

## CASE STUDY

# Digital empowerment to help transform refugee lives

## Organization profile

Robo Co-op is a refugee-led cooperative that provides digital skills training and creates job inclusion opportunities for refugees through digital impact sourcing.

## Results

# 100K

refugee job opportunity goal

# 100

refugees upskilled by 2026 with Automation Anywhere

# 3

months of training that changes lives



Automation Anywhere accelerates the productivity of humanity and at the same time creates inclusive job opportunities for refugees.

Jintae Kim, CEO, Robo Co-op





## Challenge

With 100 million refugees in the world, a human is forcibly displaced every second, each deserving a second chance. Simultaneously, a shortage of 100 million digital workers needs a global solution. Automation Anywhere and Robo Co-op share a vision of digital inclusivity and opportunity. Robo Co-op's mission is to empower refugees, often with limited access to job opportunities, with digital skills for job inclusion. The organization needed a solution that would offer an efficient and user-friendly way to teach automation technology, enabling refugees to contribute to the digital economy.

## Solution

Robo Co-op partnered with Automation Anywhere because of its easy-to-learn, no-code automation platform with robust capabilities. Together, they launched the Global Gateway Program, which empowers refugees to acquire automation skills in just three months, significantly shorter than traditional coding training. This equips them with high-demand skills to professionally provide automation services, which creates job inclusion opportunities and supports societal digital transformation. Technology serves as a valuable tool for overcoming language barriers, particularly for refugees searching for employment in a foreign country with a different language, such as Japan.



After evacuating from Afghanistan, I acquired a laptop and began learning new digital skills. Now, I am working as a digital expert, and my dream is to teach Afghan women in the future.

Rozma, Robo Co-op community member

# The whole story

Robo Co-op, a cooperative led by refugees, was searching for a digital enabler to fulfill its mission to empower displaced individuals with digital skills and job inclusion opportunities. Many refugees have fundamental IT skills but lack opportunities to reskill or upskill as a digital worker, necessitating a solution that not only teaches them automation technology but does so efficiently and inclusively. The challenge was two-fold: refugees needed to upskill rapidly to access the digital job market, while corporations required a solution seamlessly compatible with generative AI for automation and analytics. Automation Anywhere emerged as the transformative solution, effectively bridging this gap.

Automation Anywhere's user-friendly, no-code platform facilitated the professional acquisition of automation skills by refugees in just three months, presenting a significantly shorter learning curve compared to traditional coding training. This enabled refugees to contribute to the digital economy swiftly. Furthermore, the platform's ease of use and robust integration capabilities positioned it as a highly sought-after solution among corporations. Automation Anywhere provided a means to enhance productivity by automating diverse tasks, including document processing with generative AI, embedded Intelligent Automation in various applications, and advanced analytics.

This versatile platform served as the cornerstone of Robo Co-op's mission, transforming refugees into skilled professionals capable of delivering automation technology services and, in the process, creating inclusive job opportunities. The impact of Automation Anywhere not only addressed the immediate challenges refugees face but also empowered them with skills essential for long-term success in the digital realm, contributing significantly to societal digital transformation.

# The future

When Robo Co-op and Automation Anywhere launched the Global Gateway Program, Robo Co-op set its goal to create 100,000 job opportunities for refugees and upskill 100 individuals over the next three years with Automation Anywhere. The aim is to empower the online refugee community to train each other online, securing remote projects to improve their own financial security and well-being while creating a sustainable network of education and employment opportunities for other refugees.



### About Automation Anywhere

Automation Anywhere is the leader in Intelligent Automation solutions that put AI to work across every aspect of an organization, empowering businesses worldwide to unleash productivity gains, drive innovation, improve customer service, and accelerate growth.

Learn more at [automationanywhere.com](https://www.automationanywhere.com).

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✉ [sales@automationanywhere.com](mailto:sales@automationanywhere.com)