



**Automation Anywhere**

**Reviews, tips, and  
advice from real users**



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# Product Recap



Automation Anywhere

# Automation Anywhere Recap

Automation Anywhere offers a robust automation platform known for its user-friendly interface, flexible scalability, and advanced automation capabilities. It's designed to streamline operations across industries by automating manual and repetitive tasks.

Automation Anywhere empowers organizations with its easy-to-use platform that simplifies automation processes through its drag-and-drop functionality. With features like MetaBot and IQ Bot, it provides advanced automation solutions. The platform seamlessly integrates with business applications, ensuring efficient operation and data protection through security features like the credential vault. Despite its strengths, there is room for improvement in integration with source control systems and third-party applications. Enhancing UI friendliness, IDE capabilities, and licensing flexibility, along with improved support in the Citrix environment, are needed. Better OCR accuracy, AI functionalities, and Excel integration would enhance user experiences.

## What are Automation Anywhere's key features?

- **Ease of Use:** Offers a user-friendly platform that allows straightforward automation of processes for non-technical users.
- **Advanced Bots:** Includes MetaBot and IQ Bot for complex automation tasks.
- **Integration:** Seamlessly integrates with business applications for smooth operations.
- **Security:** Features like credential vault ensure robust data protection.
- **Scalability:** Provides flexibility and scalability for expanding automation needs.

## What benefits and ROI should users look for?

- **Efficiency:** Automates repetitive tasks, enhancing process efficiency.
- **Accuracy:** Improves accuracy in operations like finance and HR.
- **Scalability:** Offers scalable solutions for growing enterprises.
- **Cost Reduction:** Reduces operational costs by streamlining processes.
- **Flexibility:** Adapts to various industry requirements allowing broad implementation.

In the finance sector, Automation Anywhere is used for tasks like accounts payable, accounts receivable, and invoice processing. In HR, it's implemented for onboarding, payroll, and attendance verification. Its deployment also extends to supply chain, compliance, and customer service, providing streamlined operations by automating complex business processes.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Document Automation is a game changer. Earlier, with IQ Bot, we achieved partial automation—around 80% of the process was automated. With GenAI and Google Vision OCR now integrated into Document Automation, end-to-end automation is achievable, even with unstructured documents.”



**Vatsal Mehta**

Director, Co-Founder & CEO at HEDEHI Solutions Pvt. Ltd.

- ✓ “The way it integrates with subsystems is impressive. When automating business processes, there might be multiple systems in use. Automation Anywhere provides various ways to connect, such as by directly using backend APIs or using the frontend. This is incredibly useful.”



**Prafful Jha**

Software Developer at Boston Scientific

- ✓ “We needed scalability and the ability to perform 10,000 or 1,000 or 200 tasks at any moment. No other software that we have had could provide such scalability and is built in a modular way.”



**Justin Third**

Application Analyst at a healthcare company with 501-1,000 employees

- ✓ “Automation Anywhere's support has been great since we signed up for gold support last year.”



**Verified user**

Infrastructure Manager at a financial services firm with 10,001+ employees

- ✓ “Some of the really impactful features of working with Automation Anywhere are the ability to design and partner with their experts to come up with our solutions.”



**Douglas Long**

Innovation & Automation Solutions Director, Healthcare at a tech consulting company with 5,001-10,000 employees

- ✓ “The process to add licenses has been very straightforward and seamless.”



**Srikanth Haridoss**

Director of Platform and Hyperautomation Services at a media company with 10,001+ employees

- ✓ “What I appreciate most about Automation Anywhere is the high degree of interoperability, and they have both on-premises and cloud versions, which allows us to ensure that we are properly following the protocols and ensuring seamless integration with our native systems.”



**RamKumar11**

Vice President at GEA

## What users had to say about valuable features:

“The most valued feature of Automation Anywhere is its Excel functionality. Earlier in my career, I used Process Studio as my RPA tool. There was no flexibility of retrieving single cells. We used to fetch the total Excel and we used to apply the filters to get those cells. Automation Anywhere has the flexibility to extract data from Excel..”

**Nikhil Killedar**

Automation Anywhere Developer at OMFYS

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“The infrastructure that Automation Anywhere has created is really simple. Compared to other tools such as Power Automate, it is more user-friendly and faster. The benefits of Automation Anywhere, along with my experience automating with Python, make it easier to automate Excel and UI-based automation tasks..”

