

aractech
Global Learning for Operational Leaders

DIGITAL INNOVATION AND TRANSFORMATION | DIT-066

Business Process Digitalisation and Workflow Automation

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Course content

Why Attend

Many organisations still rely on paper forms, email approvals, spreadsheets and manual handoffs to run their core processes. These ways of working slow service delivery, hide performance problems and frustrate employees and customers alike.

Business process digitalisation redesigns processes for the digital age and uses workflow platforms, e-forms, integration and automation to make them faster, more transparent and easier to improve.

Course Methodology

• This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes an interactive mixture of lecture-led learning, case studies, practical exercises and group discussions.

Course Objectives

• Understand core principles and best practices covered in Business Process Digitalisation and Workflow Automation.

• Apply practical techniques to day-to-day operational challenges.

• Build an implementation action plan suitable for your organization.

Target Audience

• Process owners and business process managers

• Business analysts

• Digital transformation and excellence teams

• Operations and shared services managers



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Course outline

Detailed course outline

Day-by-day outline for Business Process Digitalisation and Workflow Automation.

Day 1 - From Manual to Digital Processes

- 09:00-09:30 | The Case for Digitalisation: Speed, cost, transparency, compliance and experience benefits
- 09:30-10:00 | Digitisation, Digitalisation and Digital Transformation: Understanding the differences
- 10:00-10:30 | Process Management Fundamentals: Process architecture, ownership and performance
- 10:30-11:00 | Common Process Pain Points: Delays, rework, handoffs and lack of visibility
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Case Studies: Digital process transformations in government, banking and healthcare
- 12:30-13:00 | Prioritising Processes: Value, volume, complexity and readiness criteria
- 13:00-14:00 | Exercise: Build a prioritised list of processes for digitalisation

Day 2 - Process Discovery and Analysis

- 09:00-09:34 | Process Discovery Methods: Workshops, interviews, document review and observation
- 09:34-10:08 | BPMN Essentials: Events, activities, gateways, pools and lanes
- 10:08-10:42 | Current State Mapping: Capturing how work really happens
- 10:42-11:00 | Process Analysis Techniques: Value-added analysis, bottlenecks and root causes
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Process Analysis Techniques: Value-added analysis, bottlenecks and root causes (continued)
- 11:46-12:20 | Process Mining: Using system data to understand process performance
- 12:20-12:53 | Measuring the Baseline: Cycle time, cost, volume and error rates
- 12:53-14:00 | Lab: Map and analyse a current-state process in BPMN



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Day 3 - Designing Digital Processes

- 09:00-09:54 | Digital Design Principles: Digital by default, once-only data entry and self-service
- 09:54-10:21 | Eliminating Waste: Removing unnecessary steps, approvals and documents
- 10:21-10:48 | Business Rules and Decision Logic: Automating decisions consistently
- 10:48-11:00 | Digital Forms and User Experience: Designing simple, accessible e-forms
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Digital Forms and User Experience: Designing simple, accessible e-forms (continued)
- 12:12-12:39 | Integration Needs: Connecting workflows with ERP, CRM and other systems
- 12:39-13:06 | Controls and Compliance: Audit trails, segregation of duties and data protection
- 13:06-14:00 | Workshop: Design a future-state digital process

Day 4 - Workflow Platforms and Automation

- 09:00-09:30 | Platform Options: BPM suites, low-code platforms, ERP workflows and collaboration tools
- 09:30-10:30 | Low-Code Workflow Development: Building workflows with business-friendly tools
- 10:30-11:00 | Robotic and Intelligent Automation: Where RPA and AI fit in digital processes
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Document Management and E-Signatures: Going paperless securely
- 12:00-12:30 | Notifications, Escalations and SLAs: Keeping work moving
- 12:30-13:00 | Platform Selection Criteria: Fit, scalability, cost, security and support
- 13:00-14:00 | Demonstration: Building a digital approval workflow on a low-code platform



