

aws marketplace

UiPath Platform

Reviews, tips, and
advice from real users



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Product Recap



UiPath Platform

UiPath Platform Recap

UiPath Platform is appreciated for its user-friendly interface and extensive automation capabilities, offering seamless integration with diverse applications. Its intuitive drag-and-drop functionality enables users to design efficient workflows with minimal technical expertise.

UiPath Platform delivers a robust set of features that enhance automation and productivity. With components like Orchestrator, task management is optimized, facilitating better scalability. Users benefit from advanced AI and document understanding tools, boosting data handling accuracy and reducing errors. Despite its strengths, UiPath faces challenges with upgrading processes, AI enhancements, and user documentation. Integration and selector sensitivity issues, along with support and licensing complexities, highlight areas for potential improvement. Users request smoother deployment, error handling, and migration processes. Enhanced support for RHEL/Ubuntu, LINQ, and Lambda and improved real-time insights, automation recording, and scheduling are desired. Streamlining the experience for non-technical users with simplified workflows remains a priority.

What are the key features of UiPath Platform?

- **Drag-and-Drop Functionality:** Allows users to design workflows easily without extensive technical skills.
- **Orchestrator:** Enhances task management and enables scalable automation.
- **AI and Document Understanding:** Improves data accuracy and minimizes errors.
- **System Integration:** Offers seamless integration with SAP, CRM, Oracle, and more.
- **Active Community and Training:** UiPath Academy provides resources for skill development.

What benefits should users look for in reviews?

- **Increased Efficiency:** Reduction in manual workloads through automation of repetitive tasks.
- **Improved Accuracy:** Enhanced data handling capabilities reduce errors.
- **Productivity Boost:** Supports both attended and unattended automations to streamline operations.
- **Scalability:** Ability to handle growing automation demands efficiently.
- **Integration Benefits:** Easy integration with enterprise systems for streamlined operations.

UiPath Platform is widely implemented across sectors such as finance, healthcare, insurance, HR, IT, and supply chain to automate repetitive business tasks. Common uses include automating data entry, invoice processing, document management, report generation, and customer service operations. Organizations value the platform's ability to integrate seamlessly with systems like SAP, CRM, and Oracle, allowing for enhanced efficiency and accuracy in

processing both structured and unstructured data.



Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “We have created context-grounded searches or chatbots using context grounding, and we also use context grounding within an Agentic flow where a bot or agent reads ServiceNow tickets to determine whether it has been assigned to the right work group.”



Verified user

Manager Rpa at a retailer with 10,001+ employees

- ✓ “Since we're still on-prem, the Orchestrator feature of UiPath Platform has been key in us being able to monitor and see exactly what is going on with the automations.”



Claire Suplee

Program Manager at a healthcare company with 10,001+ employees

- ✓ “The feature of UiPath Platform that I appreciate the most is the Desktop Studio.”



Kyle Grimm

Automation Developer at Worthington Industries

- ✓ “We also have some report automations which we did with UiPath Platform, and they get done now in one-hundredth of the time that it used to be done before and without any errors.”



Vijay Bhallamudi

Senior Business Analyst at Flix

- ✓ “The unattended bots have been most successful for us so far.”



Verified user

Senior Business Analyst at a healthcare company with 1,001-5,000 employees

- ✓ “The features I find most valuable within UiPath Platform are the logging and controls, and the ability to bring value to the firm extremely quickly due to the low-code, no-code functionality.”



Jonny Roche

Portfolio Product Owner at a insurance company with 10,001+ employees

- ✓ “Deployment was good.”



Daniel Moore

CEO/MD at Resources and Energy Group Limited

What users had to say about valuable features:

“We use Task Capture all the time. We have a bank business analyst who uses it and teaches people how to use it. We're constantly getting process definition documents to review and add to our pipeline.

Studio itself has all its great features and is easy to use. .”

Verified user

Software engineer at a tech services company with 10,001+ employees

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“The best feature of UiPath is that it is easy to use. UiPath Orchestrator is also easy to use.

Data scraping is very powerful in UiPath. It is very versatile..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

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“We have found UiPath to be quite valuable as we actively deploy and use bots, which have become a significant asset to our operations.

