BOTS & PEOPLE

PROCESS AUTOMATION GUIDE
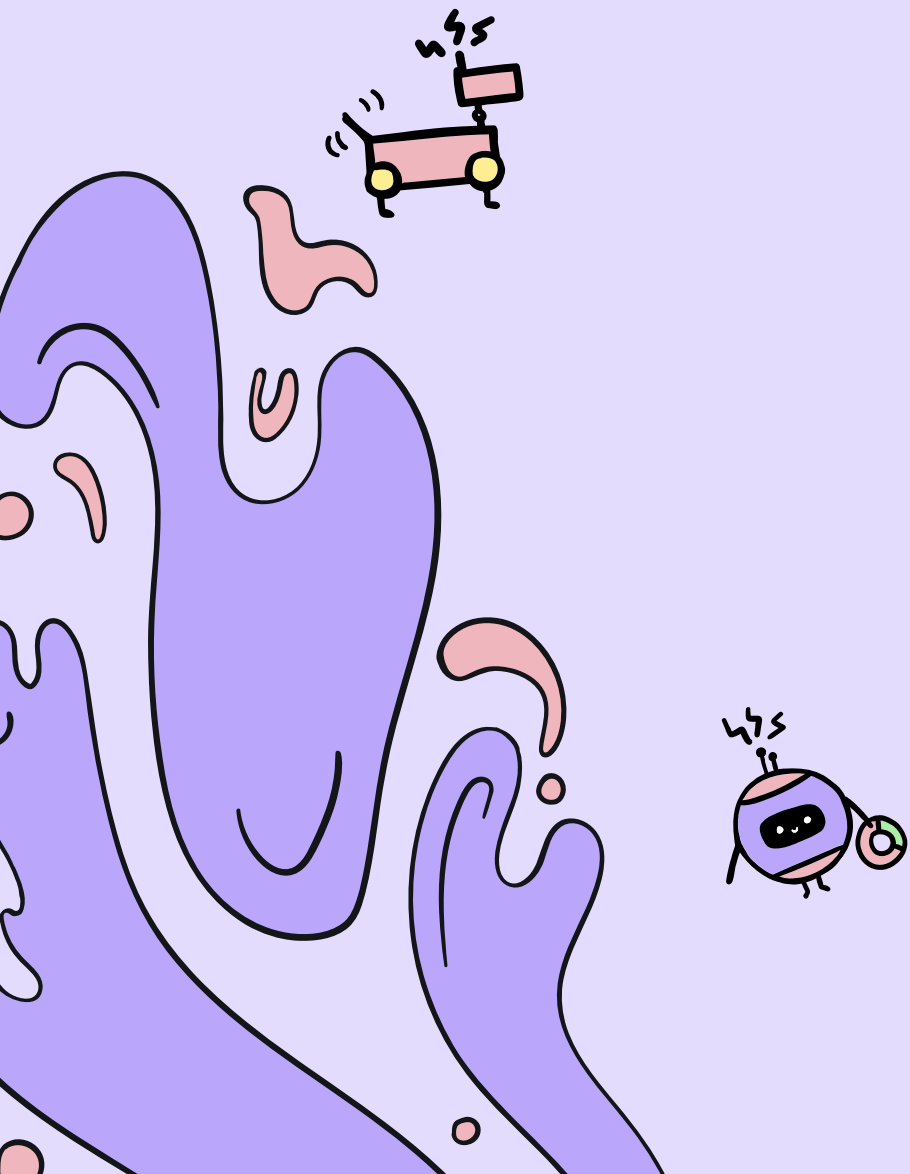
CAREER BOOSTER

B&P

CONTENT

THIS IS HOW THE CAREER GUIDE WORKS

In this guide, you'll find a comprehensive overview of a career in Process Automation. You will learn why a job in the process automation industry is worthwhile and why the future prospects in this industry look excellent.

In this e-book, we also introduce you to various dream jobs that could suit you if you are interested in Process Automation.

Have fun with your Carrer Guide!

PROCESS AUTOMATION AS A CAREER BOOSTER

More and more companies are looking at process automation in order to exploit the associated optimization potential.

As companies automate more, more automation specialists are needed. Robotic Process Automation experts in particular are in high demand, as there are currently relatively few specialists in this field.

In the first chapter, you'll learn why career opportunities in Process Automation look great today and will continue to do so in the future.
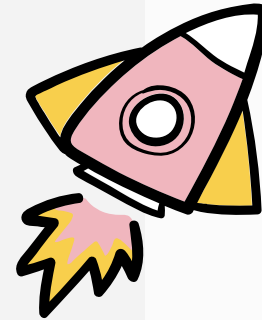
The Process Automation Rocket just has started
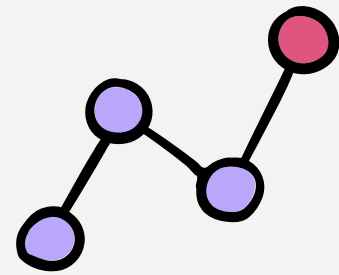
50% market growth in the next three years*

Reviews of software providers, such as e.g. **Celonis and UiPath shoot into the height****
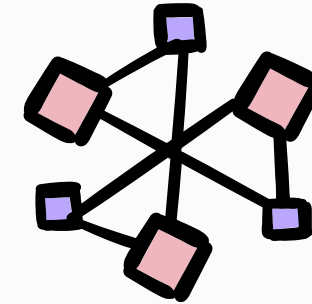
According to market research firm Gartner, the **market for hyperautomation technologies** will reach **$596 billion in 2022**, up from **$481.6 billion in 2020.**

It's the perfect time to get into the Process Automation industry!

* Think Automation
** Forbes
*** McKinsey

Now a career in Process Automation?

