

EASY AUTOMATION DESIGN

Drag, drop, automate: No-Code solutions for Citizen Developer

We develop software robotics solutions with the ambition to simplify and accelerate the automation of digital processes. Our aim is to provide business-ready software robotics: Every Windows user should be able to automate processes.

In concrete terms, this means: no coding, just clicking. All Servicetrace solutions offer innovative and mature state-of-technology methods for intuitive automation design.

Whether with drag & drop or record & play: the no-code approach enables our customers from IT and business to automate digital processes quickly on their own. This makes no-code an important building block of our „Enterprise Process Automation“ concept: the more employees can automate, the faster and more sustainably you can scale the digital transformation in your organisation.



“What absolutely delighted me about this solution is the simple „drag & drop“ concept.”

Sandra Hoffmann | Customer Service Sesotec GmbH

“On-the-fly-creation of automation workflows.”

Customer Voice | Gartner Peer Insights

*“We make it simple for ourselves.
We automate with Servicetrace.”*

Andreas Förch | Head of Quality & Delivery Mgmt 1&1 SE

Citizen Development & No-Code: Accelerate digitalisation

Citizen developers play a key role in the digital transformation of companies and organisations. Citizen developers are employees who co-develop digital applications for their department. They are not professional software developers and therefore use no-code platforms. No-code enables business users to easily create applications according to a building block principle: digital standard elements are lined up with simple drag & drop actions.

Citizen developers know the processes, requirements, tasks and goals in their business units best and develop suitable solutions for the processes in the department quickly and on their own initiative - with low code, this is possible without having to involve the programming professionals in the IT department. To ensure that the user-developed solutions do not form a rampant „shadow IT“, they must be integrated into the official IT infrastructure right from the start. That is why it is important that the corporate IT centrally provides and manages appropriate no-code solutions as a standard technological environment for all citizen developers in the company. This way, the organisation can benefit from the digital innovations in the business units and at the same time control their development in a compliant manner.

Given the limited resources of IT departments and the high volume of digitisation tasks to be managed, Citizen Developers are a real added value: they multiply the capacities for company-wide and cross-departmental digitisation projects. Citizen Development creates a productive division of labour between IT and „departmental developers“: IT professionals can focus on developing new codes, while Citizen Developers can perfectly adapt software to the business processes in their departments thanks to no-code platforms.

Citizen development is an unstoppable trend: in 2019, Forrester estimated that a quarter of development tasks are already performed by employees outside of IT – and expect the share of citizen developers to expand to a third in 2020. Gartner even predicts that by the end of 2023, the number of citizen developers will exceed that of professional software developers by a factor of four. The trend is fuelled by the increasing use of no-code platforms. This makes it all the more important for companies to introduce high-quality, standardised no-code technology.

Low Code Automation: Your benefits



Independence

After an introductory training session, you automate yourself – without any further consulting effort.



Acceleration

The simple drag & drop design speeds up time-to-solution, go-live and scaling of your automations.



Flexibility

Digital environments are constantly changing – you can adapt their automation with just a few clicks.



Acceptance

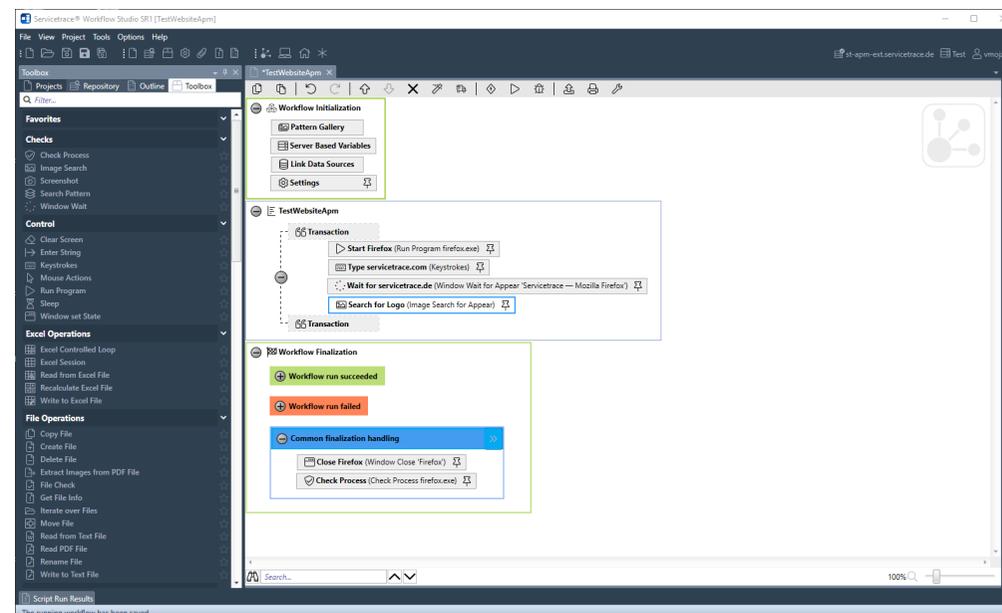
No-code automation inspires IT and business users – and ensures steep learning curves in all departments.

