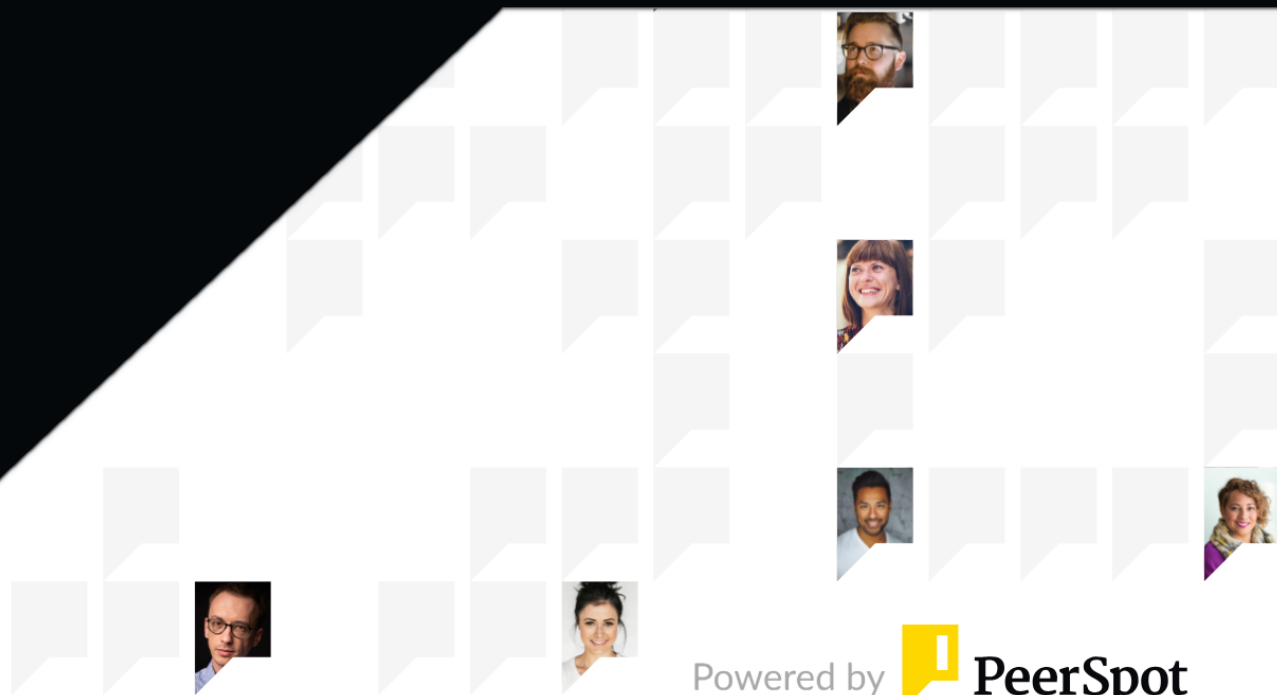




Automation Anywhere

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



Powered by  **PeerSpot**

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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:

- ✓ “Automation Anywhere has evolved significantly and upgraded itself to provide agentic AI and AI-based automation solutions for document automation, with modern features to train documents ensuring high accuracy and repeatability over time.”



Venkat Sivaprakash

Management Consultant at Accenture

- ✓ “The bottom line is that it is extremely simple and developer-friendly.”



Nadeem K.

Rpa Developer at a consultancy with 11-50 employees

- ✓ “Since it is AI-powered, it automates our work; initially, we had many manual interventions, but now with the AI-powered capabilities, we are saving time and our productivity has increased.”



Nikhil Jethwa

Technical Consultant at ProTechmanize Solutions (P) Ltd.

- ✓ “The return on investment from Automation Anywhere at our organization has been both tangible and intangible, delivering value far beyond the initial financial calculation.”



Verified user

Associate Leadership Team at a financial services firm with 10,001+ employees

- ✓ “Document Automation is something we are using and have used in the past; it is excellent.”



MuthukumarG

Senior Reliability Engineer at a healthcare company with 10,001+ employees

- ✓ “Comparing to other products in the market, we are getting all the features in hundred percent quality with what the objective needs to be met by other products, and that is also delivered in Automation Anywhere.”



Prasanth Selvaraj

Application Manager / Product Manager at a tech vendor with 10,001+ employees

- ✓ “The features of Automation Anywhere are quite impressive; one aspect I particularly appreciate is the integration of AI, which has reached a mature level in its capability for agentic processes, greatly enhancing product usability and enabling adaptation to complex use cases.”