We were able to achieve the savings. It has freed up around ten thousand hours of time and resources for other tasks..”

Verified user

Manager at a tech vendor with 1,001-5,000 employees

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“Overall, the most valuable aspects are the automation, UI navigation, and orchestration.

It's fairly easy to use and automation can be done by relatively junior people. It's a low-code platform, so it requires a little bit of scripting but nothing too crazy. A business analyst can use it in most cases.

We're an implementation partner, so we don't use it for ourselves because we're too small. But for our client base, it enables end-to-end automation. That's a very important aspect, especially in banking where there is a lot of competition, the margins are low, and operating costs are high. They can't make any mistakes. That requires them to have an automation solution that does manual and repetitive tasks for them. It's a cost imperative.

And being part of the UiPath user community is a positive. I have also done a couple of the sales-oriented UiPath Academy courses. They are really easy to consume and they are free for partners and they're very business oriented..”

Verified user

Chief Commercial Officer (CCO) at a tech services company with 11-50 employees

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“It's a complete ecosystem. It has everything you need. You can do attended or unattended bots. There's AI. There are document processes that you can do as well.

It's very easy to create any type of automation. It's the best solution so far in the market.

We are able to implement end-to-end automation. It's important that you can automate anything with UiPath. You are not limited. You don't have to have any extra connectors.

It has helped minimize our on-premises footprint. You can migrate to the cloud if you like. However, many companies, like banks, do not prefer the cloud. They prefer on-premises setups.

I've used the Academy courses. I've started one and haven't finished it. My plan in the future is to utilize it more. The structure and details are great. If you are new to UiPath, it's very good. It helps effectively onboard new people.

It helps reduce human error.

We can free up employee time by 90%.

If you are saving time, you are saving money, and therefore, it has helped save costs. .”

Ayoub Elmoujahid

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

“The integration services are quite effective. There are so many integration partners available. For example, we can use the solution with Jira.

It is easy to build automations. We use it to automate processes. We can use the product to automate good causes like sustainable production. However, we work more with web processes as opposed to good causes.

We do use it for end-to-end automation. We can ingest documentation, do a development phase and make our application. It's important to have this end-to-end capability. It helps us gain more knowledge and control.

The user community is definitely useful. If you have any issues or need something explained, you can use the community and gain more knowledge. We can share our knowledge as well. It helps clarify. It helps us interact with other humans to gain insights.

It's helped lower our on-premises footprint. It's important to us to be able to reduce the on-prem footprint. It saves us space. It's helping us future-proof. It helps reduce limitations.

I've used the UiPath Academy courses. We can learn from ourselves, however, it does help. While we don't completely gain knowledge from the Academy, the solution requires users to go through a learning curve. It can show you the basics, and you need to go further by experimenting. I haven't used Academy courses in the last few weeks. It really does help with integrating services and understanding that aspect of the solution, however.

We plan on leveraging AI functionality. We haven't used it yet.

It is helping with digital transformation. We can leverage architecture and different platforms much more efficiently. There are a lot of tools and upgrade versions that we need to go through right now. As we continue digital transformation, it will help make our processes more convenient and make tools easier to use.


It's reduced human error. However, the way our documentation is created, we won't be able to completely remove human interactions in the documents and can't remove human error completely.

The product has been able to free up employee time. We can build and complete a process very fast.

We've noted cost savings when using the solution. We've been able to reduce licenses or move to community licensing..”

Rakesh Puvvai

RPA Developer

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Other Solutions Considered

“There are multiple differences between UiPath and Automation Anywhere. Automation Anywhere has a good handle on desktop automation as well as its IQ Bots for document understanding..”

Sanobar Khan

Automation Engineer at a tech services company with 51-200 employees

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“I was using Autosphere before UiPath. I've also used Automation Anywhere and Robocorp. UiPath is for developers and business users. UiPath is far superior to Automation Anywhere, however, when it comes to speed, I feel that Autosphere and Robocorp are faster than UiPath..”

Muhammad_Uzair

RPA Developer at a tech services company with 51-200 employees

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“They are the biggest RPA vendor with the highest market share. They have a good product and the company seems really innovative. They're branching out into AI and process mining, et cetera. Generally, as a vendor, they're the strongest one in the mix..”

