

DIGITAL INNOVATION AND TRANSFORMATION | COURSE BROCHURE

Robotic Process Automation (RPA) and Intelligent Automation

5 days | Classroom training | English

SMART HORIZON

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Explore current programmes

https://smart-horizon.eu



Course content

Why attend

Robotic process automation and intelligent automation help organisations remove repetitive manual work, reduce errors and free employees for higher-value tasks. This course explains how to identify suitable processes, assess automation potential, design and build software robots, combine RPA with AI capabilities such as document understanding, and govern an automation programme at scale. Participants complete hands-on exercises with automation tools and develop an automation opportunity pipeline and business case for their own organisation.

Many organisations still rely on employees to copy data between systems, process standard documents and run routine reports. This course shows you how to identify and prioritise automation opportunities, deliver early results and build a sustainable, well-governed automation capability.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Learning includes process analysis workshops, demonstrations and hands-on exercises with automation tools, case studies of automation programmes, business case development and group work on governance models.

Course objectives

By the end of this course, participants will be able to:
• Explain RPA, intelligent automation and their business benefits
• Identify and assess processes suitable for automation
• Document processes and design automation solutions
• Build simple automations using RPA tools
• Combine RPA with AI for documents, decisions and communication
• Establish governance and a centre of excellence for automation



Course content

Target audience

This course is suitable for:
- Business process and operations improvement professionals
- Finance, HR and shared services managers
- IT and digital transformation professionals
- Business analysts
- Managers responsible for productivity and efficiency programmes

Target competencies

Participants will develop competencies in:
- Process assessment
- Automation design
- RPA development fundamentals
- Intelligent document processing
- Automation governance
- Business case development

Course outline

Day 1: Introduction to Automation

09:00–09:54	RPA, workflow automation and intelligent automation compared
09:54–10:48	Benefits, limitations and common misconceptions
10:48–11:00	Typical use cases in finance, HR, procurement and customer service
11:00–11:30	**Coffee break**
11:30–12:12	Typical use cases in finance, HR, procurement and customer service (continued)
12:12–13:06	The automation life cycle
13:06–14:00	Exercise: Spotting automation opportunities in daily work

Day 2: Identifying and Assessing Processes

09:00–09:54	Process selection criteria and automation potential
09:54–10:48	Process mapping and standardisation before automation
10:48–11:00	Estimating effort, savings and complexity



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11:00–11:30	**Coffee break**
11:30–12:12	Estimating effort, savings and complexity (continued)
12:12–13:06	Building an opportunity pipeline
13:06–14:00	Workshop: Assessing candidate processes

Day 3: Designing and Building Robots

09:00–09:54	Automation design documents
09:54–10:48	Core RPA concepts: selectors, variables, workflows and exceptions
10:48–11:00	Attended and unattended automation
11:00–11:30	**Coffee break**
11:30–12:12	Attended and unattended automation (continued)
12:12–13:06	Testing and quality assurance
13:06–14:00	Lab: Building a simple automation

Day 4: Intelligent Automation

09:00–09:54	Document understanding and data extraction
09:54–10:48	Combining automation with generative AI
10:48–11:00	Process mining to discover automation opportunities
11:00–11:30	**Coffee break**
11:30–12:12	Process mining to discover automation opportunities (continued)
12:12–13:06	Human-in-the-loop design
13:06–14:00	Case study: Automating invoice processing end to end

Day 5: Scaling and Governing Automation

09:00–09:54	Centre of excellence models
09:54–10:48	Security, access and controls
10:48–11:00	Monitoring, maintenance and change management



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11:00–11:30	**Coffee break**
11:30–12:12	Monitoring, maintenance and change management (continued)
12:12–13:06	Measuring value and reporting results
13:06–14:00	Capstone: Automation business case and roadmap

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,820.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Rome Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,450.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
London Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	7 Dec 2026	11 Dec 2026	**€3,150.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Frankfurt Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Kuala Lumpur Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,450.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Paris Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,860.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Istanbul Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,650.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Cape Town Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,890.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**
Amsterdam Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,540.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Singapore Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,820.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
London Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,890.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Frankfurt Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,650.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	10 May 2027	14 May 2027	**€1,450.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**
Paris Confirmed dates	24 May 2027	28 May 2027	**€2,860.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Vienna Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,940.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Istanbul Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,650.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Amsterdam Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,540.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Singapore Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,820.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Dubai Confirmed dates	9 Aug 2027	13 Aug 2027	**€3,150.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Barcelona Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,840.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,650.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,450.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.–**
Paris Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,860.–**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.–**
Istanbul Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,650.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.–**
Rome Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,450.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.–**
Amsterdam Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,540.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,820.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**
London Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Frankfurt Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online