**SandeepSingh17**

Automation Engineer at Fournxt

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“Having completed the AI/ML engineering certification, I particularly appreciate Task Bots. They are extremely useful for handling repetitive tasks without errors. I also find IQ Bots valuable, as they can process unstructured documents—something that can be quite complicated—and automatically extract data. Additionally, the Control Room stands out for me, as it allows for centralized monitoring and management of all bots, which is crucial when multiple automations are running. These features are among the most beneficial I have encountered..”

**Yash Bawane**

Data engineer at tcs

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“The best features in Automation Anywhere that I really appreciate are found in the basic module for pure RPA, such as the recorder function, which helps in making automation even easier. No coding is required; you are just doing things, and the recorder records your movements and actions, creating the code out of that. This makes preparing RPAs faster. Another significant aspect is Automation Anywhere University's e-learning materials, now called Pathfinder, which enhances this learning curve significantly. The software's easy-to-understand interface is its biggest benefit, aiding rapid learning and automation creation. Moreover, the integration capabilities with databases and external web portals are well-developed, enabling seamless data management and exchange, whether it involves Microsoft SQL or MySQL databases or Microsoft Excel for reporting. Despite not having significant experience with other RPA platforms, I assess these features positively..”

**Verified user**

Kaizen Manager at a consultancy with 5,001-10,000 employees

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“I am an expert in Automation Anywhere because I develop automation scripts and use IQ Bot for design workflow and process design. Automation Anywhere is very comfortable for any developer to use RPA tools.

Automation Anywhere has citizen developer capabilities. When we develop a bot, the RPA is low-code, no-code development, making it very easy for business developers to use.

AARI is a bot tool that is easy to develop. As an Automation Anywhere Co-pilot developer, I can say that it basically integrates many bots in one platform. It is used by business developers to connect different departments, making it very accessible to automate processes..”

**Verified user**

RPA Developer at a computer software company with 201-500 employees

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“They have introduced numerous AI-related enhancements in their product, making them the first among their competitors to develop a reasoning engine. Their PRE reasoning engine is particularly noteworthy, and they have quickly integrated Generative AI into their document automation product. Additionally, they offer a variety of other AI features and have designed the platform to be cloud-native. The AI features they have implemented stand out; they are indeed leading the pack. This strategy is impressive and effectively empowers their product with a wide range of AI capabilities, which are increasingly important in today’s tech landscape, especially with the rise of AI, Generative AI, and Agentic AI. Automation Anywhere also provides Agentic AI-related APIs and is currently testing Agentic process automation in its early stages. In terms of product capabilities and AI integration, I would definitely rate them a ten out of ten. They are the fastest to reach this level of advancement compared to others, who seem to be lagging behind. For example, Blue Prism is progressing quite slowly, and while Power Automate has some AI features, they do not match the scale that Automation Anywhere has achieved..”

**PrakashNarayanan**

[Read full review](#) 

Head of Intelligent Automation | Core Digital & Applications Engineering at a engineering company with 10,001+ employees

## Other Solutions Considered

“I have only used Automation Anywhere as automation software so far, so I cannot compare it to others at this time. However, if I get the chance to use another software in the future, I will definitely make a comparison..”

**Yash Bawane**

Data engineer at tcs

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“As an RPA consultant who has purchased many licenses and evaluated numerous tools, I recommend Automation Anywhere because it integrates easily with AI and Power BI tools for reporting and discovery bot capabilities, allowing proper log control..”

**Verified user**

RPA Developer at a computer software company with 201-500 employees

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“We haven't really tried other products because Automation Anywhere was required when we began this organization, and when we first tried it, we saw it working better for us; thus, the integrity of it is good..”

**Morris Kibirie**

Procurement Specialist at Cleanshelf Supermarkets Limited

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“Before Automation Anywhere, I worked on Power Automate, but since it is a cloud platform, it was not suitable for banking systems in Pakistan as they do not use cloud computing..”

**Verified user**

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RPA Developer at a computer software company with 201-500 employees

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“When comparing with other automation tools such as Power Automate and UiPath, all tools address similar problem statements but with different approaches. Each has unique features and limitations..”

**Mohammed Ismail Shaikh**

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Sr Software Engineer at Orange España

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“I have used Process Studio as an alternative to Automation Anywhere. I prefer Process Studio more than Automation Anywhere. Process Studio was launched around 2017 and managed to get into the IDFC First Bank headquarters. According to IDFC use cases, Process Studio was trained and built with more flexibility for business use cases. Automation Anywhere is not as flexible as Process Studio. In Automation Anywhere, performing activities such as downloading, fetching, and data manipulation requires 20 to 30 lines of code. Process Studio gives multiple windows in a single activity, making data manipulation easier. For reading Excel, XLSV, XLSB, XLS files, there was a single plugin. Process Studio's plugins are more flexible than Automation Anywhere..”