Sankar Lakshmanan

Engineering Architect Head at a financial services firm with 10,001+ employees

What users had to say about valuable features:

“Automation Anywhere offers a lot of features, starting from the full integration ecosystem between the platforms, the knowledge, the Bot Store packages, and the community of Automation Anywhere. It also has a new product called AI Sarah for automating the IT service requests with zero-click fulfillment.

The most valuable feature for me is the integration ecosystem between the platforms of Automation Anywhere and the components. Since we have the RPA, document automation, Enterprise knowledge, or agentic process automation, along with AI Sarah, the idea is we have these platforms or applications or software components fully integrated with each other, and we do not have any limits. The sky is the limit for automating any business use case for the customer, and it helps a lot to overcome all the challenges that we face.

The first customer we talked about, the healthcare customer, the biggest healthcare customer in UAE, we have saved around 2.5 million dirhams in terms of operation cost and we have enabled them to claim 250 million dirhams of RCM revenue..”

KhaledMostafa

[Read full review](#) 

Regional Service Delivery Manager - Intelligent Automation at a tech services company with 51-200 employees

“The best features Automation Anywhere offers for me include a visual workflow builder, reusable bots and components, and the way it integrates with common business tools including Excel, web applications, and internal systems. I also appreciate the central Control Room because it makes it easier to manage bots, monitor execution, and handle failures. Another useful part is data, document, and AI-related automations, especially when a process involves extraction and validation of data from semi-structured documents.

“The flexibility of Automation Anywhere's truly universal orchestration is one of its strongest points. We are not limited to automating with just one application; we can orchestrate workflows across web applications, APIs, databases, documents, and other enterprise systems. I also appreciate that the orchestration layer does not force everything to depend on AI models. Different models or AI services can be incorporated depending on the use case, while Automation Anywhere manages the broader workflow. In our experience, this is useful for combining traditional rule-based automation with AI-driven steps while still keeping monitoring, validation, and human approval in the same end-to-end processes..”

Faraz Mohammad

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

[Read full review](#) 

“It's very easy to use. It helps streamline manual processes. Manual work can cost the company a lot of money, but with an automation, work can be just a click of a button. That, and the work is more accurate and happens much faster. Any manual processes can be automated.

While it does use AI, we don't use it too much. We're looking at it. However, it's not something we prioritize.

I like that we can customize almost anything. You can create workflows fairly easily.

Even if users do not have technical skills, they can still use Automation Anywhere. It's not hard to learn.

I did training over one or two weeks. However, I did find some of the training challenging, specifically in areas where I didn't have any background. That said, I'm using it with legacy applications, which makes some things more complex. For most users, it would be very easy to get going.

We did see near immediate results once we started using Automation Anywhere. Within a week or two, once we started testing it, we could see how useful it was.

It's saved us time and money so far. We were able to do reports both before and after running Automation Anywhere and could compare the results and we were able to see that we did actually record savings on both counts. .”

Nadeem Bashir

[Read full review](#) 

Technical Analyst at a computer software company with 501-1,000 employees

“Automation Anywhere offers many best features.

“A couple of the features that stand out to me the most are the Control Room, which helps organizations control production access and avoid mixing development changes, as separating the roles helps organizations control production access and avoid mixing development changes, and the workload management, which handles independent transactions into work items, and each element is really helpful.

“With respect to analytics, Automation Anywhere also provides packages where we can add more analytical features; for example, once we complete performing a reconciliation or automation workflows, we require an analytical report for business end-users so that they can have a better understanding of what the bot has performed.

“Governance and security are important for an organization, as when we create an agent and deploy it on a server, we must be very careful because data governance and security are paramount, and Automation Anywhere provides governance and security where one can believe and adhere to it.

“Regarding Automation Anywhere's AI capabilities, the accuracy and reliability of output is very high, especially with the healing agents, which is beneficial when certain selectors have been changed.

“I used Automation Anywhere's AI Agent Studio when it was in staging phase, in the pre-deployment phase, and I had a good experience working in the AI Agent Studio where we can provide user prompts, system prompts, and knowledge base that acts as context around the agents..”

Suhas U

Associate Software Engineer at Avaali Solutions

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“In my opinion, the best features Automation Anywhere offers include the visual bot development, reusable components, and strong integration with APIs and enterprise applications. I also value the scheduling, credential management, and the error-handling capabilities because they make automation easier to maintain and more reliable in production.

