

Intelligent Automation & Process Re-engineering

COURSE OVERVIEW

Intelligent Automation (IA) is more than just Robotic Process Automation (RPA); it is the powerful combination of AI technologies like machine learning, natural language processing, and computer vision with process automation to create self-optimizing operations. This course moves beyond tactical task automation to a strategic approach. It explores how AI-driven technologies like Robotic Process Automation (RPA) and Intelligent Process Automation (IPA) transform business workflows to boost efficiency and scalability. Participants will learn to identify automation opportunities, redesign processes for AI integration, and implement solutions that optimize operations and decision-making.

WHO SHOULD ATTEND?

This course is ideal for operations, technology, and transformation leaders including COOs, Process Excellence Managers, CIOs/CTOs, and Digital Transformation leads who are responsible for driving operational efficiency, reducing costs, and leveraging technology to fundamentally redesign and improve business processes for competitive advantage.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Distinguish between tasks suitable for RPA and those requiring intelligent, cognitive capabilities.
- Use proven frameworks to analyze, redesign, and optimize processes before automating them.
- Integrate RPA with AI services (e.g., document intelligence, chatbots) for end-to-end automation.
- Quantify the financial and operational impact of automation initiatives, from cost savings to improved compliance.
- Design the governance, talent, and operating model for scaling automation across the enterprise.
- Lead change management, reskill employees, and design new roles in an automated workplace.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- The core components of the Intelligent Automation tech stack, from RPA to cognitive AI.
- How to identify and prioritize the highest-value processes for automation and transformation.
- The principles of process re-engineering to fundamentally redesign workflows, not just automate outdated ones.
- Methods for integrating different automation technologies to create end-to-end solutions.
- How to build a compelling business case and measure the full ROI of automation initiatives.
- The framework for establishing a center of excellence to govern and scale automation across the enterprise.
- How to manage the human impact, including change management and workforce reskilling.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded