Fraport

FRANKFURT AIRPORT

Fraport joined forces with Bots & People and took part in a training at the Automation Academy. The goal was to educate Fraport employees on Process Automation and Artificial Intelligence.

Introduction

For some time, Fraport had been interested in covering various topics of digitization internally in order to continuously uncover and successfully exploit potential within the company. The company paid particular attention to the area of artificial intelligence.

The aim of the collaboration was to develop and expand competencies in the area of artificial intelligence and to use them to take the company's already established process automation to the next level.
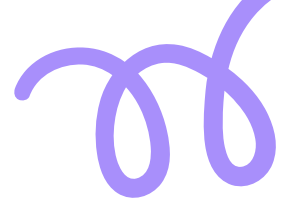
The circumstances that other companies were already dealing with AI and the feeling that potential use cases were available in the company itself, but that the skills to implement them were lacking, ensured that Fraport

actively started looking for suitable training courses for its employees.

Based on the positive experience of an employee who had already successfully completed the Automation Strategist training at Bots & People, where he was able to learn about the possibilities of practical implementation of AI and Process Automation, Fraport ultimately decided to take the AI Tech Intro at the Bots & People Automation Academy.

Fraport AG (from Frankfurt Airport; under commercial law: Fraport AG Frankfurt Airport Services Worldwide), headquartered in Frankfurt am Main, is the listed operating company of Frankfurt Airport. With around €3 billion in annual revenue, more than 18 thousand employees, and eight airports outside Germany, the company is one of the most important airport operators in the world.

The Journey begins

Each Tech Intro covers a new, exciting topic to broaden the knowledge in the world of automation. The AI Tech Deep Dive from Bots & People is suitable for companies that have already built up competencies and structures in process automation.

The primary goal of the week-long AI Tech Deep Dive - which was still slightly modified to suit Fraport's needs - was not only to feed employees with content-related knowledge about artificial intelligence but also to underpin the practical use of this technology in the area of process automation with practical examples.
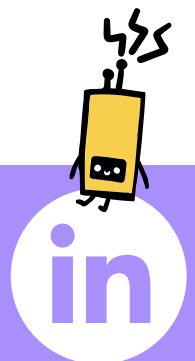
Trainer

The respective Tech Intros are accompanied by different trainers, each of whom is an expert in their field:

Dr. Sandro E.F. Lombardo
Senior AI Engineer and Manager

Sandra Dallmann
AI Manager Sandra Dallmann

Topics

The following topics were covered by the AI Tech Intro:

- **Components of AI systems**

- **AI systems capabilities**

- **Learning behavior of AI systems**

- **Application possibilities AI & Process Automation**

- **OCR (Optical Character Recognition)**

- **NLP (Natural Language Procession)**

- **Identify & evaluate AI use cases**

- **Setup & implementation of AI projects**

- **Important roles in AI projects**

Results

After completion of the Tech Deep Dive, the participants had been able to acquire a wide range of knowledge and skills (see upper section). Fraport particularly emphasized the high proportion of practical experience compared to theoretical knowledge transfer.

The demystification of the topic of artificial intelligence based on the detailed elaboration of how it works was also emphasized by the participants, as it increases their own spectrum of possible areas of application.

Accordingly, it was no surprise that this AI Tech Deep Dive evolved into an internal follow-up project that combined the OCR (Optical Character Recognition) technology covered in the course with process automation. This project resulted in a projected savings of 3 FTEs per year (no layoffs).

"We got exactly what we wanted. It was strongly practice-oriented and that is exactly what I appreciate so much about Bots & People. For me, that's what sets it apart from other providers."