Verified user

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Chief Commercial Officer (CCO) at a tech services company with 11-50 employees

“There are other automation tools that the company uses, but they can't do everything that UiPath can. All of the potential automations just kept being pushed to the side until we started using it.

We used Microsoft Automate for a very short time. We started looking into it for some tasks. The issue is that we're trying to automate it deep inside our corporate network, so, we haven't really been able to use Power Automate..”

Verified user

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Software engineer at a tech services company with 10,001+ employees

“UiPath was the first RPA tool that I used. Before UiPath, I had only worked with BPM and BPMN solutions such as Appian and Bizagi. I switched to UiPath because my company chose it. We had a client who wanted to implement UiPath..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

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“I know Automation Anywhere, and I have also done a certification on it about four years ago, but I did not work on it. I am not familiar with the features currently in Automation Anywhere, so I cannot compare it with UiPath. I have more experience with UiPath because we got more UiPath projects. We were going to work on a project with Automation Anywhere, but that did not happen.

I have also worked on UiPath Document Understanding, but most of my experience is with general automation..”

Verified user

Works at a consultancy with 11-50 employees

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ROI

Real user quotes about their ROI:

“I have noticed an ROI while using the solution. In general, a business analyst would do the calculations to see how much money would be saved if a robot was deployed. .”

Ayoub Elmoujahid

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

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“While we have not yet achieved the ROI we expect, we are on target to do so. There have been some instances of ROI, although we are still in the infancy stages..”

Verified user

Enterprise Transformation at a manufacturing company with 1,001-5,000 employees

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“ROI depends on the customer and what they need, but you can definitely have a return on investment of 300 to 400 percent within about three years. It's a relatively quick payback..”

Verified user

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Chief Commercial Officer (CCO) at a tech services company with 11-50 employees

“It is worth the money if you have enough automation and enough use cases. That is applicable to every automation platform. As long as you have the use cases and you can automate them through that application, it will be worth the money..”

CarlosAlmeida

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Developer at a tech services company with 11-50 employees

“We have seen ROI with the tool's use. One of my use cases involves the Patent and Trademark Office, where two GS-15 patent attorneys worked on patent suspensions. An unattended bot helped to save two full FTEs' a year's worth of work. .”

Ian Koets

[Read full review](#) 

RPA principal architect at Steampunk Inc.

“There is definitely ROI from using UiPath. Based on the fees and the load of the input, ROI will be calculated and used to decide whether the use case is worthwhile or not. It will be decided in the analysis and discovery phases. If ROI is feasible, only then will development take place..”

Srihari Hari

Solutions Architect at Emids

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Use Case

“My primary use case is mainframe automation from legacy mainframes that previously hadn't been automated with other automation tools. The product worked like a dream with the mainframe automation..”

Verified user

Software engineer at a tech services company with 10,001+ employees

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“I'm a network engineer at a nuclear power plant, and I oversee multiple crews. I use UiPath to automate the voicemail system, send alerts, and run tests. Our company has about 12,000 employees. .”

Jihun Son

Assistant manager at NAVER Corp

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“I use it for RPA in bank reconciliation, credit card operations, retail banking, vendor invoice management, purchase order matching, and employee onboarding..”

Verified user

Chief Commercial Officer (CCO) at a tech services company with 11-50 employees

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“I have used UiPath for multiple use cases, such as data entry processes or extracting information from emails to certain applications. I have also used it for financial processes like invoicing and analytics, and there are IT applications like user onboarding. .”

Ganesh Ramachandran

Managing RPA Practice & Solution Architect at a tech services company with 201-500 employees

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“We primarily use UiPath for RCM and it can handle most tasks effectively, especially when dealing with data extraction from PDF files. There might be more complex scenarios where AI could be more suitable, although the implementation might be challenging. We are in the process of evaluating these AI-powered use cases..”

Verified user

Manager at a tech vendor with 1,001-5,000 employees

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“I used UiPath for the energy sector and HR, but they were almost industrial processes. The bots were performing and doing transactions all the time.

The use cases were mostly about the extractions from several websites to manipulate data and to put data into other websites to update. We also had campaigns, and we needed to trigger and send lots of emails..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

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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.