**Nikhil Killedar**

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Automation Anywhere Developer at OMFYS

# ROI

Real user quotes about their ROI:

“I have not calculated ROI, the return on investment from Automation Anywhere; we don't have such a complex analysis. We are calculating for single automations, but we don't have complex ones..”

**Verified user**

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Kaizen Manager at a consultancy with 5,001-10,000 employees

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“Automation Anywhere has improved our organization in terms of customer service, and there is improvement in customer service and faster innovation, especially when it comes to innovating the ways of doing business..”

**Morris Kibirie**

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Procurement Specialist at Cleanshelf Supermarkets Limited

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“I do not know the exact numbers regarding the pricing of Automation Anywhere, but through discussions with leads and higher management, I learned there is a vast difference in pricing..”

**Verified user**

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Associate Software Engineer at a tech services company with 51-200 employees

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“The return on investment from Automation Anywhere varies based on the business case and the benefits versus costs involved; for simpler RPA use cases, ROI can typically be achieved within a year..”

**PrakashNarayanan**

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Head of Intelligent Automation | Core Digital & Applications Engineering at a engineering company with 10,001+ employees

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“The time saved by implementing Automation Anywhere depends on the number of applications involved. With fewer applications, it can save up to 40% to 50% of time. However, with complex applications involving multiple pages and interactions, the savings shift toward FTE savings, with time savings reducing to 10% or 20%. Sometimes it may take longer than manual user operations..”

**Mohammed Ismail Shaikh**

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Sr Software Engineer at Orange España

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“Initially, we experienced a small amount of savings due to high licensing costs and streamlined processes. However, as we entered an accelerated phase with more use cases, we realized greater efficiencies. For instance, we had four people performing a repetitive task every day. With the bot taking over this task, we were able to reassign those four employees to different departments where human skills were still necessary. We trained them to adapt to their new roles, engaging them in tasks that required brainstorming, idea generation, and collaboration—activities that contribute to their growth. As a result of this transition, we have significantly reduced salaries and payouts in the affected department. Now, 50–60% of our costs go toward licenses, while the remainder contributes to savings. We no longer need to hire externally for new roles; instead, we are training our existing employees and placing them into new departments.

We started with just three or four use cases, which is typical for any company embarking on automation. After successfully implementing these cases and demonstrating reliable output, the return on investment (ROI) began to materialize. Initially, the ROI was modest, but as confidence in the automation system grew, we expanded our use cases, leading to more substantial ROI. On average, it takes about five to six months to see significant results. The first one to three months are dedicated to setting up the initial infrastructure and developing the bots. By the fourth and fifth months, we typically start to see the ROI..”

**Zaid Chougale**

Technical Lead at a computer software company with 1,001-5,000 employees

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# Use Case

“My use cases for it are twofold: we are automation partners, so we use it for customer delivery, and we also use it internally for many data entry tasks and intelligent processing of information, including PDF contracts and so forth..”

**RajGanesan**

Professional Services at The Business Labs Inc

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“I'm currently using Automation Anywhere for automating Excel, database, and document automation. The use cases are mostly related to the accounts and finance department..”

**SandeepSingh17**

Automation Engineer at Fournxt

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“We use Automation Anywhere most of the time to automate Excel and the SAP system. I used to work for Bajaj Electricals. We are the vendor of Bajaj Electrical India Private Limited. There, most of the data are being pushed into SAP. We are getting data from SAP and manipulating it, and we are preparing reports every day..”

**Nikhil Killedar**

Automation Anywhere Developer at OMFYS

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“The use cases for Automation Anywhere are industry-agnostic and sector-agnostic, allowing for automation of processes that involve human interaction, mundane tasks, and large volumes. With the help of AI, we can now automate a lot of unstructured data, which wasn't possible before, so it's not limited to any specific sector or process. Whether it's HR, marketing, sales, operations, or engineering design, any of those can be considered for automation..”

**PrakashNarayanan**

Head of Intelligent Automation | Core Digital & Applications Engineering at a engineering company with 10,001+ employees

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“Automation Anywhere Co-pilot functions similarly to BPM because one user forms and triggers the bot, which works in the background, then shows a message to other departments for approval. It is very predictable and used in many companies. However, in Pakistan, many departments use BPM instead of Automation Anywhere Co-pilot, so they are not utilizing Automation Anywhere Co-pilot..”