Efficiency pressure
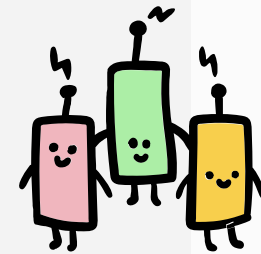
Company
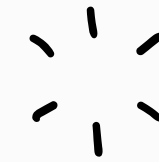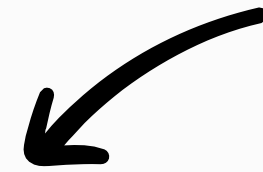
Artificial Intelligence
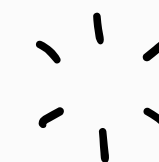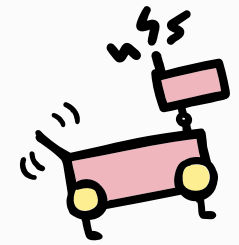
Structured Data/Cloud
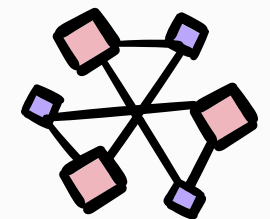
Low Code/ NoCode
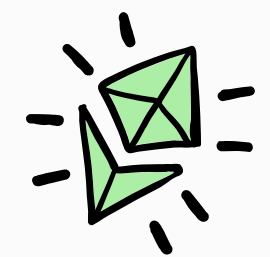
The pressure on companies to be efficient is increasing all the time, which is why companies are turning to automation technologies to make their processes more efficient and withstand the pressure. In order for automation technologies to be used correctly, experts are needed who are familiar with the technologies. This is therefore a perfect career foundation.

Automation pillars

Automation and AI are changing the skills that workers need

(Total: USA & 14 Western European countries)

	Physical & manual	Basic cognitive	Higher cognitive	Social & emotional	Techno-logical
Skills →					
Hours spent 2016 →	**203 billion**	**115 billion**	**140 billion**	**119 billion**	**73 billion**
Skills with the greatest change in demand →	• General device operation • Inspection & Monitoring	• Classic data input • Classical writing, calculating and Communication ability	• Creativity •Complex information interpretation	• Entrepreneurship • Initiative • Leadership	• IT Skills & Programming • Classic Digital Skills
Change of the spent Hours until 2030 in %. →	-14	-15	8	24	55

Source: Skill Shift: Automation and the Future of the Workforce. McKinsey 2018.

Dazzling growth rate

Through technologies, such as RPA, companies can work more agilely, flexibly and efficiently. As mentioned earlier, the pressure for efficiency is very strong. Through process automation, companies can increase the efficiency of their processes and save costs by using their workforce more effectively.

Other reasons for the good growth rates are:

- Process Automation can simplify the increasingly popular remote work and reduce costs for additional employees.

- Companies have an increased customer-centric mindset and therefore an additional surge in demand for process automation solutions during the forecast period.

- Cloud-based digital process automation services and solutions in enterprises are becoming more and more common
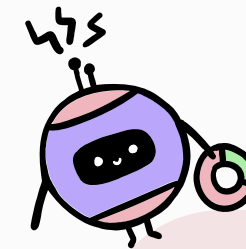
Facts

According to a study by Grand View Research, the global market for RPA will grow at a compound annual growth rate (CAGR) of 40.6 percent from 2020 to 2027. The driver of the market growth is the increasing demand for Automate redundant business process tasks and invest in AI and ML improvements.
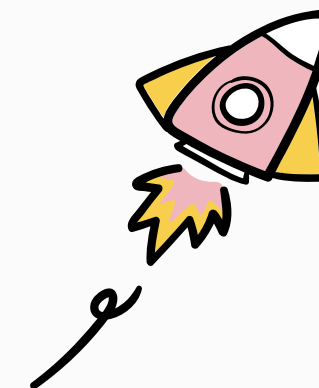
Jobs without end

There are numerous possibilities for automation experts, such as working in a company's own Automation Center of Excellence or in a specialist department such as HR, Supply Chain, Finance, etc. in order to implement automation solutions internally for the respective specialist departments.

A job as an external automation expert is also possible - either in a consulting company or as a freelancer. Tasks include, for example, setting up/maintaining Process Automation solutions or also as a job as a developer at an automation provider such as Automation Anywhere, Celonis or UiPath.

With the appropriate automation skills, you can also pursue your job opportunities in process automation on a full-time or part-time basis.
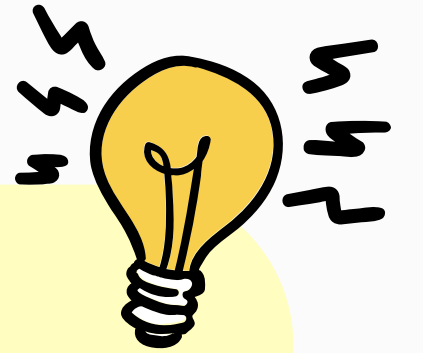
Facts

Process automation experts are more in demand than ever. According to estimates, there are currently 5 million jobs worldwide waiting for an expert in this field - and the trend is rising.

Currently, about 61 percent of RPA specialists work in-house and 39 percent work for a consulting firm that develops automation for customers.

No industry/specialty restriction

Companies in all industries rely on process automation, which is why process automation specialists are sought after and urgently needed across all industries. The following are some example industries, but there are many more industries where Process Automation provides benefits.

Industries where Process Automation makes sense:

- Retail : Many processes can be automated.
- E-commerce: Process Automation makes it easy to manage changing order and shipping statuses & update customers.
- Banking sector: Lengthy processes surrounding the input and exchange of information can be automated.
- Insurance industry: Lengthy, multi-step claims processes and document-intensive workflows can be effectively automated.

- HR departments: Hiring employees, processing absences or expense reports are time-consuming, repetitive activities that can be automated.

Facts

By implementing RPA, companies can typically save 20 to 30 percent in costs by improving efficiency, reducing errors and improving compliance.
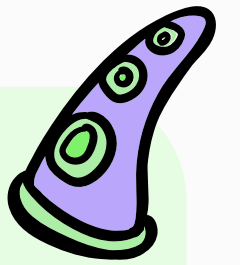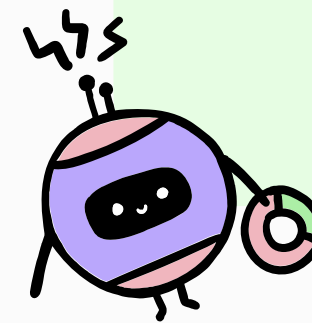
DREAM JOBS IN THE AUTOMATION INDUSTRY

In the following chapter, we will introduce you to some Process Automation jobs that might interest you. Since process improvement and process automation go hand in hand in many companies, "automation dream teams" are in demand. For this reason, automation jobs are in high demand.