“I have seen it deployed on-premises and also on the cloud. I do not know about the deployment of the UiPath infrastructure. I only know how to allocate licenses or install the UiPath license on a computer, which is not hard. It is easy..”

CarlosAlmeida

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Developer at a tech services company with 11-50 employees

“Implementing the cloud version of the product is easy. Deployment is simple. However, it depends on your environment.

It's helpful to have some knowledge of UiPath. You only need two to three people to maintain the solution. If it's the first time setting it up, it may require more people. .”

Rakesh Puvvai

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RPA Developer

“I was not involved in the initial deployment.

They do give a bit of support with processes. However, after a few months, the solution does require some maintenance. We also supply support and our clients hardly need it anymore. .”

Muhammad_Uzair

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RPA Developer at a tech services company with 51-200 employees

“I have set it up from scratch in one of the companies. It was not that hard. It was easy to set everything up. I was doing it for the first time, so it was a little bit confusing, but it was good. There were forums and YouTube videos. The UiPath team is also available if you need help with installation and what to use. It was good.

After the code is ready, the bot deployment takes 10 to 15 minutes. Three years ago, it used to take us an hour..”

Verified user

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Works at a consultancy with 11-50 employees

“The initial setup was straightforward. There's plenty of documentation that is easy to follow.

The hardest part was more on our company's network and infrastructure, trying to navigate all the hoops that we have to go through just to make sure it's secure and the network's secure. Getting access to what we need to get access to.

We're still kind of new to things and working on migrating to the cloud. We're one small team in the organization. By moving to the cloud, we're hoping we can onboard more and more teams to be able to use it and spread it throughout the company..”

Verified user

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Software engineer at a tech services company with 10,001+ employees

“The implementation is very easy. The deployment is similar to other products. You create a file and share it with a customer and they import it.

Through our methodologies, we define, design, deploy, and maintain.

Pre-deployment, we need to do some testing. After that, once it's accepted, you deploy. You don't need much staff.

There is some maintenance required for future changes in the application and any issues that may arise (like bugs). Typically, there's a business analyst and people from IT as well as someone from whatever department it's being deployed to. .”

Ayoub Elmoujahid

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

Customer Service and Support

“I have not contacted technical support. I'm a beginner, and usually, I turn to the UiPath community forums. Many problems are answered right in the community itself. .”

Muhammad_Uzair

RPA Developer at a tech services company with 51-200 employees

[Read full review](#) 

“I have not contacted their support. I have used the UiPath Community. It is very easy to use. There are lots of people asking questions and lots of people answering them. I usually go there to consult other people. Their community is very valuable..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

[Read full review](#) 

“Technical support is much needed. It has to be there.

Our team has used UiPath Academy and UiPath Community. Whenever we get stuck while building the solutions, we most often get a solution from there. It is quite efficient..”

Verified user

RPA developer at a sports company with 501-1,000 employees

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“I rate UiPath support an eight out of ten. There's some room for improvement. UiPath support should be more accessible. We should be able to connect to support faster and resolve the issues sooner. When we open a ticket, we would prefer to get a call instead of an email. A priority issue is easier to resolve over the phone, so that would be preferable. .”

Ganesh Ramachandran

Managing RPA Practice & Solution Architect at a tech services company with 201-500 employees


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“Their support is good. After procuring the licenses, when there is an issue, there is a dedicated support team. They respond well.

The UiPath Community is vast. It provides an opportunity to get help from others. They provide good support, and the MVPs are actively engaged in responding to the queries that people are posting when facing any challenge. We can find relevant information by searching with keywords. It is good.

UiPath Academy has been useful in learning about new topics and new versions..”

Verified user

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RPA developer at a non-profit with 1-10 employees

“The support's been pretty decent. We have a TAM, so we have someone we are constantly in contact with.

We meet with them weekly, and they're very helpful. If we do have to open up a support ticket, there's a bigger issue that they can't help with. They usually help get the ball rolling.

Support has been pretty helpful. Like any other support though, they ask all the basic questions in the beginning just to figure out what has or hasn't been done.