**Verified user**

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RPA Developer at a computer software company with 201-500 employees

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“As an RPA developer and RPA champion, I coordinate the implementation of RPA in my company and I also develop the automations. The main reason or main functionality that I am using Automation Anywhere is to integrate and collect data between systems, such as gathering data from one system and collecting data from another system, making some analysis, and having some results out of that. This is the main purpose or main use case in general for what we are doing here with this software. The specific challenge that we are trying to solve with implementing Automation Anywhere in our environment is to achieve better integration with SAP. Our ERP system is SAP, and this is quite a closed system, so to get any data or input any data, the only possibility is to use the user interface, or it is very difficult to do it in any other way. Therefore, Automation Anywhere acts as a simulator of a user, helping a lot with getting the data in time or uploading the data in a proper and easy manner. So for repetitive tasks related to SAP, this is the key functionality that we are using; integration with SAP..”

**Verified user**

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Kaizen Manager at a consultancy with 5,001-10,000 employees

# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Having used Process Studio, the initial deployment for Automation Anywhere was not difficult for me. I referred to YouTube videos for guidance. The only challenge was figuring out how to input my device name, which took one to two days until colleagues helped. If some data could populate automatically after installation, it would be beneficial..”

**Nikhil Killedar**

Automation Anywhere Developer at OMFYS

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“The setup process in Automation Anywhere is really easy. While I haven't worked extensively on moving from development to production in Power Automate, with Automation Anywhere, we just need to import the bot and export it into the production environment. The process typically takes 10 to 15 minutes..”

**SandeepSingh17**

Automation Engineer at Fournxt

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“For me at the very beginning when I started working with that, the technical setup was extremely complicated and extremely problematic, and we spent half a year to really make the software work. At that time, we were not happy with the support of Automation Anywhere. But now if everything is already set up, it's quite easy to learn how to do it and to make easy automations quite fast..”

**Verified user**

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Kaizen Manager at a consultancy with 5,001-10,000 employees

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“The deployment process was quite straightforward and smooth since it is cloud-based. We deployed it on Microsoft Azure, starting small and gradually scaling up.

The Control Room feature made it easy to manage multiple bots in one place, allowing for effective monitoring. In the beginning, it took about two to three weeks to implement because we encountered several issues and system failures. However, our team did a great job, and we managed to overcome these challenges..”

**Yash Bawane**

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Data engineer at tcs

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“The initial deployment is not difficult at all for someone doing it for the first time.

Usually, one person or maybe two is required for deployment; while the automation can be built by one person, working with an internal application Microsoft CE or HubSpot through API calls typically requires at least two people to integrate effectively.

Maintenance is not required on the end-user's part, though if it is an attended setup, some monitoring may be necessary because VMs can become unavailable if used for other reasons, leading to a single-threaded heavy load process that runs for an hour but sits idle the remaining 23 hours..”

**RajGanesan**

Professional Services at The Business Labs Inc

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“It is generally easy to deploy. We use Automation Anywhere with both AWS and Azure.

Maintenance is indeed required for Automation Anywhere; you have to follow the vendor's product patches and version upgrades to keep it maintained.

Upgrading Automation Anywhere follows a standard process that they provide detailed instructions for, and we adhere to those guidelines. The upgrade process feels similar to any other software platform; I don't find anything particularly complex or different about it.

There is a separate team for bot maintenance, and if the bots are stable, maintenance needs tend to be low. However, if issues arise, maintenance efforts can significantly increase..”

**PrakashNarayanan**

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Head of Intelligent Automation | Core Digital & Applications Engineering at a engineering company with 10,001+ employees

# Customer Service and Support

“I haven't raised many tickets recently to evaluate their technical support, but I know they have a dedicated partner manager. It has been good in my previous experience..”

**PrakashNarayanan**

Head of Intelligent Automation | Core Digital & Applications Engineering at a engineering company with 10,001+ employees

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“I would rate their support an eight out of ten. They are very helpful, but there is some room for improvement regarding quicker resolution times. They can take time to solve issues, but overall, the customer service is solid..”

**Yash Bawane**

Data engineer at tcs

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“It is difficult for me to rate the technical support I received because I was not fully involved; it was resolved between our IT and this support. I was just waiting for the results and trying to support. I would rate it a seven..”

