

**CAMUNDA
CON
2022**

Camunda @ Desjardins

Hyperautomation : How Camunda 7 is put to good use

OCTOBER 2022



Your speaker



Marc Steben

Product Manager and Architect

Process and decision management IT Foundations

Covering the following capabilities

- **Process Management**
- **Decision Management**
- **Robotic Process Automation**
- **Process and Task Mining**
- **Digital Adoption Platform**

Who we are?

- Desjardins is the leading financial cooperative in North America
- Based out of Lévis, Quebec, Canada
- Offers services across Canada and around the world

**57000+
employees**

**404 billion in
total assets**

**7.5 million
members
and clients**

**Ranked in
the top 100
employers
in Canada**

Hyperautomation



Gartner definition:

“

Hyperautomation is a business-driven, disciplined approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible. Hyperautomation involves the orchestrated use of multiple technologies, tools or platforms

”

Hyperautomation is one top trend on their Strategic Technology Trends for 2022

Artificial
Intelligence
and Machine
Learning

Event-driven
software
architecture

Robotic Process
Automation
(RPA)

BPM
or
iBPMS

Integration
Platform
(iPaaS)

Low code /
no-code tools

Other types of
decision,
process and
task automation
tools

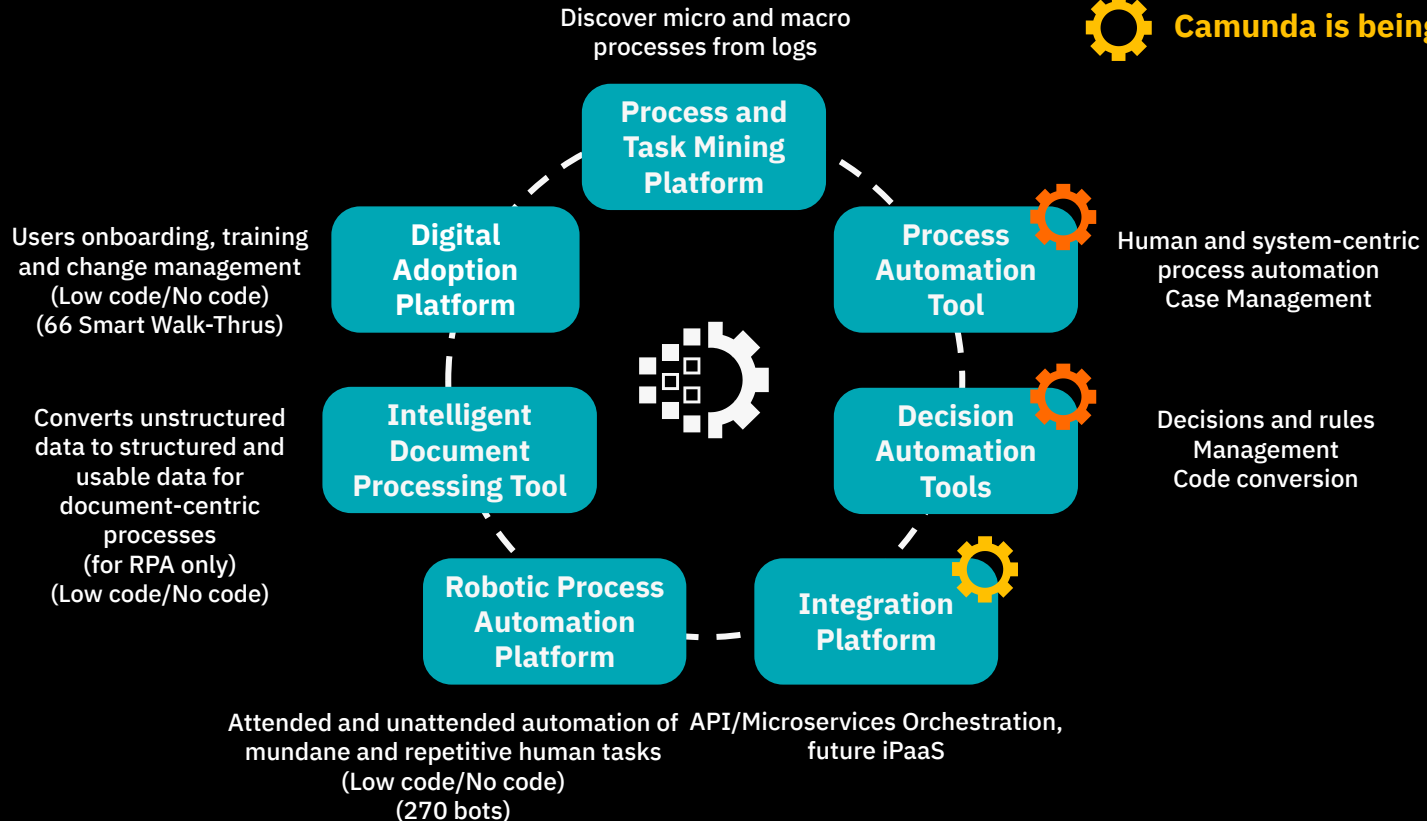
Hyperautomation offering



Camunda is positioned for



Camunda is being explored for



The underlying domains/IT foundations



Reusability @ scale

 Used in a Camunda solution

Common platforms


Business
Process and
Decision

Camunda Platform
Optimize


Digital
Experience
Platform

Custom Tasklist


Identity and
Access
Management

Active Directory
Admin model
Provisioning tool

Enterprise
Content
Management


Events and
Services
Integration


API Gateway
Event Management
(Ex. Kafka, IBM MQ,
Rabbit MQ)


Enterprise
Search

ElasticSearch

Office
Automation

Infrastructure platforms


Cloud and
hosting

PaaS
CI/CD Tools


Databases

Azure SQL
PostgreSQL

Middleware

Use cases

1

Human-centric/hybrid end-to-end IT/business processes

Positioned and used

Ex. Enterprise account opening, Signatory change and other omnichannel Business Processes

2

System-centric end-to-end IT/business processes

Positioned and used

Ex. Electronic Payment Transfer Modernization

3

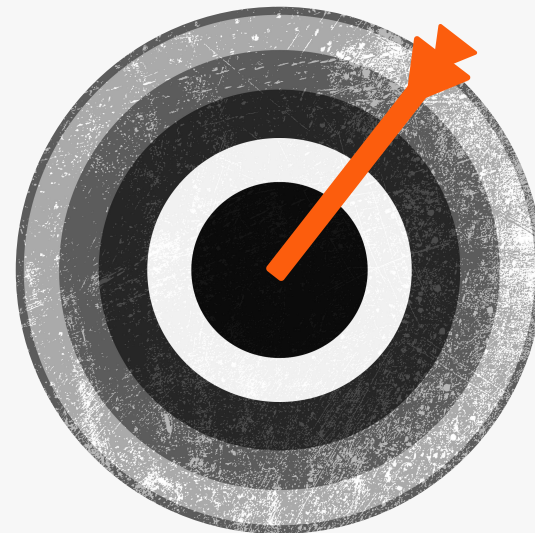
API/Microservices orchestration

Currently under evaluation

4

Case management

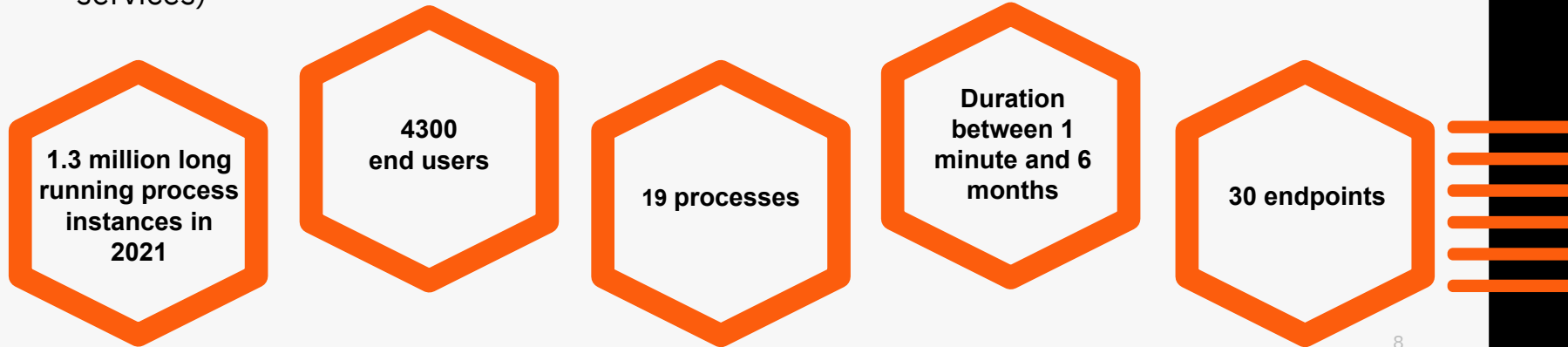
Currently under review, often considered as vertical market solution