Automation with Drag & Drop

All Servicetrace products include the Workflow or Design Studio. This enables business users to automate software-based processes quickly and easily.

The automation is created as a graphical sequence (workflow) on an intuitive user interface. With simple drag & drop actions, you drag the work steps for the software robots from the Action Step Toolbox onto the work surface, e.g. starting a browser, entering a URL, recognising an element on the screen. This is how you build up the automation workflow step by step. Wizards support the configuration of each action step. You can test finished workflows immediately and deploy them to the software robots with just a few clicks.

Simple to use, but powerful in its range of functions: You can replicate any user activity in any application and automate even complex processes, e.g. with decision logics, quickly and easily.

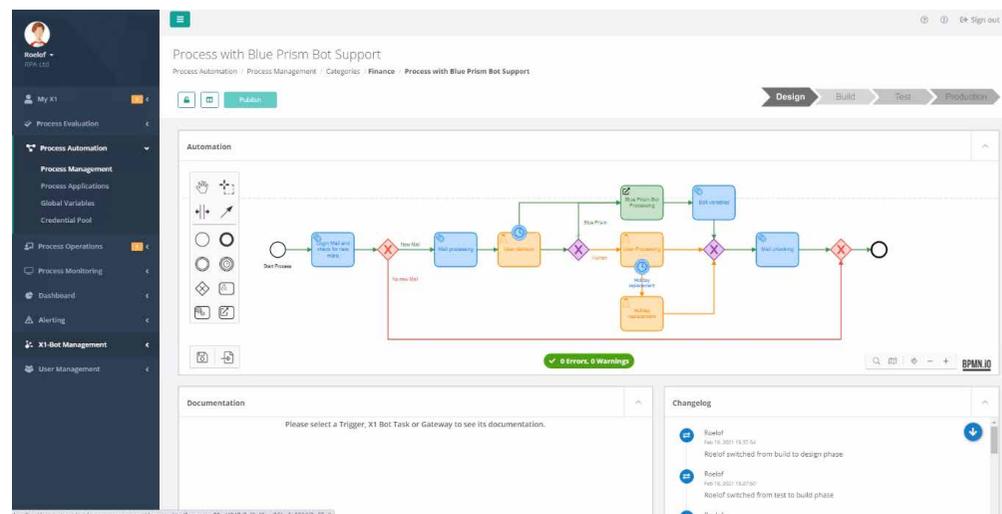


Design Studio: Create automation workflows as a graphical sequence.

Process Recorder: Record automation easily

The Process Recorder integrated into the X1 RPA platform simplifies and accelerates automation design again considerably. We developed X1 process recorder according to the principle „automate the automation“.

It couldn't be simpler: you simply click through the process to be automated. The Process Recorder records your steps on the screen 1:1 and automatically creates the click path documentation, the appropriate process model in BPMN 2.0 and the automation workflows for all process steps around Windows applications. In a matter of seconds.



Process Recorder: Create BPMNs and workflows automatically.

Automate easily – at a glance

- All Servicetrace robotic solutions offer no-code procedures for intuitive automation design
- Servicetrace’s no-code approach empowers Citizen Developers to automate processes on their own, accelerating enterprise-wide digital transformation

The **Workflow** or **Design Studio** is included in all products and enables simple and fast drag & drop design of automation workflows for all applications.

More about the simple workflow design including a video demo at <https://www.servicetrace.com/technology/easy-automation-design/>

The X1 Process Recorder is included in the XceleratorOne RPA platform. It records processes 1:1 on the screen and automatically generates the appropriate click path documentation, the BPMN process model and windows-based automation workflows.

More under:

<https://www.servicetrace.com/products/xceleratorone-x1-rpa/x1-process-recorder/>

Discover Low Code Automation live

It’s that easy: Experience Design Studio and Process Recorder in a free online session.

Book now: www.servicetrace.com/webdemo

Servicetrace: Process Automation “made in Germany”

Servicetrace was one of the first companies ever to start developing software robots and process automation solutions back in 2004.

Industry leaders and global players such as Siemens, Deutsche Telekom and Merck trust our experience and our leading automation solutions in the areas of Robotic Process Automation (RPA), Application Performance Monitoring and Test Automation. Market analysts such as Gartner and Forrester consider Servicetrace to be one of the top global vendors for RPA.

Servicetrace aims to empower organizations of all types and sizes for successful enterprise-wide process automation. To do this, the company develops holistically designed and easy-to-use solutions that enable organizations to effectively and efficiently plan, operate and control the complete process automation process. Servicetrace products feature highly sophisticated, intelligent recognition technology for images, patterns, text and characters, and integrated security and scaling technology that is patented multiple times.

The company has locations in Darmstadt (headquarters), Mannheim, Dubai and Singapore. An international partner network provides world-wide access to state-of-the-art automation solutions “made in Germany”.



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