Process Automation activities range from imparting technical knowledge to the ability to identify inefficiencies within existing processes, streamline workflows, minimize process exceptions, and reduce data silos and bottlenecks, among others.

As technologies evolve, more exciting jobs will develop in this field in the near future, so stay tuned!

The automation dream team

Finance Automation Agent

Finance Expert

HR Automation Agent

HR Expert

Automation Agents

Automation Strategist

Automation Change Manager

Automation Developer

Automation Architect
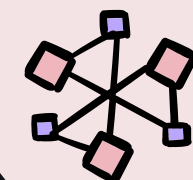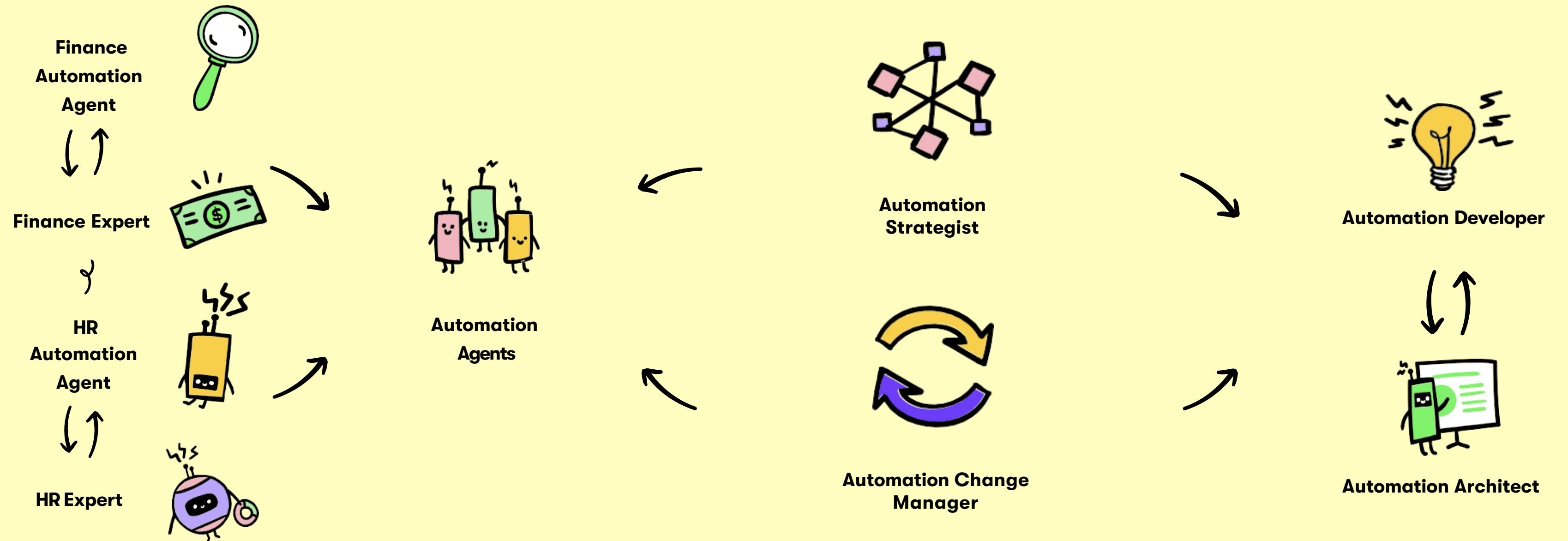
Automation Strategist: Strategy &Management

Main tasks

The automation strategist is not only familiar with the company's business processes in general, but also knows and understands the latest relevant automation and process mining technologies and knows how to combine the two in a far-sighted manner. The hybrid use of different automation technologies, such as cloud automation, is just as familiar to him as the use of process mining tools. He is a well-connected generalist and visionary who, with creativity and strong communication skills, is able to successfully orchestrate the necessary change management in the respective department. He wears the hat for all automation projects of the business department and closes the gap between the business department and a Center of Excellence as the executing organization of automation within the company.

Main areas of application

- Proof of Concept: RPA is not always the method for process automation. There are a variety of alternative options - this choice often poses a problem. The Automation Strategist helps to avoid cost-intensive mistakes in the POC phase.
- Head of a specialist department: With the know-how of the Automation Strategist, department heads are empowered to make process automation a high-priority topic in their specialist department. Processes can then be driven forward by the Automation Strategist himself.
- Consulting firm: The Automation Strategist is ideally suited to provide customers with a holistic picture of automation. He is able to choose the perfect approach and technology for each customer.

