

CampTek Offers Guide to Automating with RPA

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CampTek Software, a RPA software as a service company based in Portland, ME, has released a beginner?s guide to implementing robotic process automation (RPA).

RPA software is instructed on how to execute tasks according to the specific steps required for various processes by Project Managers and Developers, who learn the steps from the process owner. For example, the bot will be programmed to comply with business exceptions and governance when filling out insurance forms accurately. Once the RPA software has demonstrated its proficiency in task execution, it can independently complete the task at hand, ensuring greater accuracy and efficiency than is possible with manual input. As a result, the RPA software can populate form fields with the relevant information, taking over the responsibility of form completion. RPA software finds diverse applications in various sectors, including healthcare, finance, logistics, and more.

Once one has decided automation is right, CampTek Software will collaborate with the team to determine the necessary steps for the process. After a scoping call, a CampTek developer will create a Process Design Document (PDD) for your review and approval. The PDD will define the exact steps the bot will take to

complete the task. Before going live, CampTek will run through tests in both development and production environments with touchpoints and sign offs every step of the way.

To provide better insight into the advantages of RPA usage, CampTek Software presents a case study where RPA was used in revenue cycle management for a large healthcare provider. This provider wanted to accelerate its automation strategy as a way to counter labor attrition and instability. Previously, staff had to manually submit requests and check the status of prior authorizations through payer portals.

Through a UiPath task mining analysis, hosted and supported by CampTek, they found that staff were using up around 30 to 40 percent of their time doing those tasks for up to 19,000 prior authorizations every month. CampTek then took that collected data from the Task Mining initiative and built six automations to handle prior authorization processing, exception handling, business rules, and daily reporting. These bots are being supported by CampTek as an ongoing managed service solution for the provider. The automations now save 2,696 full-time employee (FTE) hours per month or 32,352 hours per year. The use of RPA has resulted in a gain of 17 FTEs in capacity, with an annual ROI of $1,085,000. Additionally, CampTek provides customizable executive dashboards for each bot in production to allow customers to access actionable and powerful analytics data on their automation success.

It is important to note that task mining is a process mapping tool, just like process mining, for task optimization usually on desktops or workstations. It tracks users' digital traces and utilizes natural language processing, character recognition, and other tools to identify patterns that offer opportunities for improvement. While process mining evaluates business processes based on the event log data from an IT system, task mining examines workflow tasks based on user interface interactions.

CampTek recommends looking at various factors when choosing an effective RPA software. These include ease of implementation; ease of use; regulatory compliance; exception handling capabilities; and ongoing support. CampTek uses a rigorous methodology for providing RPA software to a particular client, including examining the specific business processes, developing and recording robot processes, iterative testing, review, and provision of ongoing support.

Founded in 2018, CampTek Software is an RPA software as a service (SaaS) provider offering automation solutions. Their certified professionals are experts in applying the best tools built on RPA, machine learning (ML), and artificial intelligence (AI) to deliver the most robust outcomes.

The company?s executives have more than 20 years of experience in support, development, and sales in the automation industry. Peter S. Camp, founder, and CTO, is a well-known RPA thought leader. Before CampTek, he had over 15 years of experience in developing and supporting RPA applications. Bob DiSciullo, Vice President of Sales and Business Development, has more than 20 years of experience in software sales

and management. Amy Wooldridge, Vice President of Operations and Customer Success, had taken various roles since 2003, where she was responsible for employer relations, customer success management, intercultural relations, staff management, international education, and advising and case management.

Those who are interested in learning more about RPA software can check out the CampTek website or contact them by phone or by email.

About Camptek Software

CampTek Software is a Full-Life-Cycle RPA SaaS Provider. With industry experience developing and supporting RPA Automation in many verticals, the team has the expertise to develop and support any Automation initiative for our customers. CampTek supports its partners and clients at every step of their RPA journey, having the necessary qualification to develop and support any RPA process in a simple and repeatable approach. They also provide Bot and Hosted Support for all production processes. CampTek Software?s unique, hosted model offers many powerful advantages including a shorter time to market, 24/7 support, and overall lower cost of entry.

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CampTek

CampTek is one of the best RPA providers with a dynamic, supportive & agile approach to developing & supporting automations. We work with you & your teams to set up your automations for success during the development process, throughout testing & beyond.

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