“Among those features, I find credential management especially valuable in my daily work because many automated workflows interact with APIs, test environments, and internal systems. Keeping credentials centralized and secure reduces the need to hard-code sensitive data and makes the automation easier to maintain across different environments.

“The platform is strong when you need to combine reliability with maintainability, and features such as centralized bot management are reusable with components. The logging and the error handling make it easier to scale automation beyond a single script and support as part of a larger QA or enterprise workflow.

“Regarding Automation Anywhere's AI capabilities, I think it has a strong approach to governance and security, especially for enterprise environments. The governance becomes even more important because you need clear controls around what data is being used, who can deploy AI-driven automation, and how decisions or outputs are audited. I would appreciate seeing even more transparency around AI model usage and data protection.

“I find the AI capabilities are generally accurate and reliable, especially when the input data is structured and the workflow has clear validation rules. From a QA perspective, I treat AI output as any other system dependency: validate the response, define confidence thresholds, log exceptions, and have fallback handling when the result is uncertain.

“I use Automation Anywhere AI Agent Studio mainly to evaluate how AI-driven steps can be integrated into existing automation workflows. The integration experience has been good, especially when connecting agents with APIs, business applications, and existing tools. I find most useful the ability to combine traditional rule-based automation with AI for tasks that require classification, interpretation, or decision support.

“AI governance is very important in my organization because AI-driven automation can interact with sensitive data, APIs, and business-critical systems. The AI Agent Studio addresses those needs fairly well through role-based access control, centralized model governance, prompt and event logging. I especially value the visibility into model interactions because it makes troubleshooting and compliance review much easier. I would appreciate seeing governance become even more proactive with strong automated policy enforcement, easier compliance reporting, and more granular controls around sensitive data and model usage.

“I have used Automation Anywhere COE, and I think its biggest value is the visibility it provides across the automation life cycle. It helps centralize information about automation opportunities and business impact. From a QA and governance perspective, that visibility is useful because it makes it easier to identify bottlenecks, track automation performance, and understand which processes are delivering value.

“My impression of the AI governance features is positive overall. They help maintain compliance by providing centralized controls, and for data integrity, the most important value is having traceability around inputs, outputs, model usage, and exceptions.

“I would rate the flexibility of Automation Anywhere quite highly. It integrates well with APIs and enterprise applications, allowing the orchestration of traditional bots, API-based automation, and AI-driven steps within the same process.

“Overall, I think the main advantage of the process reasoning engine is that it understands enterprise workflows better than a more general AI model, recognizing common process patterns, dependencies, and exceptions, which makes the recommendations feel more relevant to real business automation..”

IsaacHernandez

Senior Technical Lead QA at a computer software company with 501-1,000 employees

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“Another interesting area is Excel and web application automation, especially processes where users manually move data between multiple systems. One workflow involved taking a business input file, validating and transforming the data, and then entering it into a web-based application. I used Automation Anywhere's Excel-related actions for reading and manipulating the data and applied the business rule validations inside the bot, and then used browser automation actions to interact with the application. What made it interesting was the exception handling. I did not want the bot to stop completely when one record failed. I processed the records individually, logged the failed transaction with the reason, and continued with the remaining records. This is the most important part of an automation because I cannot stop the whole job just because a single record failed. At the end, the bot generated a summary of successful and failed transactions for the operations team so they could either rerun the bot for the failed ones or manually run it if the bot does not support rerunning. I also managed the production execution through the Control Room and had safe credential storage.

“Exception handling and centralized orchestration stood out for me because whenever I run a bot, the visibility of what the bot is doing is really important. I cannot run a bot and cause havoc in the production environment. Since I was dealing with customers' production data, there could not be zero mistakes. If something fails, there must be visibility. The Control Room gave me the centralized orchestration layer. For example, once the bot was ready, I could deploy it to appropriate bot runners, schedule it, monitor its execution, and manage access from the Control Room. I could also configure triggers so that whenever a file arrives into a specific folder, the bot gets triggered.

“Automation Anywhere's exception handling helped my team tremendously because exception handling is the main important aspect. Exceptions can be through the system or through business-related issues. There could be error-prone data from the client side or business-related exceptions that need to be thrown. If something wrong happens in their data, it is my responsibility to notify them through specific business validations or business-ruled exceptions. Automations might be triggered when the system is down or if there is any issue with the infrastructure, if any website does not load, or if something bad happens,

then a system exception has to be raised because a system exception means that I cannot continue the automation further. I might retry it a few times until the system is back online, but basically I would retry until a specific number of times and then continue. In the case of business validations, there is no reason to retry. I will be throwing the error and notifying the business users that there is something wrong with the data or something wrong with the validations they asked me to match.