Facts about our legacy BPMS system



- Used in the organization for the past 9 years
- Vendor off-the-shelf BPMS
- On premise installation
- Processes are spread across three divisions (Insurance, Wealth Management, Banking services)



Legacy BPMS to Camunda : What triggered the change?



Monolith Platform

- Hard to scale, resiliency
- Costly in time and money to scale, resiliency
- Platform state kept in multiple places (File system and database)



Hard to update

- 6-9 months to update
- Cold backup each week (downtime)
- Less flexibility in process deployment



Mutualized Platform

- Single platform across the organization
- Large impact when it's down



Proprietary in every way

- Proprietary BPMN
- Proprietary code
- Specialized developers
- No DMN support
- No active community
- Limited in supported use cases



Integration difficulties

- Not based on a microservices architecture
- Hard to integrate with external UI/UX
- End users complaints



Cloud and CI/CD vision

- No clear vision of what should be a BPMS deployed in the cloud
- Incompatible with market CI/CD tools

Legacy BPMS to Camunda : The obvious choice



Best of breed Process Automation Tool

- Power back to the developers
- Open software
- Flexible architecture
- Developer friendly
- Rich set of features



Cloud and CI/CD enabled tool

- PaaS enabled
- Fully adapted to all CI/CD tools
- Portability



Uses market technologies

- Java Springboot
- Polyglot architecture (.NET for external workers)
- Adapted to DevOps model
- Large and active community



Ease of integration

- Lightweight architecture
- Based on a microservices architecture
- Having the right technology for the right use case



Full support of Object Management Group (OMG) standard

- BPMN 2.0
- DMN



Partnership with Camunda

- Excellent ticket handling time
- Architecture review workshop
- BPMN review workshop
- Open ears (Feature requests)

Legacy BPMS to Camunda : The challenges



Lack of BPMN, DMN, BPMS maturity

- Most process owners aren't BPMN, DMN aware
- Most developers aren't BPMS aware



Lack of cloud maturity

- Developers aren't always up-to-speed with the cloud
- Recipes doesn't always exists (Pioneers in some ways)
- Strict security requirements



Lack of DevOps maturity

- With great powers comes great responsibilities (You build it, you run it principle)
- Lines of business aren't setup for DevOps
- DevOps Teams are having the feeling of being left to themselves



Lack of knowledge for existing processes

- Employees departure over time
- Employees promotion over time
- No knowledge transfer
- No business process ownership



Change management

- Big bang approach to limit change management on end users
- Longer time to market
- IT Foundation pertinence



Product vs project mindset

- Line of business are not in product mode
- A process must now be considered as a sustainable product/asset
- Product must have a roadmap and evolve over time
- Camunda Capacity versus Product Vision
- A permanent team must support it

Where do we stand with our Legacy BPMS migration



- Migration started at the beginning of 2021
- Processes assessment, are those processes still are good BPMS candidate?
- Processes migrated to Camunda are re-engineered

**10 processes
migrating to
Camunda
with 1050 end users
to start**
Target by the end of 2022

**9 processes
migrating to a
tactical or vertical
market solution**
Target by mid 2023

**Shutting down
our Legacy
BPMS**
Target is mid 2023



Governance surrounding Camunda



Centralized governance

Decentralized process automation development

- Mandatory training on how to use Camunda offered by the IT Foundation through the IT Campus and Camunda Academy
 - More than 210 internal resources are Camunda aware (Introduction course)
 - More than 70 developers are trained on Camunda so far
 - More than 60 developers/business analyst are trained on DMN so far
- IT Foundation offers companionship and accelerators to support business analyst and developers during all phases of their process automation with Camunda



High level implementation



OpenSource

- Every libraries/accelerators provided by the IT Foundation are available to developers and can be extended for their own custom needs if required
- Usage of IT Foundation accelerators are not mandatory.