Automation Strategist Skills

Tech / Coding Skills

Organizational talent

Empathy

Process knowledge

Trend sense
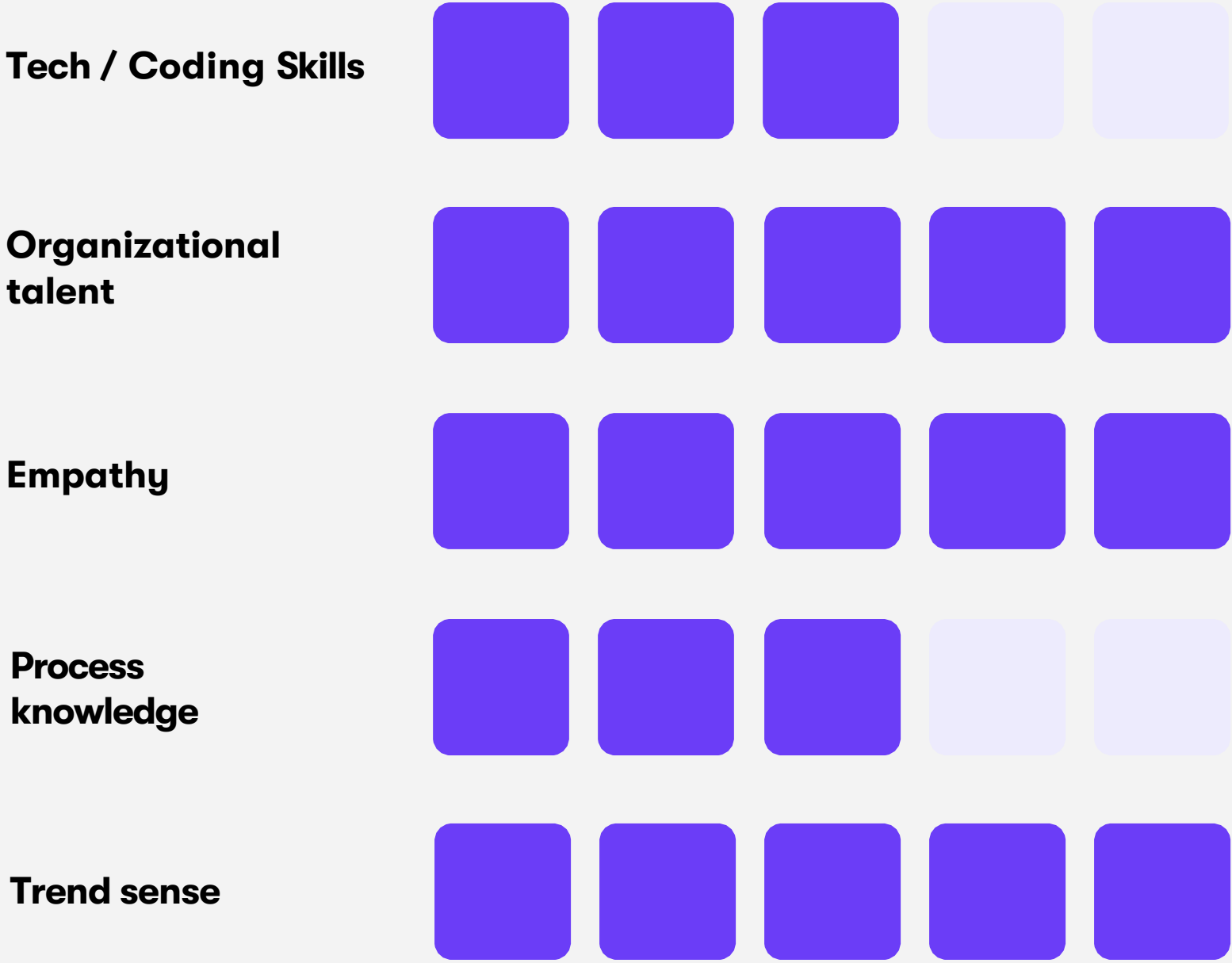
Automation Agent - Expert in the field

Main tasks

Ideally, each department has an Automation Agent. A Finance or HR Automation Agent can, for example, be 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 pronounced 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 optimization, and to submit corresponding proposals for process automation.

Future prospects

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

In the future, Automation Agents will be even more in demand, as they are experts in certain areas and expert knowledge is urgently needed in the automation process. Working as an Automation Agent Freelancer is also attractive, as you can work in many industries and the daily routine always remains exciting.

Automation Agent: Skills

Tech / Coding Skills
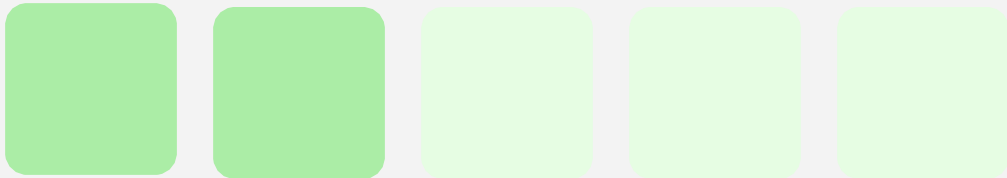
Organizational talent

Empathy

Process knowledge

Trend sense

Automation Architect - professional for the infrastructure

Main tasks

The Automation Architect designs the necessary IT infrastructure for the automation projects and keeps an eye on the costs for tools and technologies.

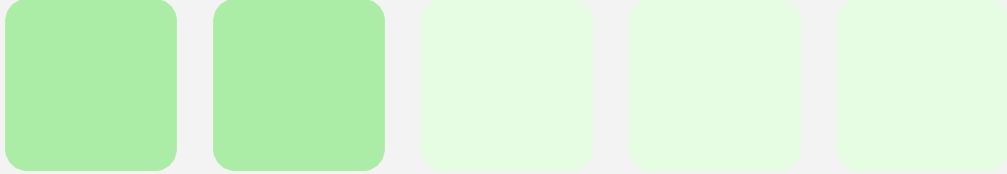His responsibilities include enabling the development and deployment of the Process Automation solution and overseeing the initial setup of the infrastructure for the development, test and production environment. He is responsible for ensuring that all members of the CoE, including stakeholders agree on the best practices to be followed. Works with the Business Analyst on the feasibility and optimization of the automation project, is responsible for time and cost estimation, and schedules technical meetings to be held during the process.

* Stepstone

Example RPA Solution Architect: Requirements and Salary

A good RPA solution architect takes care of the developers and developers by constant monitoring and helps in troubleshooting and fixing the problems. He owns the version control and ensures that logging and reporting is done according to the specified requirements.

The earning potential is on average € 62,900 per year* (gross).

Automation Architect: Skills

Tech / Coding Skills

Organizational talent

Empathy

Process knowledge

Trend sense

Automation Change Manager - Bridge Builder

Main tasks

The Automation Change Manager carries the change initiatives from the CoE to the business departments, shares success stories and helps the business departments with the transformation. Here, in addition to a fundamental understanding of automation technology and business processes, a great deal of empathy and communication skills are required.

Empathy and a good sense

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.

