HOW AI IS CHANGING PROCESS AUTOMATION

THE REPLACEMENT THAT HASN'T HAPPENED (YET)

HEJ, I'M STEFAN 👋

- 👨🏻‍💻 SOFTWARE ENGINEER & ARCHITECT
- 🇸🇪 WORK FOR CONSID IN HAMBURG
- 🤖 PROCESS AUTOMATION (ORCHESTRATION)
- ✉️ EVENT-DRIVEN (CHOREOGRAPHY)
- 🏆 CAMUNDA CHAMPION

THE PROMISE OF REPLACEMENT

- PROCESS AUTOMATION WILL REPLACE PEOPLE
- NO-CODE / LOW-CODE WILL REPLACE DEVELOPERS
- AI WILL REPLACE ALL OF THEM

THERE HAS TO BE A MIDDLE GROUND...

PROCESS AUTOMATION & AI
THE BEST OF TWO WORLDS

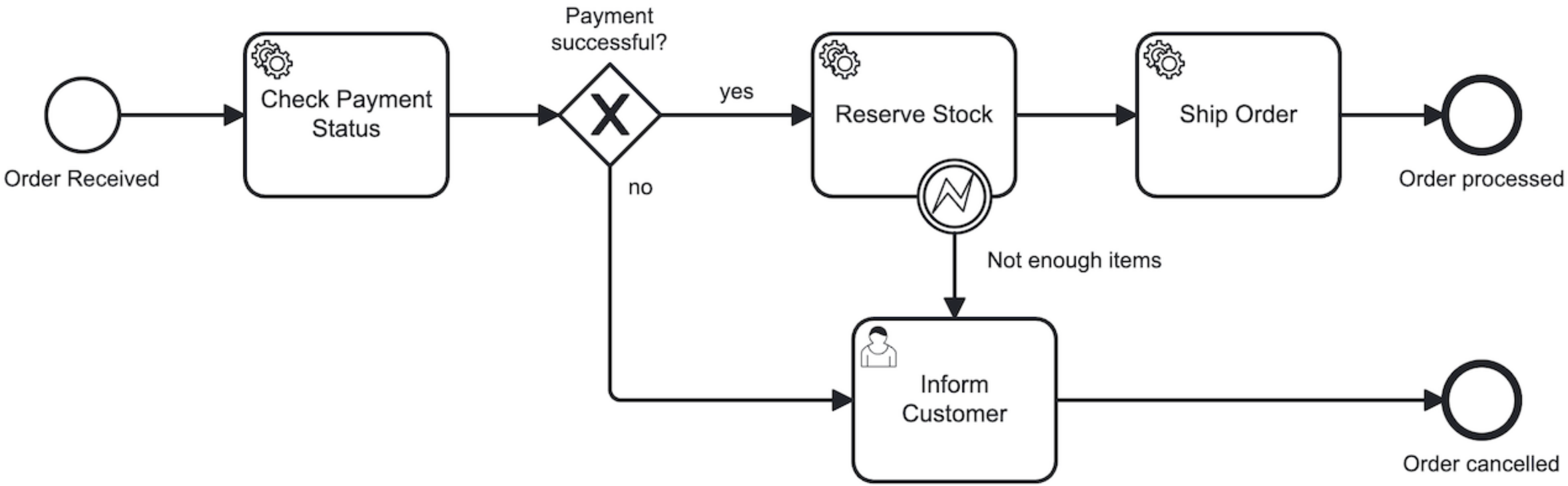
BUSINESS PROCESS MODEL & NOTATION (BPMN)

VISUAL LANGUAGE TO DESCRIBE PROCESSES

BUSINESS PROCESS MODEL & NOTATION (BPMN)

- ACTIVITIES FOR WORK
- GATEWAYS AND TRANSITIONS FOR FLOW
- DIFFERENT EVENT TYPES TO REACT TO EVENTS
- SUB-PROCESSES FOR REUSABILITY

A SIMPLE ORDER PROCESS



CAMUNDA

THE ENGINE BEHIND PROCESS AUTOMATION

FROM MODEL TO EXECUTION

- CLOUD ENGINE THAT EXECUTES BPMN
- COLLABORATIVE PROCESS MODELING COMPONENT
- SYSTEM INTEGRATIONS (CONNECTORS & WORKERS)
- MONITORING AND OPTIMIZATION OF PROCESSES

HOW ORGANIZATIONS AUTOMATE WORK

PROCESS AUTOMATION IN PRACTICE

EXAMPLE: A CUSTOMER PLACES AN ORDER

- SYSTEM VALIDATES THE ORDER AND PROCESSES PAYMENT
  - IF SOMETHING IS UNCLEAR, A HUMAN REVIEWS IT
    - WAREHOUSE PICKS AND SHIPS THE ITEM
  - CUSTOMER GETS STATUS UPDATES ALONG THE WAY
- ALL INVOLVED SYSTEMS STAY CONSISTENT (ORDER, INVENTORY...)