“I would also like to add Bot Insight because it goes beyond telling me whether a bot succeeded or failed. I could instrument the bot with business-relevant variables and use the resulting dashboards to understand transaction volumes, processing times, failures, and various performance and operational related metrics. I also like the API and connector capability because any automation tool must provide integration. Without integration to other applications, the automation tool is of no use. The connector capabilities are a plus point in Automation Anywhere.

“I used AI Agent Studio for a couple of workflows where RPA was not alone enough. The main benefit was that I could have an AI agent handle the more unstructured parts of the processes and then hand the result back to the Automation 360 workflow. For example, in email-driven processes, the agent could classify the incoming request, understand the intent, extract relevant information, and decide which downstream workflow should be triggered. The traditional bot then handled the deterministic steps, updating the application, validating required fields, and recording the transactions. What I found useful was the integration model. I could connect the agent to business data, APIs, and automation actions. The agent was not just generating text; it could participate in an actual business workflow. I also kept permissions and actions available to the agent constrained rather than giving it unrestricted access. The important part was the handoff between AI and deterministic automation. For example, email to AI Agent Studio, then to intent or data extraction, then to validation, then to automation where the bot runs, and at the end, the business application like SAP or any other ERP. For higher-risk actions, I kept a human approval step rather than allowing the agent to execute everything autonomously. My main takeaway was that AI Agent Studio was most useful when the process had unstructured inputs or reasoning requirements.

“Governance is very important. Particularly when an agent can access enterprise data or take business actions, I do not treat an AI agent the same way as a normal chatbot. I need to know what data it can access, what action it is allowed to perform, and how its decisions can be audited. With AI Agent Studio, the governance capabilities are useful because I can put controls around the agent's access and the tools it can invoke. For example, rather than allowing an agent to freely interact with every system, I restricted it to specific actions, APIs, data sources, or specific bots or automations. I would say it meets the basic governance requirements reasonably well, particularly around access control, permissions, auditability, and keeping AI actions within a defined workflow. However, I would not consider the compliance layer as a replacement for organizational audits. I still need PII handling, data retention, prompt and output validation, model selection, human oversight, and monitoring for incorrect or unexpected agent behavior. My approach was essentially platform controls plus organizational controls. AI Agent Studio can provide the technical guardrails, but the organization still has to define what the agent is permitted to do and continuously monitor whether it is behaving within those boundaries.

“The controls basically use a combination of access control, rules, data validation, and human oversight. That brings auditability as well. This combination gave me much more confidence in using AI within enterprise processes. I would say the governance features were effective as a technical control layer, but they were not sufficient by themselves. I still needed organizational policies for data classification, PII handling, retention, and human oversight..”

Verified user[Read full review](#) 

Software Consultant at a outsourcing company with 201-500 employees

Other Solutions Considered

“Before choosing Automation Anywhere, we would evaluate it with UiPath and compare costs to determine which platform offers the best value for our needs..”

Suhas U

Associate Software Engineer at Avaali Solutions

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“Previously, we used custom automation tools, including Selenium or Python, which worked well for QA-specific tasks but required more maintenance and technical ownership. We moved toward Automation Anywhere because it gave us better centralized management, scheduling, credential handling, and visibility across business and QA processes..”

IsaacHernandez

Senior Technical Lead QA at a computer software company with 501-1,000 employees

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“We have been using UiPath as well, and both offer RPA development and application integration, document processing capabilities, where I test the same workflow on both platforms and compare the development effort..”

Suhas U

Associate Software Engineer at Avaali Solutions

[Read full review](#) 

“I have used UiPath as a developer before switching to Automation Anywhere because of the strong ecosystem in Automation Anywhere, the integrations, and the flexibility in the product, having all the products fully integrated together in one platform such as document automation, human-in-the-loop, the RPA, the agentic platform, and the Enterprise knowledge. Unlike the other solutions, we would have to have different applications, different solutions to come up with the same result, but in the end, it would not be the same result and the cost would be higher than Automation Anywhere..”

KhaledMostafa

Regional Service Delivery Manager - Intelligent Automation at a tech services company with 51-200 employees

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“We were looking at a few alternatives before choosing Automation Anywhere, mainly UiPath and Microsoft Power Automate. We compared them around ease of development, integration capabilities, centralized management and scale, and overall enterprise governance. Automation Anywhere stood out for us because of its cloud-based approach, central Control Room, and capability to manage large end-to-end automation workflows; those other solutions were not able to do it..”