Automation Change Manager: Skills

Tech / Coding Skills

Organizational talent

Empathy

Process knowledge

Trend sense
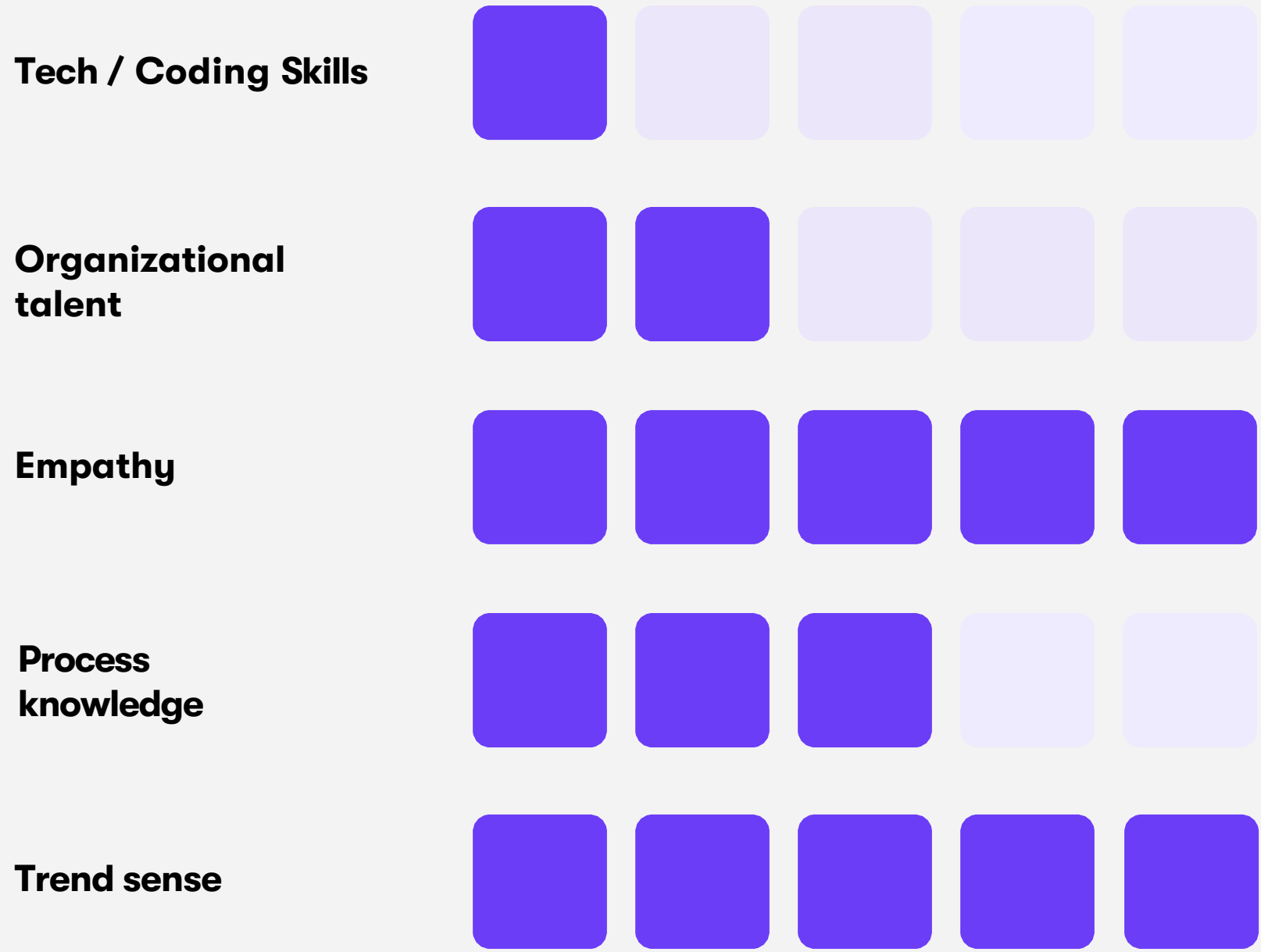
# Automation Developer - for the implementation

Main tasks

Design, develop and implement software robots or bots to work with humans to improve the efficiency of business processes. Review the feasibility of the automation or process and, if appropriate, design and develop the future state of that process.

Bright future

A bright future awaits the Automation Developer, as process optimization in companies is moving in the direction of complete automation and thus more and more needs to be automated. This means experts are currently very much in demand - and the trend is rising.

* Stepstone
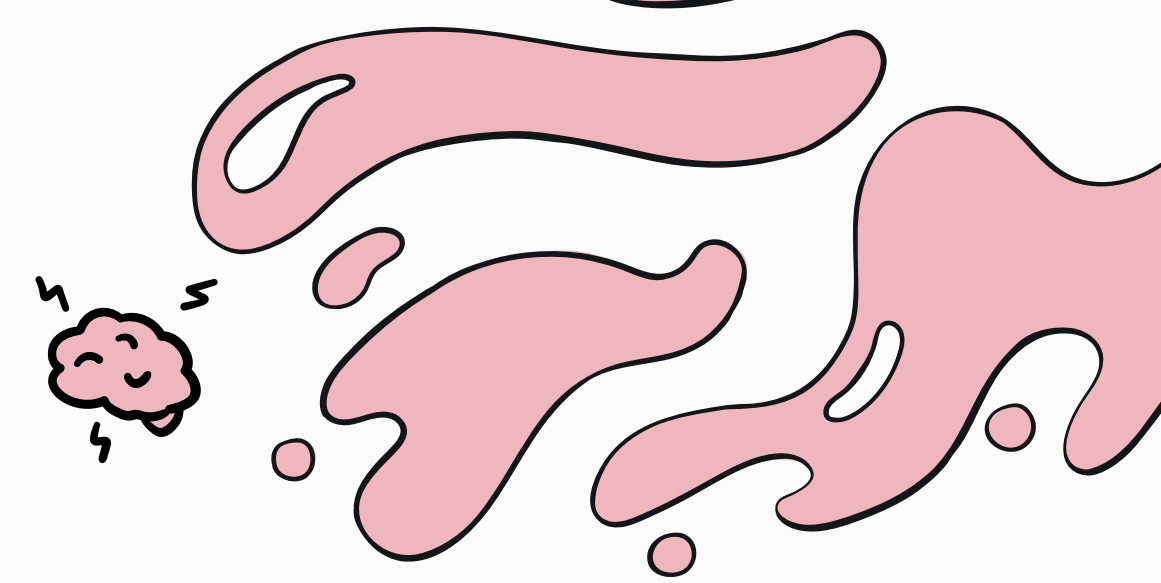
Example RPA Developer: satisfaction and salary

According to UiPath's 2020 RPA Developer Report, 96% of RPA professionals are satisfied with their careers and 84% of RPA developers believe their work as an expert will positively impact their next career move.

