CAMUNDA CON LIVE

RPA with Camunda in Real Life Projects

Stephan Heigl & Alexander Dziendziol-Dickopf, WDW eLab GmbH

CAMUNDA CON LIVE



Camunda in Action

RPA with Camunda in Real Life Projects

presented by Stephan Heigl and Alexander Dziendzol-Dickopf WDW eLab GmbH

RPA - Robotic Process Automation





BOT = ROBOT -> Single excecution or one specific solution



Project Examples for the Use of Camunda DVAG / Telekom







Investment Advisor





Net Income 2020





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Investment Advisor





Net Income 2020





DVAG – Digitization Initiative





DVAG – Example Process





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DVAG – Example Process





DVAG – Mainframe



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				TESTSYSTEM (FA-CICS)
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Deutsche Telekom – Example Process



Ranking Camunda Benefits

Camunda @DVAG



Business/IT Collaboration

WDW CONSULTING GROUP



Developer Friendly & Agile



Open Source & Standards-based



Cost-Effective



Highly Scalable

Ranking Camunda Benefits

Camunda @DVAG



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DVAG – Mainframe Time Frame



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DVAG - Architecture



DVAG - Acceptancy Ratios



Telekom - Architecture



Telekom - Queueing



Telekom - Facts





~2 Mio. executed <u>main</u> process instances



~400 BPMNs



3 Mio.

executed Decision-instan ces



~270 DMNs



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12 process designers

Different Projects – Different Challenges



Technical Challenges

- Underestimated complexity of customer BPMNs
- Create sufficient and DPR-proof pull-principle for RPA-bots in a multi-tenancy-environment

Practical Challenges



- Mainframe integration
- Feature-related challenges

Wrap Up – DVAG / Telekom

With RPA and without RPA



Be Open

Consider uncommon solutions



Challenge Best Practices

No one-size-fits-all



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Be Close

Always decide what brings you closer to the business department



Camunda and its toolbox is suitable for projects of different size and

type





CALL US





Questions?



Thank you very much.

For any questions and support do not hesitate to contact us!



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WDW eLab

Industry focus

- **Telecommunications**
- Insurance companies
- Banks

Employees

Expert knowhow by over **100** employees

Core competence

- Software Development
- Consulting
- Managed Services



Experience with camunda

CERTIFIED

Platinum

Partner

- Camunda know how since 2014
- ~20 Camunda Experts
- Camunda Community Contributions such as

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Camunda BPM Process Test Coverage Camunda Tasklist Processtree Plugin Camunda BPM Assert Scenario Camunda BPM Camel

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Project examples for the use of Camunda





EasyVB

Periode:	10/2018 - 07/2020 (PoC \square Digitization and RPA
Team:	5 - 8 persons
Scope:	Step-by-step expansion and complete
digitization	of 5 processes
Enabl	ing the digitization of analog order entries
Structure:	Assignment via the departments
Method:	SCRUM

User: Investment Advisor Clerk

Particularities:

- Non-IT-project (driven by the Operations Department)
- Part of the change initiative "Digitalization Operations"
- Assignment via the department



Deutsche Telekom

OREO

Periode:	07/2019 - until now
eam:	12 persons

Scope: Create a platform for RPA-Driven automations for the whole DTAG Service department

Structure: Targets by costumer / Implementation by WDW

Method: Kanban

User: RPA-Automations

Contact Center Agents / Field Agents Telekom Shops PO

•••

Particularities:

- Assignment and implementation in the relevant departments (shadow-IT)
- Optimization of existing RPA infrastructure



Project examples for the use of Camunda DVAG / Telekom

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Monitoring Examples