Faraz Mohammad

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

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“Before choosing Automation Anywhere, we evaluated other automation solutions such as UiPath, Blue Prism, Power Automate, and traditional scripting or macro-based automation.

The main difference we noticed was that Automation Anywhere A360 provides a strong balance between ease of development, enterprise-level control, scalability, and reliability. Compared with traditional scripting and macros, Automation Anywhere is easier to maintain, provides better governance, and offers centralized bot management through Control Room.

UiPath also has a strong development environment and good community support, but Automation Anywhere A360 was better aligned with our enterprise requirements, especially for centralized deployment, credential management, bot scheduling, monitoring, and governance.

Blue Prism is also strong for enterprise automation and governance, but it can require more technical expertise and development effort. Automation Anywhere felt more flexible and developer-friendly for faster bot creation and maintenance.

Power Automate is useful for Microsoft ecosystem-based workflows and cloud integrations, but Automation Anywhere was a better fit for complex enterprise automation involving web applications, SAP, Excel, email, and databases.

Overall, Automation Anywhere stood out because of its user-friendly development experience, strong enterprise features, Control Room capabilities, web automation improvements, SAP and database support, scalability, and better reliability for our automation use cases..”

Verified user

[Read full review](#) 

Senior Software Engineer at a financial services firm with 10,001+ employees

ROI

Real user quotes about their ROI:

“I have seen a return on investment, as we have been reducing manual effort and a four to six hours task that a human completed, the bot is doing in 30 minutes, showing significant improvement when automating a workflow..”

Suhas U

Associate Software Engineer at Avaali Solutions

[Read full review](#) 

“I have seen a return on investment where the operation cost saved is 2.5 million dirhams. The time saved is around 80 to 90 percent of the time taken for the process; it was taking around five minutes and by Automation Anywhere, it is taking only one minute. In terms of employees, we did not have to hire a new employee for this job during COVID..”

KhaledMostafa

Regional Service Delivery Manager - Intelligent Automation at a tech services company with 51-200 employees

[Read full review](#) 

“There were a lot of savings on transactions that were processed, basically the throughput. With the help of bots, there were more volumes of data that was processed at a pretty good pace. The bot success and failure rate, average processing time, and cost savings were all improved. For the invoice workflow I discussed, I estimated around 60 to 70% reduction in manual effort. The processing time went from 20 minutes to around five to seven minutes, and that was for standard invoices..”

Verified user

[Read full review](#) 

Software Consultant at a outsourcing company with 201-500 employees

“It depends on the process. We are in the R&D space, and as I mentioned, the one-week work is done within a day, so it saved five days. For order processing, I would say that it is not very much time-saving because it is also taking time to extract and process, but it is giving us freedom in that the people who are doing the repetitive task are not doing that repetitive task now, and they are doing something else, maybe validation or something more productive..”

AyushJain

[Read full review](#) 

Software Development Engineer at Silicon Labs

“We have seen a positive return on investment with Automation Anywhere mainly through the time saving and reducing manual efforts. For some repetitive workflows, tasks that previously required one or more hours of manual work can now be completed much faster and with minimal human involvement. Document processes have reduced the time spent on extracting, validating, and entering data. I do not have an exact professional financial ROI percentage because I am not directly involved in the financial reporting, but from an operational perspective, the reduction in manual hours and errors has been worthwhile for us..”

Faraz Mohammad

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

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“Yes, we have seen a strong return on investment with Automation Anywhere A360.

The biggest ROI has come from reducing manual effort in repetitive and rule-based processes such as web automation, email handling, Excel report processing, SAP transactions, and database updates. Tasks that previously required significant manual effort can now be completed faster and with better accuracy through bots.

We have also seen ROI through time savings. Bots can run repetitive tasks much faster than manual processing and can also run unattended based on schedules. This helps reduce processing time, improve turnaround time, and allows employees to focus on higher-value work. Overall, Automation Anywhere has delivered ROI through reduced manual effort, faster processing, improved accuracy, fewer production failures, better scalability, and increased productivity across multiple business processes..”

Verified user

Senior Software Engineer at a financial services firm with 10,001+ employees

[Read full review](#) 

Use Case

“We are using Automation Anywhere to make document automation easier for us to acquire suppliers. We work in the travel industry and we acquire suppliers to have their activities and travel tours on our website.

“Automation Anywhere has eliminated the manual intervention from us by automating the entire onboarding process and the checking on the new suppliers and tour operators..”