The expected salary is approximately between €57,168 and €73,872 per year (gross).
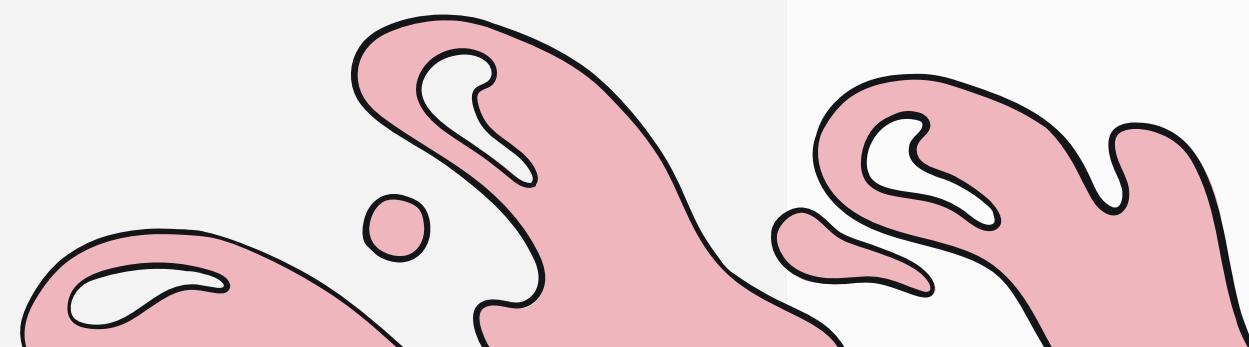
Automation Developer: Skills

Tech / Coding Skills

Organizational talent

Empathy

Process knowledge

Trend sense
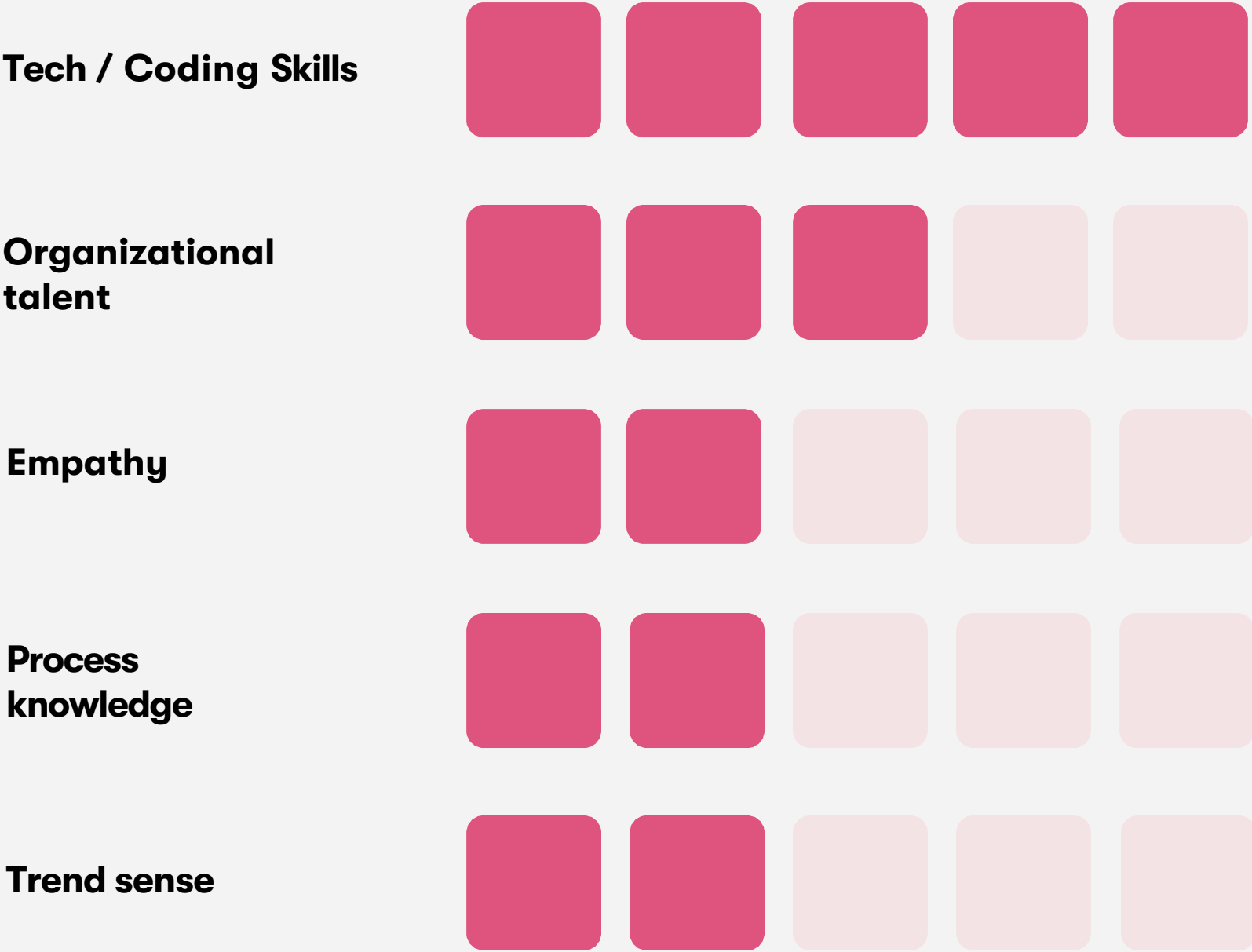
FURTHER EDUCATION OPPORTUNITIES

If you're thinking about taking your chance in process automation, you don't necessarily have to already have basic technical skills to improve your career prospects.

