

aractech
Global Learning for Operational Leaders

DIGITAL INNOVATION AND TRANSFORMATION | DIT-060

Intelligent Automation: RPA and AI for Process Excellence

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Course content

Why Attend

Organisations still spend huge amounts of time on repetitive, rules-based work such as data entry, reconciliations, report preparation and document processing. These tasks slow service delivery, introduce errors and keep skilled staff from higher-value work.

Intelligent automation combines robotic process automation (RPA) with artificial intelligence, including document understanding, machine learning and generative AI, to automate end-to-end processes that were previously impossible to automate.

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 Intelligent Automation: RPA and AI for Process Excellence.

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

• Build an implementation action plan suitable for your organization.

Target Audience

• Operations and shared services managers

• Process improvement and Lean Six Sigma professionals

• Finance, HR and procurement process owners

• IT and digital transformation managers



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Course outline

Detailed course outline

Day-by-day outline for Intelligent Automation: RPA and AI for Process Excellence.

Day 1 - Foundations of Intelligent Automation

• 09:00-09:30 | The Automation Spectrum: Scripts, RPA, workflow, AI and autonomous agents

• 09:30-10:00 | What RPA Does Well: Rules-based, high-volume, structured tasks across systems

• 10:00-10:30 | Adding Intelligence: Document understanding, machine learning, NLP and generative AI

• 10:30-11:00 | Attended Versus Unattended Automation: Choosing the right model

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Market Overview: Leading platforms and their strengths

• 12:00-13:00 | Case Studies: Automation in banking, insurance, government and telecoms

• 13:00-14:00 | Exercise: Identify candidate processes from participants' organisations

Day 2 - Finding and Prioritising Opportunities

• 09:00-09:30 | Process Discovery Methods: Workshops, observation and task mining

• 09:30-10:00 | Process Mining: Using system logs to reveal how processes really work

• 10:00-10:30 | Automation Suitability Criteria: Rules, volume, stability, data and exceptions

• 10:30-11:00 | Process Optimisation First: Avoiding automating bad processes

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Prioritisation Matrix: Value versus complexity scoring

• 12:00-13:00 | Building the Business Case: Hours saved, error reduction, cycle time and cost

• 13:00-14:00 | Workshop: Score and prioritise a list of processes



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Day 3 - Designing Intelligent Automation Solutions

- 09:00-09:49 | Process Design Documents: Capturing steps, rules, inputs and exceptions
- 09:49-10:14 | Intelligent Document Processing: Extracting data from invoices, forms and contracts
- 10:14-10:39 | Generative AI in Automation: Summarising, classifying and drafting within workflows
- 10:39-11:00 | Human-in-the-Loop Design: Exception handling and approval steps
- 11:00-11:30 | Coffee break
- 11:30-11:58 | Human-in-the-Loop Design: Exception handling and approval steps (continued)
- 11:58-12:22 | Integration Approaches: APIs, user interface automation and system connectors
- 12:22-13:11 | Designing for Resilience: Error handling, logging and recovery
- 13:11-14:00 | Demonstration: Building an automated invoice processing workflow

Day 4 - Delivery, Testing and Operations

- 09:00-10:00 | Automation Delivery Lifecycle: From design through build, test and deployment
- 10:00-10:30 | Testing Automations: Functional, exception and performance testing
- 10:30-11:00 | Bot Operations: Scheduling, monitoring and support models
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Security and Access Control: Managing bot credentials and segregation of duties
- 12:00-12:30 | Audit and Compliance: Logging, traceability and internal control requirements
- 12:30-13:00 | Maintaining Automations: Handling system changes and process updates
- 13:00-14:00 | Exercise: Create a test and support plan for an automation



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Day 5 - Scaling with an Automation Centre of Excellence

- 09:00-09:39 | Operating Models: Centralised, federated and hybrid centres of excellence
- 09:39-10:18 | Roles and Skills: Process analysts, developers, solution architects and controllers
- 10:18-10:57 | Governance Framework: Standards, pipeline management and benefit tracking
- 10:57-11:00 | Citizen Developers: Enabling business users safely with low-code tools
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Citizen Developers: Enabling business users safely with low-code tools (continued)
- 12:06-12:44 | People and Change: Communicating automation, reskilling and workforce planning
- 12:44-13:22 | Measuring and Reporting Value: Automation KPIs and executive dashboards
- 13:22-14:00 | Capstone: Participants present an intelligent automation roadmap



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Seminar dates

Available seminar dates

Live dates and pricing for Intelligent Automation: RPA and AI for Process Excellence generated from the course details page.

