the topic of automation, process mining, RPA or IPaaS on offer.

LinkedIn Learning

Learning gives companies access to a deep international learning library available in English, Spanish, German, French, Japanese, Mandarin and Brazilian Portuguese as part of their employee training.

Whether to prepare for the big career step or just to acquire certain competences - the current range of courses offered by LinkedIn Learning provides corresponding Learning Paths and more than 1,000 short videos for individual further training.

LinkedIn Learning relies on learning content developed by trainers with practical experience. Despite the extensive range of training and further education for companies and their employees, LinkedIn Learning does not offer any specific courses on the topics of automation, process mining, cloud integration and artificial intelligence.

Skillssoft

Skillssoft has geared its training offer towards learning with interactive videos and practical simulations. Learners have access to an extensive course library.

Through cloud access, learners have around-the-clock access to a platform for smart learning experiences that offers a modern, simple and intuitive design. A mobile app enables learning anywhere, anytime and on different devices. A personalised home page allows learners to create their playlists, pick up learning where they left off and receive their assignments. They can choose whether they want to learn with the help of videos, books or audio books.

The learner has the choice of 581 interactive courses and so-called "Channels on automation, ranging from IT infrastructure automation for beginners to process automation tools, exploring business process automation, key automation technologies, implementing process automation tools, exploring business process automation, key automation technologies, implementing an automation software strategy, DevOps automation and the digital visionary mindset journey. The courses consist of several videos with a total length of around 60 minutes, including assessments. After successfully completing a course, you can earn a digital badge. The so-called channels include courses, books and audiobooks.

Percipio, a proprietary platform, provides pre-curated, prescriptive, role-based and competency-based learning paths that prepare employees for high-demand roles. Percipio uses AI algorithms to provide the learner with curated content based on the learner's personal interests and activities.



Vendor-Independent Training

Provider

Udemy

Udemy's marketplace content model offers 130,000 online video courses that are updated monthly with the latest and highest quality content for virtual training. The online courses are delivered by global experts in technology and business.

Udemy boasts that it always has the latest knowledge on the most important topics that employees need. Companies can purchase user licences for different numbers of employees.

The learning material is divided into 100 categories. The Artificial Intelligence category contains approximately 305 courses on various topics and facets of AI. The Business Analysis category offers a course BPMN for business analysts, consisting of 5 hours of on-demand video, 22 articles and 9 downloadable materials. However, no concrete content or courses on the topic of automation, process mining and cloud integration can be found in any of the categories.

Udacity

Udacity began as an experiment in online learning when Stanford instructors Sebastian Thrun and Peter Norvig decided to offer their "Introduction to Artificial Intelligence" course online for free to anyone. Over 160,000 students in more than 190 countries now use the digital education platform.

Companies rely on Udacity to equip their employees with critical skills in data science, machine learning, artificial intelligence, cloud computing and autonomous systems. Learners can access their classroom through online access. The learner's Nanodegree programmes are displayed on their personal classroom homepage, where they can also choose which programme they want to continue with and where.

A total of 80 courses are offered, but only three deal with the topic of artificial intelligence and process automation:

- AI for managers: basics of artificial intelligence to be able to implement AI strategically in the company (4 - 8 weeks at 5 hrs./week)
- Expand your knowledge of artificial intelligence: Teaching important concepts of artificial intelligence including optimisation, planning, pattern recognition (3 months once a week from 12-15)
- Become an RPA developer: What do the operational processes look like that will empower the companies of the future (4 months, at 5-10 hrs/week).

Digital Workforce Academy

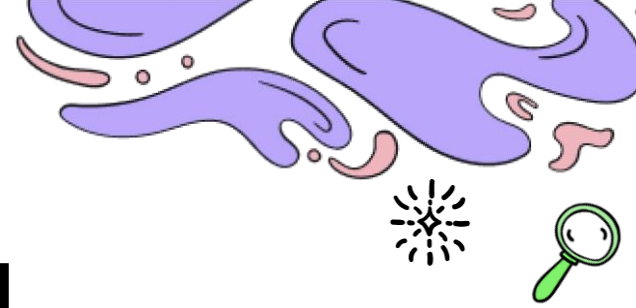
The Digital Workforce Academy offers RPA training for the leading RPA technology platforms Blue Prism and UiPath. To date, over 150 global organisations have taken advantage of the Digital Workforce Academy's RPA training to improve the robotic automation skills of their workforce.

The role-based courses in RPA analytics, automation development, RPA programme management and other key RPA and automation functions are designed to prepare for further qualification as an automation manager, RPA business analyst, RPA developer, RPA controller and RPA technical architect. In addition to the role-based trainings, there are also technology-specific trainings (Blue Prism, UiPath) and customised trainings such as RPA awareness trainings that allow companies to spread the knowledge and understanding of RPA at a high level.

Intelligent Automation courses explain how Artificial Intelligence and Machine Learning can be used to maximise the potential of process automation in the organisation. The courses are offered as either e-learning or classroom training and include a final exercise that is assessed by the DWF Academy training team.