With the tremendous growth potential of process automation and the demand for suitable automation professionals, RPA training providers have mushroomed. Their mission is to train those who want to adapt their knowledge to this evolving market.

The range of training courses on offer is as diverse as the number of providers, but they don't always deliver what they promise in terms of quality. That's why, in the fourth chapter of this e-book, we introduce you to training providers you can rely on!
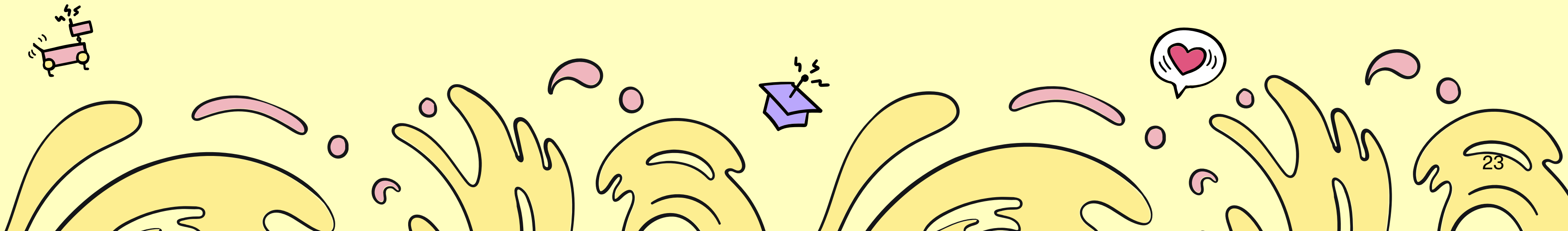
Continuing education – What you should pay attention to!

Automation technologies have a very high pace of innovation. Most companies expect candidates for an RPA position to have a minimum education, but even better a recognized certification, which can be obtained in a good advanced training.

Good training programs should include the following:

- State-of-the-art learning technologies and methods, with a holistic technological perspective to build the necessary competencies for automating processes.
- On the one hand, an effective training plan builds on the latest scientific learning methods; on the other hand, it also takes into account strategies that combine a high level of motivation to learn, the sustainable transfer of knowledge and the use of state-of-the-art technologies.
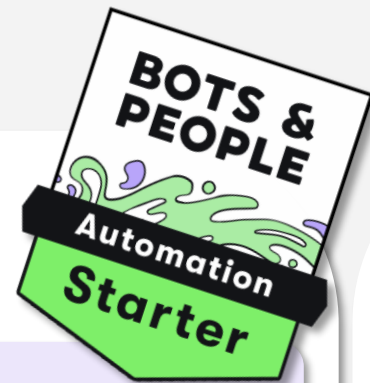
Tip

Automation Academies offer efficient 360° training with a lot of content and practical use of new tools and methods that go beyond classic webinar and online training forms, thus taking into account the hybrid use of different automation technologies.
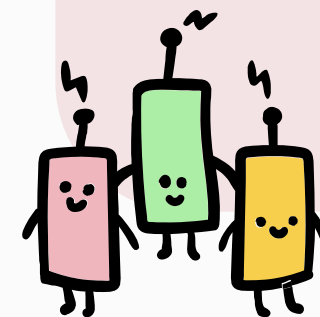
AUTOMATION POOL

Starter

A1	Automation History
A2	Automation Overview
A3	Process Understanding
A4	Automation in companies
A5	Data & Automation
A6	Practical Automation Examples

Agent
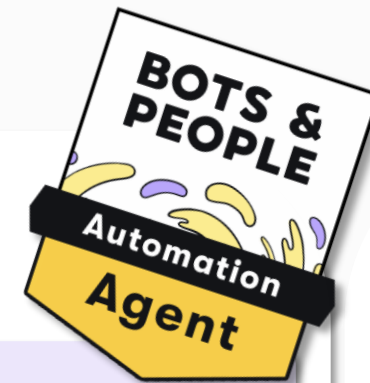
B1	Process Design
B2	Automation Lifecycle
B3	Automation Lifecycle in practice
B4	Benefits & KPIs of an automation project
B5	Tools & Technologies
B6	How To Tell & Sell

Leader
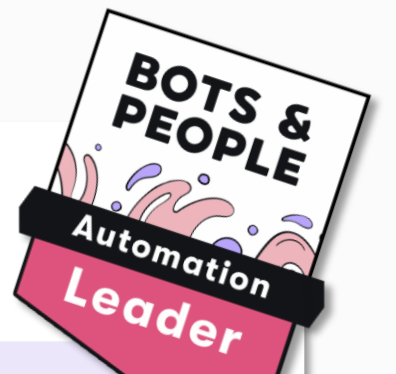
C1	Economic relevance of Automation
C2	The Automation Market
C3	Automation Strategy
C4	Automation Initiative
C5	Automation Infrastructure
C6	Future of Automation

AUTOMATION STRATEGIST

Macro Level

C1	Economic relevance of Automation
C2	The Automation Market
D1	Tools & Capabilities
C3	Automation Strategy
C4	Automation Initiative

Meso Level

D2	Governance & Politics
D3	Automation Infrastructure (Tech)
D4	Change Management

Micro Level

D5	Kick Off: Own Case

BOTS & PEOPLE
Automation
Strategist

AUTOMATION STARTER

Recommended Learning Path:

A1	Automation History
A2	Automation Overview
A3	Process Understanding
A4	Automation in companies
A5	Data & Automation
A6	Practical Automation Examples

Description:

On this learning path you will get to know what automation means and how the world of automation has developed in the recent years. Get an insight into the history of automation and a current market overview. Understand what exactly processes are and how different automation processes merge inside the company. The organization and the different roles in the company will also be addressed. In addition, we will present various practical examples from real companies.