THE RISE OF GENERATIVE AI

FROM RULES TO REASONING

- HOW DOES AI CHANGE WHAT BPM CAN DO?
- AI CAN READ, REASON, AND GENERATE CODE
- HANDLES MISSING OR UNSTRUCTURED DATA
- FROM AUTOMATED KNOWN STEPS TO INTELLIGENT ASSISTANCE

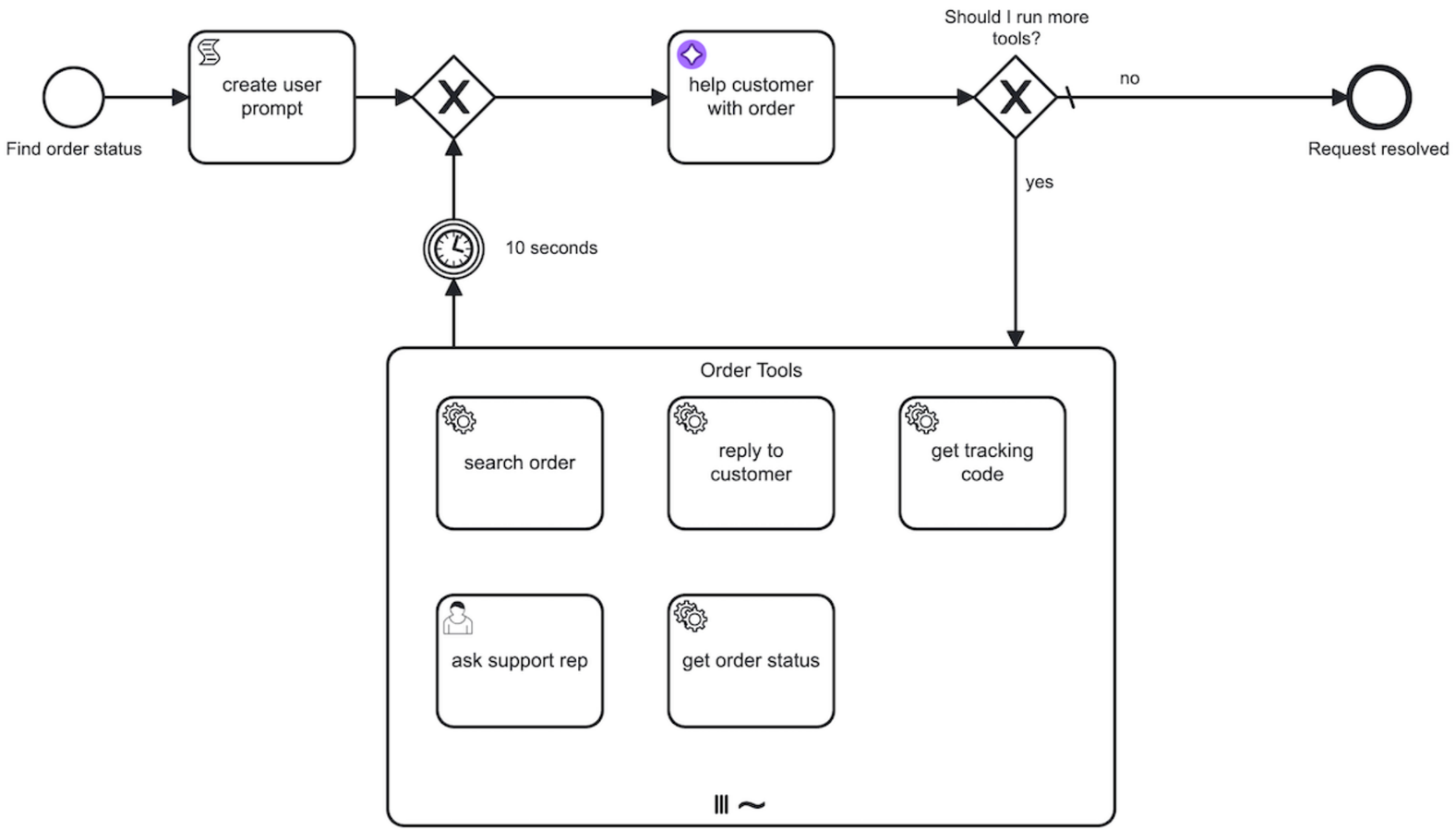
WHY NOT LET THE AGENT DO ALL THE WORK?