Yasser Al Ghattas

Co Founder at Red Sea Quest

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“My main use case for Automation Anywhere is to automate processes that you can automate, but sometimes, especially, you need to automate workflows, so I think that is the special case.

“To give you a quick specific example of a workflow I've automated using Automation Anywhere, I remember working on a project requiring process automation. For example, one workflow I automated with Automation Anywhere was the preparation and validation of test data before regression testing. The bot collected data from different internal resources, validated required fields, updated the test environments, and generated a report of any inconsistencies. This reduced repetitive manual work and allowed the QA team to start automated regression tests with cleaner and more reliable data.

“Beyond test data preparations, I also use Automation Anywhere for repetitive QA support tasks, such as validating data across systems, generating execution reports, checking file outputs, and triggering follow-up steps after automated test runs. The main benefit was reducing manual effort around regression cycles and giving the QA team faster feedback when something failed or required investigation..”

IsaacHernandez

Senior Technical Lead QA at a computer software company with 501-1,000 employees

[Read full review](#) 

“I have been using Automation Anywhere for about two years, mainly for automating repetitive workflows and exploring how RPA can streamline routing business processes.

“My main use case for Automation Anywhere involves automating repetitive optional tasks. For example, I work on a process where data comes in through Excel files and normally someone had to manually validate it and enter it on internal systems and generate a report. With Automation Anywhere, we automate most of the workflows by reading the Excel data, validating the required fields, updating the systems, and generating the report fields. It reduces a lot of repetitive manual work and also helps us to avoid basic data entry errors.

“Apart from the Excel data entry workflow, I use Automation Anywhere for report generation, moving data between different systems, and automating repetitive validation tasks. One thing I found useful is that you can combine multiple small manual steps into a single end-to-end workflow. Instead of someone consistently switching between Excel, internal applications, and a report, the bot can handle most of the process and only involves a person when something actually needs attention..”

Faraz Mohammad

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

[Read full review](#) 

“My primary use case for Automation Anywhere was accounts receivable automation, where bank statements arrive by email in different formats and the process requires collecting attachments and normalizing transaction data, checking dates and amounts and removing duplicates, and after this we have to prepare valid records for SAP and the bot should also capture posting outcomes and prepare a reconciliation report so that the business end users can get a wide view and a report on what the bot has done and what the outcome is.

“Handling different email formats and attachments in Automation Anywhere is straightforward; we just need to add the Outlook configuration tool and use its activities, and as soon as we get an email from a respective user, we use regex and download all attachments and place them in a shared folder where the bot will have access to it and can start processing the workflow.

“I utilize document automation in my current processes, where data comes in semi-structured or unstructured documents such as invoices, and at each stage, there are multiple activities that we need to perform, crucial for the document processing workflow.

“We have not implemented agentic blended execution, but at the POC level, we have implemented the agentic blended feature, where we would actually need agents for the brain to think and respond when small parts of human intelligence are required..”

Suhas U

Associate Software Engineer at Avaali Solutions

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“As a service provider, we are providing IT services and implementation services for Automation Anywhere for companies around multiple sectors in UAE, Saudi Arabia, Qatar, and Kuwait, especially in telecom, gas, oil and gas, government, banking sectors, and insurance.

I will talk about two use cases that we delivered and made a big impact on our customers. The first use case, during COVID-19, we had a use case for a customer to update the health plan for more than a million patients, and we did it through Automation Anywhere RPA with workload management. We had around 20 bots running 24/7 to cover the load. The other use case is about the auto finance underwriting process for receiving a quotation of the vehicle, down payment, salary certificate, and bank statements. We are doing analysis of these documents to analyze the risk and to analyze the numbers in the quotation against the down payment and the eligibility for the customer. It was taking from the customer around one hour and we were able to complete all the activities within five to ten minutes using Automation Anywhere RPA plus Enterprise knowledge.

As we work in the automation field, we are having a daily challenge. Our challenge with this specific customer for the auto finance, it was a KSA-based customer and they have Central Bank regulation where we need to have all the data within the country. We solved that by having the full Automation Anywhere solution in terms of RPA and Enterprise knowledge fully on-prem, along with the GPUs that is hosting the LLMs..”