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Day 5 - Implementation, Adoption and Improvement

- 09:00-09:39 | Implementation Approach: Pilots, phased rollouts and agile delivery
- 09:39-10:18 | Testing Digital Processes: Scenarios, user acceptance and performance testing
- 10:18-10:57 | Change Management: Engaging employees and process users
- 10:57-11:00 | Training and Support: Helping users adopt new ways of working
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Training and Support: Helping users adopt new ways of working (continued)
- 12:06-12:44 | Process Performance Dashboards: Monitoring KPIs in real time
- 12:44-13:22 | Continuous Improvement: Using data to refine digital processes
- 13:22-14:00 | Capstone: Participants present a digitalisation plan for a priority process



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Seminar dates

Available seminar dates

Live dates and pricing for Business Process Digitalisation and Workflow Automation generated from the course details page.

Date	Location	Format	Fee
4 - 8 January 2027	Rotterdam	Classroom	**€3,400**
11 - 15 January 2027	Dubai	Classroom	**€2,745**
18 - 22 January 2027	Cape Town	Classroom	**€1,895**
25 - 29 January 2027	Paris	Classroom	**€2,210**
1 - 5 February 2027	Dubai	Classroom	**€2,745**
8 - 12 February 2027	Amsterdam	Classroom	**€2,415**
15 - 19 February 2027	Dusseldorf	Classroom	**€3,400**
22 - 26 February 2027	London	Classroom	**€2,815**
1 - 5 March 2027	Cape Town	Classroom	**€1,895**
8 - 12 March 2027	Istanbul	Classroom	**€2,250**



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Date	Location	Format	Fee
15 - 19 March 2027	Dubai	Classroom	**€2,745**
22 - 26 March 2027	Barcelona	Classroom	**€2,175**
5 - 9 April 2027	Cape Town	Classroom	**€1,895**
12 - 16 April 2027	Frankfurt	Classroom	**€2,215**
19 - 23 April 2027	Dubai	Classroom	**€2,745**
26 - 30 April 2027	Kuala lumpur	Classroom	**€2,425**
3 - 7 May 2027	London	Classroom	**€2,815**
10 - 14 May 2027	Berlin	Classroom	**€3,400**
17 - 21 May 2027	Stockholm	Classroom	**€3,400**
24 - 28 May 2027	Cape Town	Classroom	**€1,895**



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Date	Location	Format	Fee
7 - 11 June 2027	Paris	Classroom	**€2,210**
14 - 18 June 2027	Dubai	Classroom	**€2,745**
21 - 25 June 2027	Amsterdam	Classroom	**€2,415**
5 - 9 July 2027	Dubai	Classroom	**€2,745**
12 - 16 July 2027	Malmo	Classroom	**€3,400**
19 - 23 July 2027	Cape Town	Classroom	**€1,895**
26 - 30 July 2027	Copenhagen	Classroom	**€3,400**
2 - 6 August 2027	Dubai	Classroom	**€2,745**
9 - 13 August 2027	Barcelona	Classroom	**€2,175**
16 - 20 August 2027	Cape Town	Classroom	**€1,895**



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Date	Location	Format	Fee
23 - 27 August 2027	Frankfurt	Classroom	**€2,215**
6 - 10 September 2027	Dubai	Classroom	**€2,745**
13 - 17 September 2027	Kuala lumpur	Classroom	**€2,425**
20 - 24 September 2027	London	Classroom	**€2,815**
4 - 8 October 2027	Istanbul	Classroom	**€2,250**
11 - 15 October 2027	Dubai	Classroom	**€2,745**
18 - 22 October 2027	Cape Town	Classroom	**€1,895**
25 - 29 October 2027	Oslo	Classroom	**€4,200**
1 - 5 November 2027	Dubai	Classroom	**€2,745**
8 - 12 November 2027	Amsterdam	Classroom	**€2,415**



