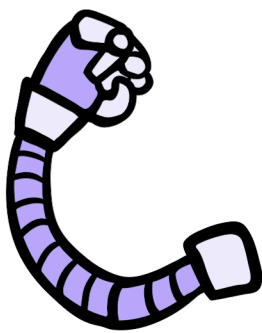
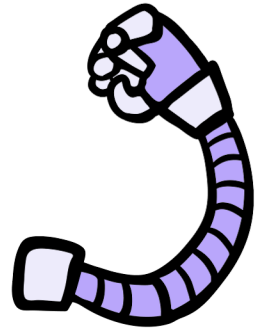


A TAG IMMOBILIEN



HERO STORY



FROM EMPLOYEE TO
CITIZEN DEVELOPER

MADE POSSIBLE WITH
WWW.BOTSANDPEOPLE.COM

CHALLENGES

High workload due to repetitive processes

Repetitive processes are the building blocks of efficiency - but true productivity can only come from automation, which frees up time for creative and strategic projects.



There are many activities that enable TAG Immobilien AG to be successful, and many of them they must be carried out regularly and accurately. Group accounting, especially, has many manual routine activities that are constantly expanding as a result of new regulatory requirements, increasing their complexity.

This leads to a rise in the workload, since the employees must carry out many repetitive tasks on one hand, and they must also cope with the constant changes.

To answer to this challenge, two colleagues from the group accounting department, supported by their manager, decided to further their education in the field of process automation.

"There are a lot of processes we still do manually, and there are always new requirements added to routine tasks."

—Citizen Developer Training Participant

SOLUTION

Becoming an Automation Hero

Before enrolling in the training, the two participants were inspired by a colleague who implemented a bot after attending a similar course with Bots & People.

The first bot created in this process has been active since March 2022 and alleviates the team's daily routine by reducing the time it takes to produce a report from about 30 to only 3 minutes. Inspired by the success, the two colleagues decided to take up further training to become Citizen Developers.

Both of them had a common goal: to acquire new digital skills and thus to relieve their team's workload with new automation solutions, thus future-proofing their internal processes.

Together with the Bots & People team and their trainer duo, Michaela Brandl and Enver Cetin, the two colleagues developed a customized solution that's integrated in their day-to-day work.

This provided for further training to become an RPA Citizen Developer with in-depth knowledge of the use of UiPath's software, dedicated coaching and peer-to-peer learning, which could be completed flexibly alongside the job.

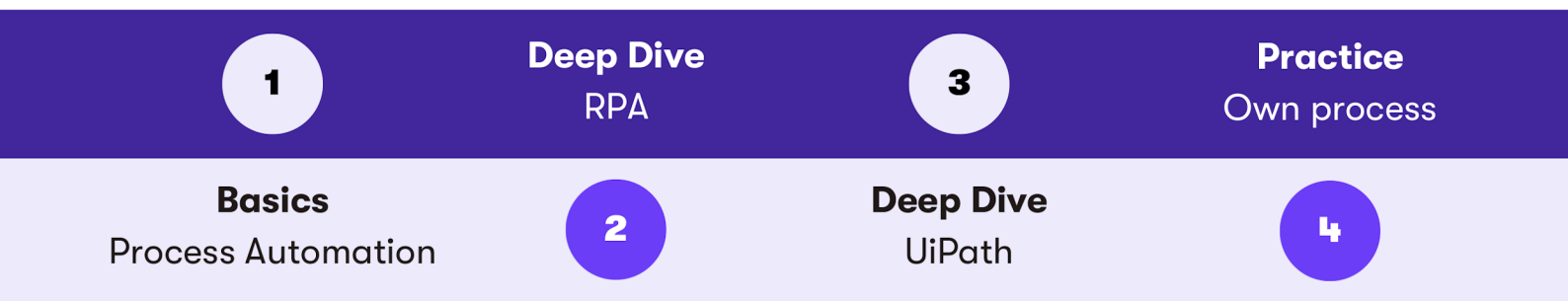
"It is clear that automation also reduces the error rate. You can be sure that the information is in the system on time and correctly."

– Citizen Developer Training Participant

SOLUTION

The Citizen Developer training

Four main components comprised the Learning Journey, which ultimately led to the acquisition of knowledge necessary to begin automating.



In total, the Citizen Developer training was designed to last six months, with one to two modules taking place each week.

The training included:

- ✓ Weekly use cases
- ✓ Peer-to-peer coaching
- ✓ Regular Q&A sessions
- ✓ UiPath setup & introduction
- ✓ Guided process recording & automation
- ✓ Process maintenance & error management
- ✓ Bots & People Certification



Enver Cetin

Expert in Change Management
Lecturer/Coach



Michaela Brandl

Expert in Robotic Process Automation
Lecturer/Coach

"We were delighted to accompany the participants on their automation journey. We were particularly impressed by their rapid progress, which was characterized by enthusiasm, excitement and fun."

Michaela Brandl & Enver Cetin, Trainer-Team

SOLUTION

From theory to first bot

To start, e-learning courses provided the basics around process automation that are important for building and implementing an automation project.

Next was a deep dive into RPA technology, followed by an introduction and in-depth look at how to use the UiPath RPA software. This phase was concluded with working on the first use cases.

The main part of the training consisted in linking theoretical content with practical applications and exercises. After the first milestones in the course content, participants were more confident and continued to be supported closely by the instructors as they started implementing their own solutions for automation.

Basics: Process Automation

Process Design

Automation Lifecycle

Project KPIs

Tools & Technologies

Stakeholder Management

Deep Dive RPA

Basics RPA

Intro UiPath

Use Case

Deep Dive: UiPath

Deep Dive UiPath

Use Cases

Practise

Process recording

Process automation

RESULTS

Two bots and a steep learning curve

As a result of their six-month Citizen Developer training, participants not only received a certification, but also acquired extensive automation skills which materialized in two ready-to-use bots. Starting with the second quarter of 2023, group accounting department's workload is greatly reduced thanks to their new virtual helpers.

BOT 1: ENTRY OF FOREIGN CURRENCY RATES

The process maps the automated entry and storage of foreign currency rates in the system. The automated solution ensures **timely completion and high quality**.

BOT 2: CONSTRUCTION BOOK ACTIVATION

The process provides for automated capitalization of construction costs for an asset under construction. The automated solution enables the saving of **half a day per month per employee***.

Another learning from the project is the importance of involving the IT department in automation projects at an early stage, so as to eliminate any stumbling blocks, such as questions relating to authorizations.

The future speaks process automation

The team of the group accounting department already has a list of further business processes with automation potential, which they plan to implement to unlock new time savings and expand their newfound skills.

WANT YOUR OWN SUCCESS STORY?

Learn more about what we do at Bots & People and how we can help you train your talent and advance your process excellence goals.



BOOK A MEETING



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