Date	Location	Format	Fee
4 - 8 January 2027	Cape Town	Classroom	**€1,895**
11 - 15 January 2027	Paris	Classroom	**€2,210**
18 - 22 January 2027	Dubai	Classroom	**€2,745**
25 - 29 January 2027	Amsterdam	Classroom	**€2,415**
1 - 5 February 2027	Dubai	Classroom	**€2,745**
8 - 12 February 2027	Copenhagen	Classroom	**€3,400**
15 - 19 February 2027	Cape Town	Classroom	**€1,895**
22 - 26 February 2027	Istanbul	Classroom	**€2,250**
1 - 5 March 2027	Oslo	Classroom	**€4,200**
8 - 12 March 2027	Barcelona	Classroom	**€2,175**



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15 - 19 March 2027	Cape Town	Classroom	**€1,895**
22 - 26 March 2027	Frankfurt	Classroom	**€2,215**
5 - 9 April 2027	Dubai	Classroom	**€2,745**
12 - 16 April 2027	Kuala lumpur	Classroom	**€2,425**
19 - 23 April 2027	Manchester	Classroom	**€3,360**
26 - 30 April 2027	Dublin	Classroom	**€3,360**
3 - 7 May 2027	Dubai	Classroom	**€2,745**
10 - 14 May 2027	Cape Town	Classroom	**€1,895**
17 - 21 May 2027	Paris	Classroom	**€2,210**
24 - 28 May 2027	Dubai	Classroom	**€2,745**



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7 - 11 June 2027	Amsterdam	Classroom	**€2,415**
14 - 18 June 2027	Dubai	Classroom	**€2,745**
21 - 25 June 2027	London	Classroom	**€2,815**
5 - 9 July 2027	Cape Town	Classroom	**€1,895**
12 - 16 July 2027	Liverpool	Classroom	**€3,360**
19 - 23 July 2027	Dubai	Classroom	**€2,745**
26 - 30 July 2027	Barcelona	Classroom	**€2,175**
2 - 6 August 2027	Cape Town	Classroom	**€1,895**
9 - 13 August 2027	Frankfurt	Classroom	**€2,215**
16 - 20 August 2027	Dubai	Classroom	**€2,745**



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23 - 27 August 2027	Kuala lumpur	Classroom	**€2,425**
6 - 10 September 2027	Brussels	Classroom	**€3,400**
13 - 17 September 2027	Istanbul	Classroom	**€2,250**
20 - 24 September 2027	Dubai	Classroom	**€2,745**
4 - 8 October 2027	Cape Town	Classroom	**€1,895**
11 - 15 October 2027	Paris	Classroom	**€2,210**
18 - 22 October 2027	Dubai	Classroom	**€2,745**
25 - 29 October 2027	Eindhoven	Classroom	**€3,400**
1 - 5 November 2027	Dubai	Classroom	**€2,745**
8 - 12 November 2027	London	Classroom	**€2,815**



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22 - 26 November 2027	Istanbul	Classroom	**€2,250**
6 - 10 December 2027	Dubai	Classroom	**€2,745**
13 - 17 December 2027	Rotterdam	Classroom	**€3,400**
20 - 24 December 2027	Cape Town	Classroom	**€1,895**
27 - 31 December 2027	Frankfurt	Classroom	**€2,215**
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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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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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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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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20 - 24 December 2027	Online / Live	Online / Live	**€1,515**
27 - 31 December 2027	Online / Live	Online / Live	**€1,515**

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