KhaledMostafa

Regional Service Delivery Manager - Intelligent Automation at a tech services company with 51-200 employees

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“The main use case for Automation Anywhere was end-to-end business process automation, particularly processes involving structured data, web applications, Excel, email, and document processing. I used Automation Anywhere to automate repetitive back-office workflows where bots could handle the data movement and rule-based decisions were consistently handled. For example, I had workflows where a bot would pick up inputs from email or a shared location like a shared folder or Google Drive, and validate and process the data, update business applications, and send the output or exception details to the relevant team. This was essentially a human-in-the-loop approach. I used the Control Room for centralized bot deployment, scheduling, monitoring, and credential management. The Bot Creator was used to build and test the automations. For document-heavy processes, I also looked at Document Automation or IQ Bot capabilities to extract information from invoices and other structured and semi-structured documents, followed by validation and downstream processing like posting it somewhere else in the ERP or saving the extracted details. Human intervention was always part of the process. The main benefit was reducing manual effort and making the overall process more consistent and auditable.

“One specific workflow I automated with Automation Anywhere was invoice processing automation. The process starts with the invoice arriving through a shared mailbox, shared drive, or placed in a specific folder. The objective was to extract the invoice details, validate them, and push the clean data into downstream finance automation bots. The finance automation bots would post the extracted information in SAP. I built a multi-step bot rather than one large automation. The first bot picked up the emails or invoices from specific folders. Then came the document processing part using Automation Anywhere's Document Automation or IQ Bot capability to extract fields such as invoice number, vendor number, PO number, invoice date, tax amount, line amount, and line item details. After extraction, I had a validation layer where I verified that all fields required for posting were present and whether the invoice total matched the expected calculation. Any exceptions or lower confidence fields were thrown for human review so they could validate those invoices. For the execution side, I deployed the bot through Control Room to an unattended Bot Runner and used Control Room for scheduling and monitoring. Automation Anywhere's

architecture specifically separates Bot Creator, Bot Runner, and Control Room for development, execution, and centralized orchestration. Automation Anywhere provided everything needed for this automation. I did not hard-code application credentials anywhere and used the existing credential vault provided by Automation Anywhere.

“The part I liked the most about the workflow was the exception handling. Instead of trying to automate 100% of invoices blindly, I designed it so that straightforward invoices were processed end-to-end, while low-confidence or exceptional cases or any validation failure cases of invoices were routed for human intervention. This was a production-ready automation use case that I built..”

Verified user

[Read full review](#) 

Software Consultant at a outsourcing company with 201-500 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.

“The initial setup was fairly straightforward. Our team did not find it to be difficult. our deployment team was pretty small. We only had four or five people working on it. It was easy to upgrade as well. There is some maintenance needed, including the need to take logs. However, it doesn't take too much time. .”

Nadeem Bashir

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Technical Analyst at a computer software company with 501-1,000 employees

“I use Automation Anywhere's Autopilot capability, but not extensively, because Autopilot sometimes gives a skeleton, and beyond that, substantial engineering goes into building the solution. Many times it has always involved building from scratch, but that is changing. The feature around using a cloud-like interface to start building code is going to definitely start saving some time..”

Srinath Ramgopal

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Director, Innovation at Novatio

“The deployment process was a bit difficult in the beginning, but after we passed it, we got a clearer picture. If we were going to do it again, it would be much easier. It was a bit difficult in the beginning, but later on, when we figured out how to make it work, it became much easier.

“We did not encounter any issues with maintenance yet..”

Yasser Al Ghattas

Co Founder at Red Sea Quest

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“My experience with Automation Anywhere's pricing, setup cost, and licensing is pretty positive. The pricing is more on the enterprise side, so I would not consider it a low-cost solution, especially once you scale to many bots and users. However, for a process with enough volume, the time saving and reduction in manual effort can justify the cost. Initial setup took some planning, particularly around bot configuration and integration, but after that, it becomes fairly manageable. Licensing can be a little complex because the cost depends on the capabilities and scale you need..”

Faraz Mohammad

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

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“Any organization has to think about what to buy, what to build, and how they will be able to leverage the existing infrastructure or bring new things in. For example, if I have a good number of resources and all the capabilities, I will definitely put focus on building. However, if there are some ten features, why should I reinvent the wheel when these features are commonly available in the market? I should go for those features which Automation Anywhere gives as a default part of the package and use them. The ability to bring your own model is very important because nobody wants to be stuck with one model. I am part of an AI team where I head the AI function, and I need to make models and machine learning models every day. I need to fine-tune them and have the flexibility to do research and development with the models and bring my own models. These features help a lot because I do not have any locking. I can bring my own models, use the native feature of Automation Anywhere, and stitch them together to get the outcome.