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15 - 19 November 2027	Dubai	Classroom	**€2,745**
22 - 26 November 2027	Dublin	Classroom	**€3,360**
6 - 10 December 2027	Cape Town	Classroom	**€1,895**
13 - 17 December 2027	Istanbul	Classroom	**€2,250**
20 - 24 December 2027	Dubai	Classroom	**€2,745**
27 - 31 December 2027	Barcelona	Classroom	**€2,175**
4 - 8 January 2027	Online / Live	Online / Live	**€1,515**
11 - 15 January 2027	Online / Live	Online / Live	**€1,515**
18 - 22 January 2027	Online / Live	Online / Live	**€1,515**
25 - 29 January 2027	Online / Live	Online / Live	**€1,515**



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Date	Location	Format	Fee
1 - 5 February 2027	Online / Live	Online / Live	**€1,515**
8 - 12 February 2027	Online / Live	Online / Live	**€1,515**
15 - 19 February 2027	Online / Live	Online / Live	**€1,515**
22 - 26 February 2027	Online / Live	Online / Live	**€1,515**
1 - 5 March 2027	Online / Live	Online / Live	**€1,515**
8 - 12 March 2027	Online / Live	Online / Live	**€1,515**
15 - 19 March 2027	Online / Live	Online / Live	**€1,515**
22 - 26 March 2027	Online / Live	Online / Live	**€1,515**
5 - 9 April 2027	Online / Live	Online / Live	**€1,515**
12 - 16 April 2027	Online / Live	Online / Live	**€1,515**



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19 - 23 April 2027	Online / Live	Online / Live	**€1,515**
26 - 30 April 2027	Online / Live	Online / Live	**€1,515**
3 - 7 May 2027	Online / Live	Online / Live	**€1,515**
10 - 14 May 2027	Online / Live	Online / Live	**€1,515**
17 - 21 May 2027	Online / Live	Online / Live	**€1,515**
24 - 28 May 2027	Online / Live	Online / Live	**€1,515**
7 - 11 June 2027	Online / Live	Online / Live	**€1,515**
14 - 18 June 2027	Online / Live	Online / Live	**€1,515**
21 - 25 June 2027	Online / Live	Online / Live	**€1,515**
5 - 9 July 2027	Online / Live	Online / Live	**€1,515**



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12 - 16 July 2027	Online / Live	Online / Live	**€1,515**
19 - 23 July 2027	Online / Live	Online / Live	**€1,515**
26 - 30 July 2027	Online / Live	Online / Live	**€1,515**
2 - 6 August 2027	Online / Live	Online / Live	**€1,515**
9 - 13 August 2027	Online / Live	Online / Live	**€1,515**
16 - 20 August 2027	Online / Live	Online / Live	**€1,515**
23 - 27 August 2027	Online / Live	Online / Live	**€1,515**
6 - 10 September 2027	Online / Live	Online / Live	**€1,515**
13 - 17 September 2027	Online / Live	Online / Live	**€1,515**
20 - 24 September 2027	Online / Live	Online / Live	**€1,515**



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4 - 8 October 2027	Online / Live	Online / Live	**€1,515**
11 - 15 October 2027	Online / Live	Online / Live	**€1,515**
18 - 22 October 2027	Online / Live	Online / Live	**€1,515**
25 - 29 October 2027	Online / Live	Online / Live	**€1,515**
1 - 5 November 2027	Online / Live	Online / Live	**€1,515**
8 - 12 November 2027	Online / Live	Online / Live	**€1,515**
15 - 19 November 2027	Online / Live	Online / Live	**€1,515**
22 - 26 November 2027	Online / Live	Online / Live	**€1,515**
6 - 10 December 2027	Online / Live	Online / Live	**€1,515**
13 - 17 December 2027	Online / Live	Online / Live	**€1,515**



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Date	Location	Format	Fee
20 - 24 December 2027	Online / Live	Online / Live	**€1,515**
27 - 31 December 2027	Online / Live	Online / Live	**€1,515**