**Verified user**

Kaizen Manager at a consultancy with 5,001-10,000 employees

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“They often provide good solutions, but sometimes they are unable to resolve issues, requiring users to find solutions independently, which can be time-consuming. I would rate their technical support a seven out of ten. .”

**Mohammed Ismail Shaikh**

Sr Software Engineer at Orange España

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“ I have contacted their technical support. The quality of support is good; they go the extra mile to address problems. Speed-wise, it varies since most staff operates from India. I've been impressed with their response times, sometimes within three to four hours, suitable for customers in the Pacific time zone, and I find the US staff to be very good. I would rate the support a seven out of ten..”

**RajGanesan**

Professional Services at The Business Labs Inc

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“Support is available 24/7. If anything goes wrong or anything we cannot handle, support is always there from Automation Anywhere. They will try to provide a solution in any way. If the resolution is not achieved, they will escalate the ticket to a higher level. The quality of support is very fast. Once you raise a ticket, they will not close it until your issue is resolved. Support timing is excellent, but support answers sometimes have bugs. .”

**AnuragDubey**

Automation Engineer at a tech services company with 11-50 employees

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## Other Advice

“They have comprehensive videos related to each action in Automation Anywhere. They have created entire videos and classes on the Automation Anywhere University website, which serves as a direct learning resource. Performance with Automation Anywhere is really good and much better than Power Automate. On a scale of 1–10, I rate Automation Anywhere an 8..”

**SandeepSingh17**

Automation Engineer at Fournxt

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“I strongly recommend this software to others as it efficiently manages manual processes. All we need to do is monitor it and handle issues related to fault tolerance. Overall, it is quite effective for automation processes.

I would rate Automation Anywhere a nine out of ten. It handles our credential data securely and is user-friendly, though there is room for improvement in debugging and integration features..”

**Yash Bawane**

Data engineer at tcs

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“For a beginner, Automation Anywhere is a great tool. I have learned UiPath also, which comes with complexities but has frameworks for smooth business flow. Automation Anywhere comes with a beginner-friendly interface. The tool can be learned within five to ten days of training. We haven't used the Automation Co-

pilot yet. Once a developer knows all the activities in Automation Anywhere, upgrades become less necessary. Integration with WhatsApp business use cases to send messages would be beneficial. Integration with additional systems beyond SAP, WinSCP, and PDF would make it more flexible in business scenarios. Automation Anywhere can contact me in the future regarding questions about this review. I rate this solution 9 out of 10..”

**Nikhil Killedar**

Automation Anywhere Developer at OMFYS

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“The main benefits I see from using Automation Anywhere, in terms of time-saving, cost-saving, and resource-saving, is the release of resources from high-paid and high-skilled specialists for more creative tasks. My recommendation for other organizations considering Automation Anywhere for their environment is based on my experience; it is always good to analyze the process first, then optimize this process, and after that, make automation of that. Otherwise, without proper analysis of the process, you end up digitalizing a non-optimal process, making automation challenging. So first analyze the process, optimize it, and then try to automate it; otherwise, you will have an automated process that is still not good. I rate Automation Anywhere nine out of ten..”

**Verified user**

Kaizen Manager at a consultancy with 5,001-10,000 employees

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“Automation Anywhere uses rule-based access where only admins and developers can access the code. Citizen developers or business users cannot see the code due to rule-based access.

They offer unique features such as hybrid bot capability, which supports both attended and unattended bots on one platform, setting it apart from other tools.

For rule-based tools, I recommend RPA. For unstructured data and predictions, AI is more suitable. For chatbots and different models, [Gen](#) AI is appropriate. As an RPA developer, I work with three modes: OCR for AI integration, and chatbot integration, such as Watson in [IBM RPA](#) for [Gen](#) AI applications..”

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**Verified user**

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RPA Developer at a computer software company with 201-500 employees

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“We have not extensively tried Automation Anywhere with business users because they have added a lot of AI features that are difficult for them to understand. We also do not want to encourage business users to create automations that do not comply with regulations, compliance, and best practices, which presents a risk. Therefore, we've only utilized it within the CoE team for now.

For existing developers, the learning curve for Automation Anywhere is easy to pick up. However, for business users, it might take some time, especially if they lack a programming background.

I have heard about the Automation Co-Pilot, and it sounds very powerful and useful. The Co-Pilot can generate code based on a natural language prompt, which is a substantial feature as it can reduce development time by 30%–40%, allowing faster shipment of code to production.