✅ Total duration: 4 - 5 hrs

✅ No previous experience necessary

✅ Perfect for anyone who wants to build a basic understanding of the topic of automation

✅ Included in Membership Essential

✅ Own Discord Channel and regular Q&A sessions
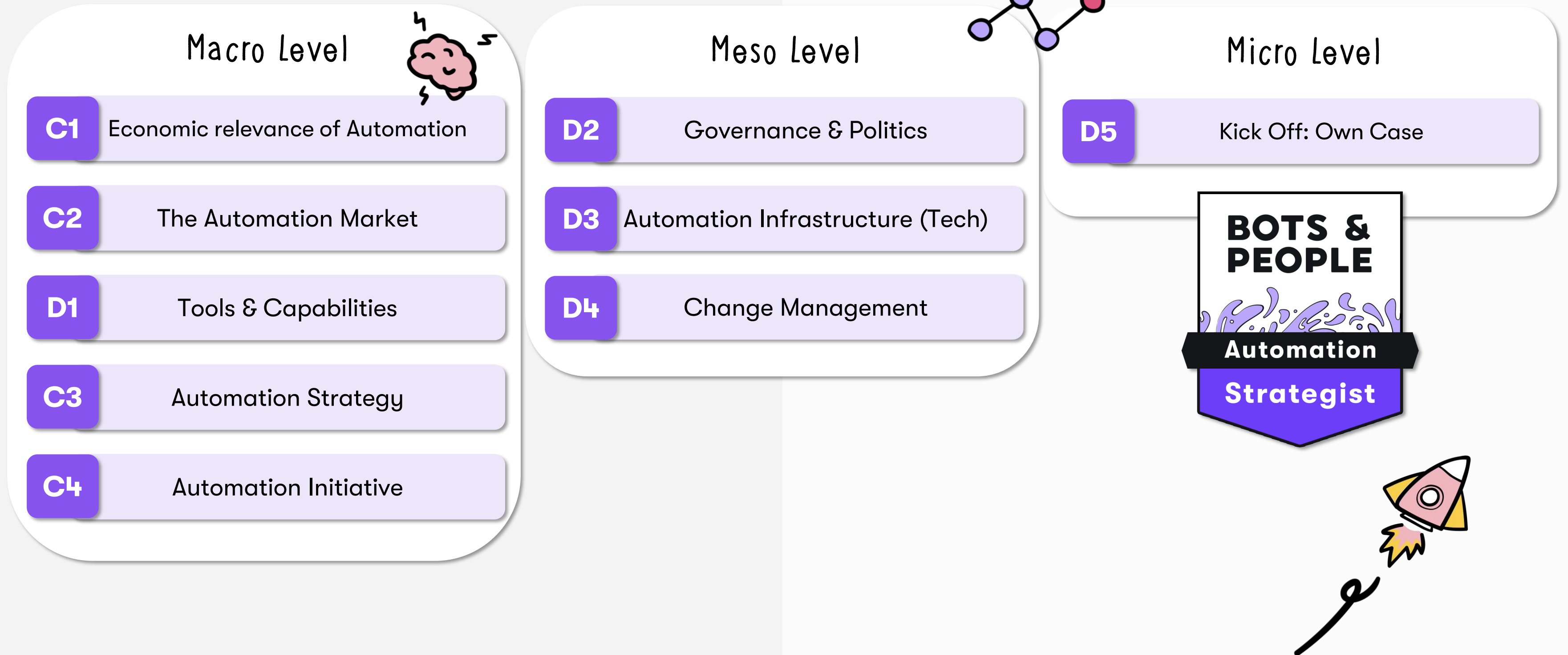
AUTOMATION AGENT

Recommended Learning Path:

B1 Process Design

B2 Automation Lifecycle

B3 Automation Lifecycle in practice

B4 Benefits & KPIs of an automation project

B5 Tools & Technologies

B6 How To Tell & Sell

Description:

Learn how to identify and leverage automation potential. Implement your ideas in a process model, understand the flow of an automation project and calculate the KPIs and the business case. Get an overview of the common technologies and tools on the market and learn how to make the right choice for your process. Also, learn how to convince other stakeholders of the potential of your automation project.

✅ Total duration: 10 - 15 hrs

✅ Basic automation knowledge required

✅ Perfect for anyone who wants to identify automation potential and take it to the next level

✅ Included in Membership Essential

✅ Own Discord Channel and regular Q&A sessions

AUTOMATION FOR LEADERS

Recommended Learning Path:

C1 Economic relevance of Automation

C2 The Automation Market

C3 Automation Strategy

C4 Automation Initiative

C5 Automation Infrastructure

C6 Future of Automation

Description:

Understand what process automation means, what an automation mindset entails, and how to set up the right automation strategy for your team. Learn about the full lifecycle of an automation project and what steps need to be taken to be successful. Get first-hand knowledge from automation experts and learn about the do's and don'ts in the automation game.

✓ Total duration: 4 - 5 hrs

✓ Perfect for anyone who wants to be a pioneer in the automation game

✓ Included in Membership Essential

✓ Exclusive Leadership Discord Channel incl. events (access on request)

AUTOMATION STRATEGIST

Description:

Deepen your knowledge from the previous learning paths and get deeper insights in the tools and technologies. Learn more about the current automation market, which licensing models are available and which future prospects the topic of automation brings. Dive deeper into the topics of governance, change management and decision matrix and gather the know-how to successfully lead an automation project in the company.

The focus is more on the strategic considerations; operational use cases are only addressed on the side.

✅ Total duration: 30 - 45 hrs

✅ All modules included in Membership Pro

✅ Strategic orientation of the content

✅ Flexible learning times, **no** live touchpoints

✅ Exclusive Community Channel

CONCLUSION

If any of these jobs appeal to you, the automation industry interests you, and you enjoy evaluating, analyzing, and optimizing business processes, then you should consider a Process Automation career!

According to the Emerging Jobs Report 2020, the annual growth rate for RPA job postings is a whopping 40% - so there's a good chance there's a job for you. New innovations and technologies in process automation are also creating numerous career opportunities. In addition, compensation is expected to be 30% higher than other jobs in the IT industry.

Since RPA, as well as AI or machine learning, are emerging technologies, now is the perfect time to invest in your career, whether with an apprenticeship, degree or continuing education.

So take the plunge and become a Process Automation Expert!

Your Job is safe;
your role is not!

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WANT TO LEARN MORE?

yes!

Learn more

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