Upon completion of the course, the participant receives a digital diploma from the DWF Academy.

Process management, optimisation and automation: The Automation Strategist is the 360° training for all modern process managers!





Vendor-Independent Training

Conclusion

Are independent providers of process automation skills worthwhile?

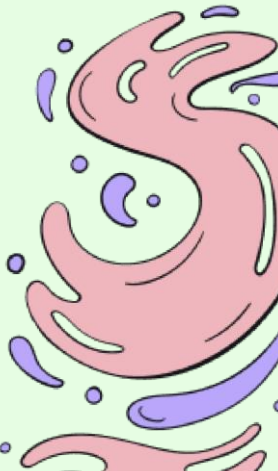
If you look at the offerings of the listed training providers from the general perspective of artificial intelligence and digitisation, all providers can score points - sometimes more and sometimes less.

A general transfer of knowledge in the field of artificial intelligence is certainly desirable and conducive to a general understanding of the effects and possibilities as well as to the acceptance of artificial intelligence. However, it does not yet trigger an impulse for active action on the part of the employee to implement AI in the company or to drive the implementation forward. For this, the topic

AI, on the other hand, is too complex.

When it comes to expert knowledge, the picture is similar. In this case, too, every provider has at least one arrow in its quiver. But the training courses to become an expert, for example in Conversational AI or Supervised & Unsupervised Machine Learning, start at a point where it is more about the finer points of automation with the help of artificial intelligence. This is where experts are needed to whom the facets of process automation no longer need to be explained.

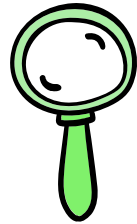
However, if one assumes that process automation in its various forms will continue to play a decisive role in the strategic orientation of companies and their success in the coming years, one has to admit that there are incomprehensible deficits on the part of one or the other provider. This is because the undisputed automation wave of the next few years will be carried by the commitment and the knowledge and understanding of employees about processes, the possibilities of automation and the importance of automating processes. Against this background, only Skillsoft and the Digital Workforce Academy can really convince.



MOST LEADERS EXPECT AUTOMATION TO ENTAIL A WIDE RANGE OF BENEFITS BEYOND COST SAVINGS



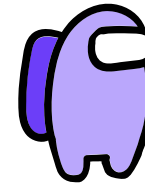
Save costs



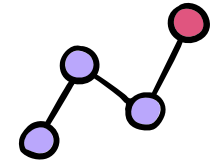
Reduce compliance risks



Increase customer satisfaction

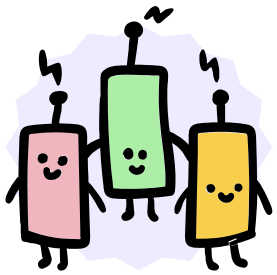


Increase employee satisfaction



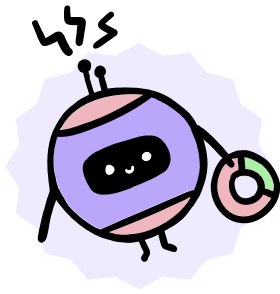
Increase revenue

AUTOMATION IS NOT AN IT-PROJECT. WE NEED TO TAKE PEOPLE WITH US ON THE JOURNEY.



ORGANISATION

Define the “north star” for automation and organize the initiative.



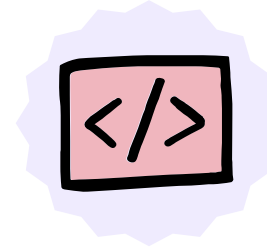
GOVERNANCE

Define the rules and metrics for automation in the company. Prove value.



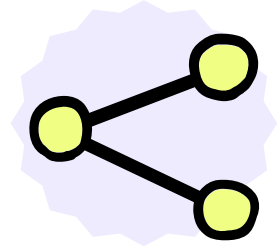
PEOPLE & CULTURE

Focus on building capabilities and engage early.



TECHNOLOGY

Consider technology early and define your best of breed mix.

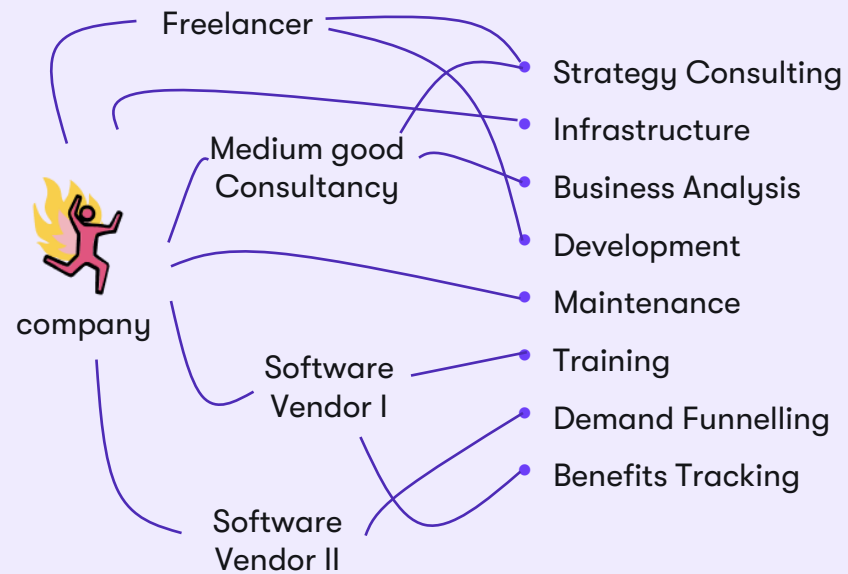


PROCESS

Define a scalable process to automate processes.