In terms of integration, Automation Anywhere acts as a tool used to develop automation that connects to various systems, such as SAP, Excel, Outlook, and web applications. It doesn't integrate with other solutions directly but helps in automating processes that involve multiple systems. The platform provides capabilities for building various integrations, and that is part of what they sell.

Automation Anywhere is fundamentally an automation platform that enables performance across workflows, APIs, business applications, and documents. API integration is possible with Automation Anywhere, but if specific APIs do not already exist, there is no way to create a new API directly within the platform. For that, one needs to create a new API using languages such as Java, Python, or C# before integrating it with Automation Anywhere.

Our organization places high priority on automation and AI. We are using the Microsoft ecosystem for many of our use cases.

For organizations considering Automation Anywhere, I advise that if you are focusing on AI features such as Generative AI or agentic process automation, it's a great choice as they are front runners in incorporating these functionalities early on. However, if licensing costs are a concern, the Microsoft stack would be more beneficial.

I would rate Automation Anywhere an eight out of ten..”

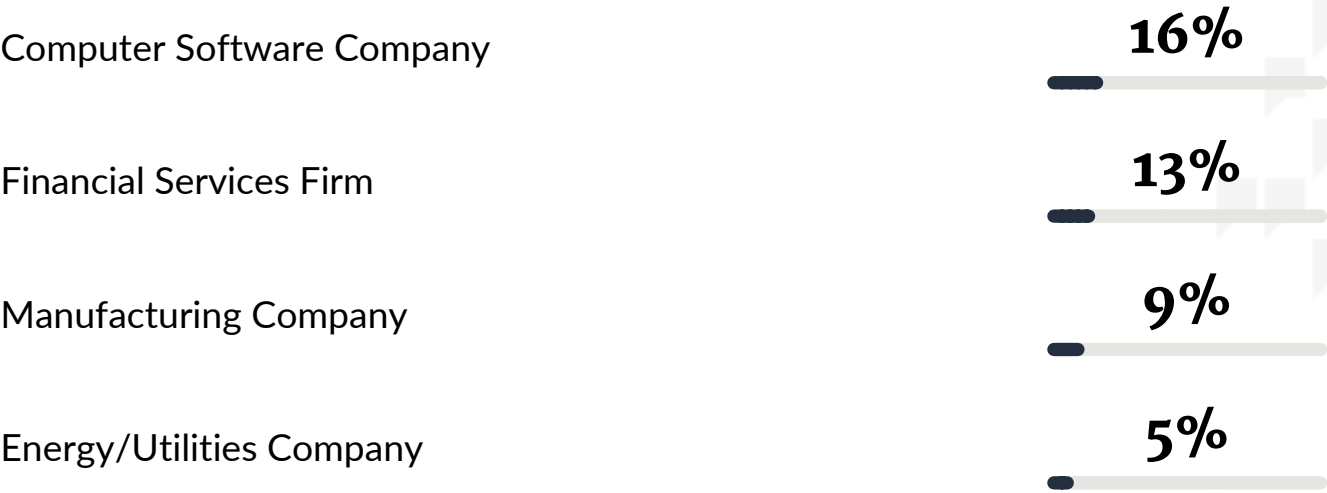
**PrakashNarayanan**

Head of Intelligent Automation | Core Digital & Applications Engineering at a engineering company with 10,001+ employees

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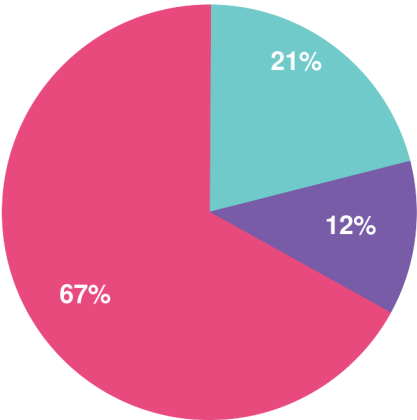
# Top Industries

by visitors reading reviews

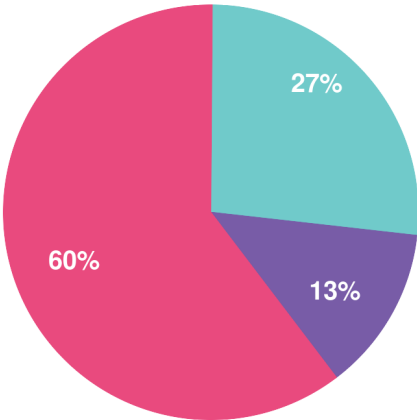


# Company Size

by reviewers



by visitors reading reviews



Large Enterprise      Midsize Enterprise      Small Business

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