Sebastian Fay

Happy End

All participants already had experience in the field of automation. The need to expand these competencies with the component of artificial intelligence has been successfully achieved and had a direct impact on the internal processes and overall efficiency of the company. All participants have the opportunity to deepen their knowledge and skills through further subsequent training. It is safe to say that the already one-week but intensive program could provide the participants with a solid basis for further successful projects.
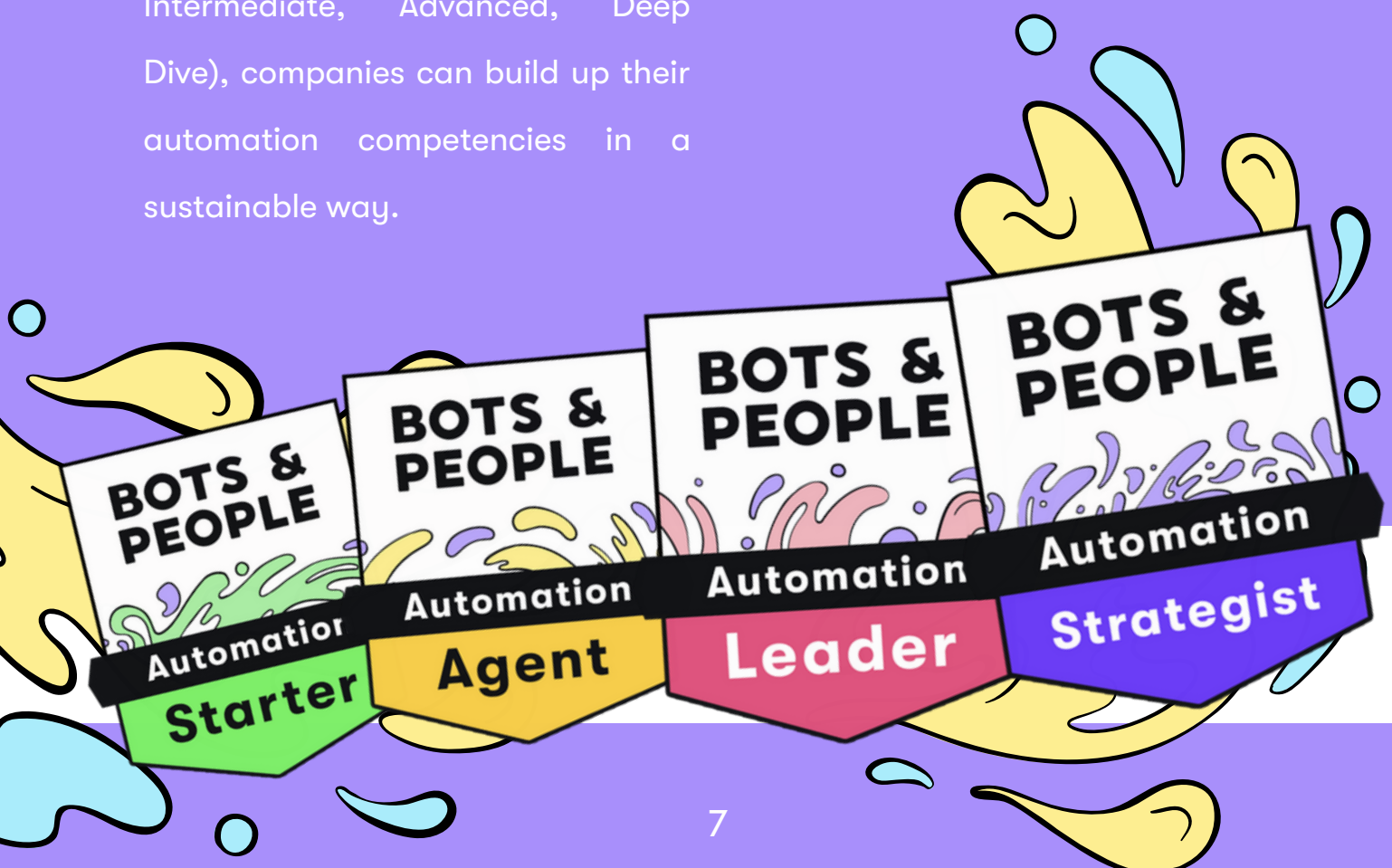
BOTS & PEOPLE
AUTOMATION ACADEMY

The Bots & People Automation Academy offers thematically sequenced and/or complementary learning tracks in the area of process automation and its related technologies. Depending on the required job profiles (Project Manager, Developer, Seller, etc.) and levels of difficulty (Beginner, Intermediate, Advanced, Deep Dive), companies can build up their automation competencies in a sustainable way.

Additionally, because the varying needs of organizations occasionally require a customized approach, Bots & People offers to work with the Learning Team to design and execute a customized Learning Journey based on the skills and objectives needed. (insert)

BOTS & PEOPLE — Automation Starter

BOTS & PEOPLE — Automation Agent

BOTS & PEOPLE — Automation Leader

BOTS & PEOPLE — Automation Strategist

WANT YOUR OWN SUCCESS STORY?

If you want to start automation projects with your team, we are here for you. Together we look at where your company stands and what needs to be done to increase effectiveness and internal expertise.

Book a meeting with us and get a non-binding consultation. We look forward to meeting you!

[Book a Meeting]

B&P