STREAMLINE AUTOMATION AND MAKE SUCCESS TRANSPARENT

OLD WORLD



NEW WORLD

People in your departments



B&P
Marketplace

- Strategy Consulting
- Infrastructure
- Business Analysis
- Development
- Maintenance
- Training
- Demand Funnelling
- Benefits Tracking
- State of the art software tools
- Best consultants in the field

ENTER THE MARKETPLACE

First Open Marketplace For Automation*

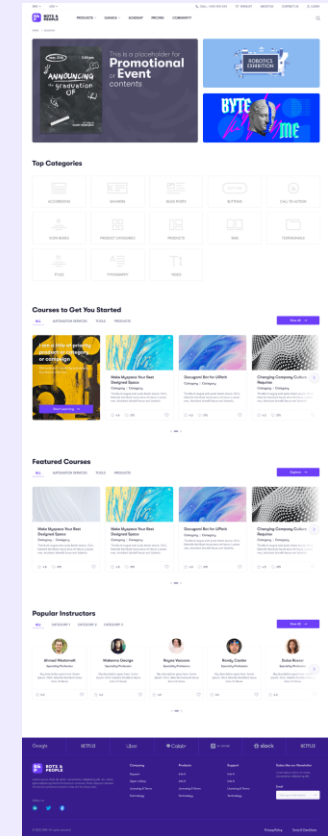
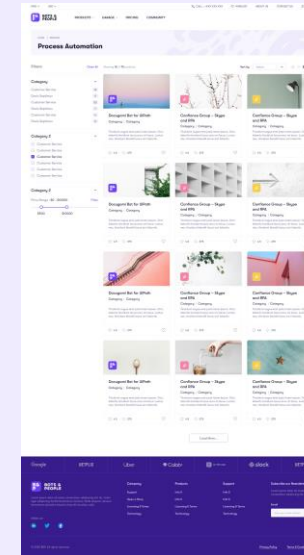
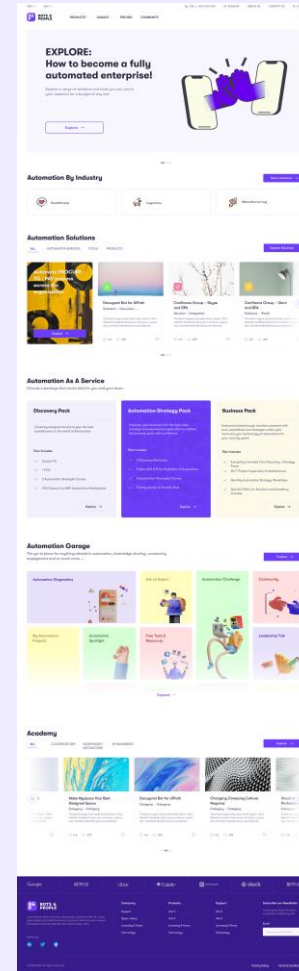
A One-Stop Shop for

↑↑↑ **Consultancy & Development** → for Automation Strategy & bringing winning tech solutions, developers and project management

↑↑↑ **Automation as a Service** → Automate immediately without you setting up a complex infrastructure

↑↑↑ **Academy** → Top ranked Automation Academy delivering most impactful training for teams

↑↑↑ **Automation Garage** → The go-to place for future oriented professionals. For knowledge, for idea-exchange and build a nurturing community around automation



*independent marketplace and open for any software vendor



WE ARE GOOD AT IT. ASK OUR CLIENTS

Only holistic engagement and training in RPA enables thinking in larger contexts and solving complex problems on the automation journey.



Julian Beckers,
Managing Director Weissenberg Group

This course is really so much fun - and even more when you see how much heart and soul the creators put into it! Finally, a course that fully introduces you to the automation era. Here, not only tools are shown, but our awareness of processes and technology is changed! Kudos and a huge thank you for this! I am looking forward to all further sessions



Viktoria Sheyko,
Assistant Manager, KPMG

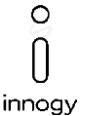
I chose to train with B&P because I get a deep and comprehensive insight from top experts into a massive growth industry that will strongly influence German industry in the coming years. The potential is huge and the solutions quite easy to learn.

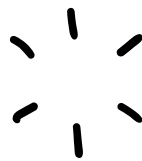


Dr. Philipp Philippen,
Future Learning Expert, Innogy



Tobi Masek & Dirk Willhelm of Conrad Electronic Automation Team report on the collaboration. Listen here!





No more boring.



**Empower every
company to automate.**

yes!

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