Deployed in our PaaS Infrastructure

- Inherit the PaaS scalability, elasticity, fault tolerance, disaster recovery and high availability capabilities
- Usage of the managed Azure SQL service with Geo Replication
- Blue-Green Deployment (Zero Downtime)
- Connected to the organization Security Information and Event Management tools



CI/CD

- Usage of a full stack of tools to ensure development and deployment quality
 - Preferred Java IDE
 - GitHub
 - Concourse
 - Junit + Camunda Process Coverage
 - Gatling
 - SonarQube (Code coverage + Code security coverage)
 - Artifactory
- Flyway for upgrades (Azure SQL schemas)



CoE Camunda accelerators/building blocks



Every accelerators are optional libraries/artefacts and can be extended by the business lines



Task SLA
Calculator



LDAP Integration



*SSO Integration



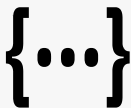
Audit Log



Incident
Notification



*Camunda API
exposition Pipelines



Tasklist Generic API



*Secure
REST API



*WebApps Theme



*CI/CD Pipeline
templates



External Task
Starter Template



Camunda Platform
Starter Template

* It applies for both Camunda Platform and Optimize

Camunda Custom Tasklist accelerator



The screenshot displays the Desjardins Camunda Custom Tasklist accelerator interface. The top section shows a browser window with the URL <https://cdc.dev.desjardins.com>. Below the browser, the application header includes the Desjardins logo and navigation options like 'Tout Superviser' and 'Lancer un processus'. The main content area is titled 'Mes tâches' and contains a table with columns: 'Nom de la tâche', 'Nom du processus', 'ID métier', 'Priorité des tâches', 'Stat. d'achèvement', 'Responsable', and 'Branche de condition'. The table lists several tasks, including 'Gérer Description - Décision non réglée' and 'Intégrer les paramètres', with status indicators and priority levels. Below the table, there are pagination controls and a 'Submit' button. The bottom section of the screenshot shows a detailed view of a task titled 'Intégrer les données' for process 'COV27', dated '2022-09-19'. This view includes sections for 'Informations', 'Informations de contexte', and 'Liste des documents', providing a comprehensive overview of the task's context and associated data.

- Federated Tasklist able to aggregate tasks from multiple sources (Camunda and others)
- Agnostic from the process automation technologies behind
- Inspired on the Work Views principle currently implemented in the Camunda Tasklist
- Using UI/UX Desjardins System Design
- Angular based

Key notes

1

Stakeholder commitment is critical as it can be cumbersome to do process automation.

2

Governance and training are essential.

3

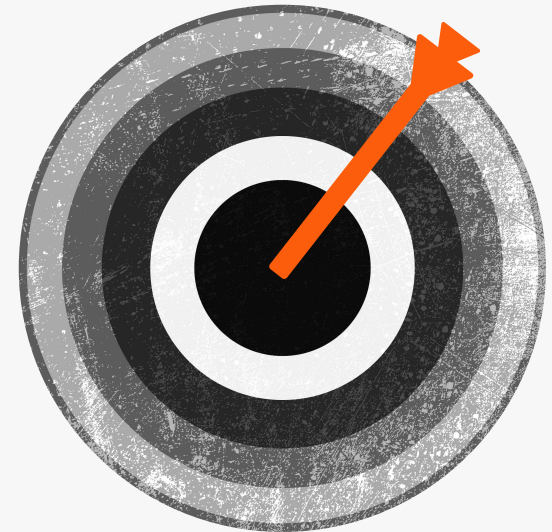
Do not enforce a framework or build your own bespoke platform around Camunda. Be as open source and extensible as possible.

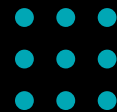
4

Don't underestimate the Custom Tasklist and related Task completion forms development.

5

Keep an open communication channel between the IT Foundation and the process automation teams.





THANK YOU / DANKE



marc.steben@desjardins.com



[linkedin.com/in/marcsteben](https://www.linkedin.com/in/marcsteben)



[linkedin.com/company/desjardins](https://www.linkedin.com/company/desjardins)



desjardins.com