AGENTIC ORCHESTRATION

THE BEST OF TWO WORLDS

- LINEAR PROCESS IN BPMN
- DYNAMIC ELEMENTS IN A SUBPROCESS
- SAME VISIBILITY AND TRANSPARENCY
- AN AGENT ORCHESTRATING THE DYNAMIC PART
- YOU DEFINE THE GOAL, THE AGENT FILLS THE GAPS

ORDER SUPPORT PROCESS



DEMO: WHERE IS MY ORDER?

- CAMUNDA 8 SAAS
- AWS BEDROCK WITH CLAUDE 3 HAIKU
- AWS CLOUDWATCH AND IAM
- CUSTOM JAVA REST SERVICES

IT WORKS LIKE MAGIC

- SETUP IN 60 MINUTES (AWS+PROMPT)
- AI REASONS WHAT TOOLS TO USE
- NO NEED TO KNOW EXACT PROCESS
- GOOD RESULTS WITH LOW COSTS
- COST ME ABOUT €0,07

UNTIL IT DOESN'T

- LLMS CAN GO REALLY CRAZY
- THEY NEED STRICT BOUNDARIES
- TRANSPARENCY TRADE-OFF
- KEEP HUMANS IN THE LOOP

HOW AGENTIC ORCHESTRATION CHANGES ORGANIZATIONS

- UNDERLINES THE IMPORTANCE OF TRANSPARENCY
- RAISES NEW GOVERNANCE NEEDS
- EXPANDS TEAM CAPABILITIES
- BLURS BOUNDARIES BETWEEN BUSINESS AND IT EVEN MORE
- SHIFTS FROM STATIC MODELS TO DYNAMIC PROCESSES

THE SCRUM MASTER'S ROLE IN AN AUTOMATED WORLD

ROLES EVOLVE AS WELL

- THEY ALIGN WORK AND AUTOMATION
- THEY COORDINATE HYBRID DELIVERY
- THEY ENSURE TRANSPARENCY AND GOVERNANCE
- THEY FOSTER LEARNING AND IMPROVEMENT

THE REPLACEMENT

THAT HASN'T HAPPENED (YET)

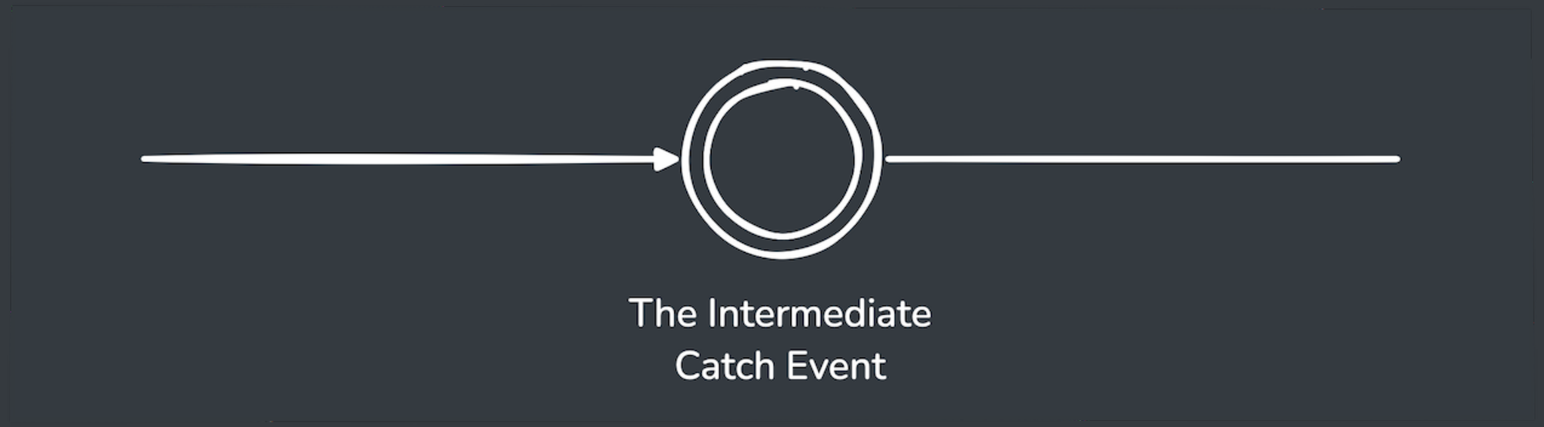
AI EXPANDS WORK, IT DOESN'T REPLACE IT

- PROCESS AUTOMATION DIDN'T REPLACE PEOPLE
- NO/LOW-CODE DIDN'T REPLACE DEVELOPERS
- AGENTIC AI WON'T REPLACE EITHER
- EACH WAVE ADDS CAPABILITY, NOT SUBSTITUTION
- BUT ALSO A NEED FOR GOVERNANCE & TRANSPARENCY

AI SHOULD CHANGE HOW WE BUILD

NOT DECIDE WHO BUILDS

FOLLOW MY SUBSTACK



THANKS