My only complaint is that each time we open a new ticket, we get someone new, and we have to explain how everything is set up all over again. So it would be nice if they had that somewhere on record..”

Verified user

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Software engineer at a tech services company with 10,001+ employees

Other Advice

“I give UiPath a seven out of ten.

Maintenance is required. We need to make changes to the code due to updates in the systems on which the automation is running. There are updates in the IT environments, such as operating systems, and also in the UI part. The newer features in UiPath bring new updates, and its components necessitate modifications to the code..”

Verified user

Consultant and Founder at a tech vendor with 11-50 employees

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“We are UiPath partners.

I'm not certified in UiPath, although I do have experience with it.

I have not used the AI functionality yet.

I'd rate the solution nine out of ten. It's easy to work with UiPath. It has very good documentation. .”

Ayoub Elmoujahid

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

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“My advice is to start sooner rather than later with RPA.

There is a lot of hype around the topic of RPA and customers are exploring it, but they can't do it without partners; at least not the first couple of projects. Deployments with our customers take about six weeks.

We maintain the solutions we create. We normally have a support contract in place for at least the first couple of years. Maintenance, on our side, involves two or three people..”

Verified user

Chief Commercial Officer (CCO) at a tech services company with 11-50 employees

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“I use UiPath to reduce human errors during report generation or data entry. Simple errors can cause delays down the stream.

The product has helped us save hours, which can range from a few hours to tens of thousands of hours.

UiPath has helped us increase accuracy. It is helpful in data validation.

I rate it a ten out of ten. .”

Verified user

RPA Developer at a financial services firm with 10,001+ employees

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“I would recommend UiPath to others if they have use cases for it.


I am certified in UiPath. I have used UiPath Academy courses. They are useful when you start developing. I have also attended their seminars.

I have not used UiPath's AI functionality in the automation programs. We started to use it, but then I changed the company.

Overall, I would rate UiPath an eight out of ten. I cannot compare it to others because I never used any other solution, but I find UiPath to be simple and easy to use..”

CarlosAlmeida

Developer at a tech services company with 11-50 employees

[Read full review](#) 

“Our business objective for AI automation included making our team members' time more efficient. We didn't want to spend an hour or a day manually downloading the data. We wanted to automate it and save time.

AI-powered automation has fundamentally changed our organization. We can get the data quickly and instantly anytime. It can be uploaded directly without needing someone to check it manually. A bot does it for us. It saves time, speeds up our time in the market, and scales up our business.

Automation has affected us positively. We often focus on data; having them at the right place and time is very important for us. UiPath helps us to achieve it with accuracy.

UiPath has saved us at least five to seven hours a week. We also save money since we don't have to outsource or seek the help of an intern to do the manual downloading task.

I rate the product a seven out of ten. .”

Verified user

Manager Business operations at a manufacturing company with 1,001-5,000 employees

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9%

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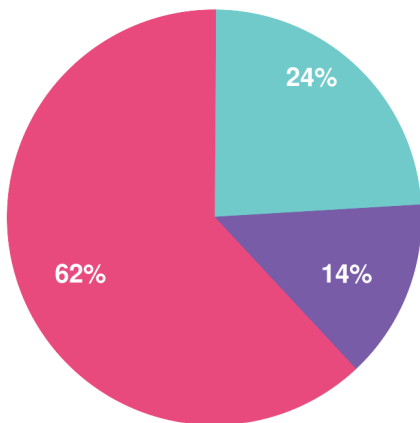
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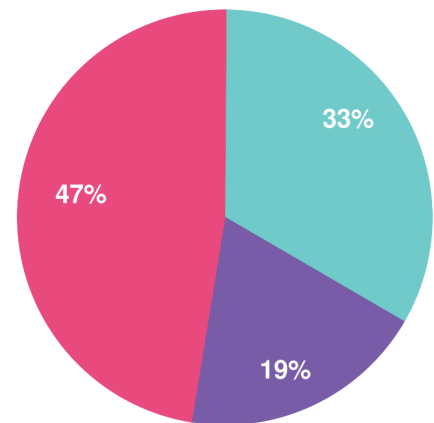
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Company Size

by reviewers



by visitors reading reviews



Large Enterprise

Midsize Enterprise

Small Business

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