The decision process is simple. I need to first evaluate how many team members and how many processes are running today in the organization manually. It should not be that only two members are doing the whole process and I need to bring automation. I should be very careful if the number of people doing the same thing daily is high and the volume is high, then I need to bring this automation. Then I will be able to automate the things and convert manual processes to automated processes. I will be able to use agentic or simple RPA. However, these are the criteria which I would suggest everyone go by before deciding to implement automation..”

Sachin Kumar Gupta

VP, Head AI & Automation at GMR Group

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“The initial setup of Automation Anywhere A360 was moderately straightforward, but it required proper planning and coordination because it is an enterprise-level automation platform.

The basic installation and configuration were manageable, especially with the available documentation and support. However, the overall setup involved multiple activities such as configuring the Control Room, setting up user roles and permissions, creating bot runners and bot creator access, configuring credential vaults, setting up environments, and ensuring proper connectivity with applications like web systems, SAP, email, Excel, and databases.

Some complexity was involved in aligning the setup with our organization’s security policies, access controls, infrastructure requirements, and deployment standards. We also had to ensure that bot execution machines were properly configured with required packages, browser extensions, SAP access, database drivers, and other dependencies.

Once the platform was configured correctly, the development and deployment process became much smoother. Control Room helped us manage scheduling, monitoring, credentials, and bot execution from a centralized place.

Overall, I would say the initial setup was not very difficult, but it did require proper planning, environment readiness, access management, and coordination between RPA developers, infrastructure teams, and application teams. After the initial setup, Automation Anywhere A360 became easy to manage, scale, and maintain..”

Verified user

[Read full review](#) 

Senior Software Engineer at a financial services firm with 10,001+ employees

Customer Service and Support

“Customer support is very fast and helpful. They have all the information needed, and even if they do not have the information, they will solve your issues in a faster manner..”

KhaledMostafa

Regional Service Delivery Manager - Intelligent Automation at a tech services company with 51-200 employees

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“Automation Anywhere provides support whenever there is an issue. When we raise it with the team, they are very responsive and try to resolve it by coming on a call, and they resolve it as soon as possible..”

AyushJain

Software Development Engineer at Silicon Labs

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“The customer support is a plus point in Automation Anywhere. I have faster resolution of issues. If there is anything wrong with the infrastructure, in the case of on-premise deployments, they have helped me as well in those cases. I would rate customer service around an eight..”

Verified user

Software Consultant at a outsourcing company with 201-500 employees

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“Customer service and support from Automation Anywhere have been quite good for us as a Gold partner; we benefit from weekly meetings where we discuss issues and new features emerging in the market, which enhances our overall experience with the platform. On a scale of 1 to 10, I would rate the customer service at a nine..”

Achresh Mittal

Automation & Gen AI Lead at a manufacturing company with 10,001+ employees

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“The customer support from Automation Anywhere has been very good overall. Whenever we need help with configuration or troubleshooting, the team has been responsive and generally provides useful guidance. For more complex technical issues, resolution sometimes takes longer because there are investigations involved, but overall, I rate the support experience positively at eight out of ten..”

Faraz Mohammad

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

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“My experience with Automation Anywhere customer service and technical support has been positive overall.

The support team is knowledgeable and helpful in resolving platform-related issues, product queries, and technical challenges. Whenever we faced issues related to bot execution, Control Room, package dependencies, credential vault, browser extensions, or web automation, the support team provided useful guidance and helped us move toward resolution.

The documentation, knowledge base, community forum, and product learning resources are also helpful for developers. They make it easier to troubleshoot common issues, understand product features, and follow best practices during bot development and deployment.

For critical production issues, timely support is very important, and Automation Anywhere support has generally been responsive. In some complex cases, resolution may take additional time, especially when the issue depends on environment configuration, application behavior, or product-level analysis. However, the overall support experience has been reliable and professional.

Overall, I would evaluate Automation Anywhere customer service and technical support as strong. The support resources, technical guidance, documentation, and community help developers and organizations resolve issues effectively and continue scaling automation with confidence..”

Verified user

Senior Software Engineer at a financial services firm with 10,001+ employees

[Read full review](#) 

Other Advice

“I'm a customer and end-user.

I'd rate the solution eight out of ten.

New users should be knowledgeable enough to write scripts, as that's the main issue. However, it's a good solution for automating small processes..”

Nadeem Bashir

Technical Analyst at a computer software company with 501-1,000 employees

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“Automation Anywhere has pretty low AI capability, but apart from that, it is a pretty good automation tool and is cost-friendly. I would rate Automation Anywhere a seven because of its automation capabilities. I cut down three points because I was expecting more from Automation Anywhere on AI-related capabilities and also testing workflows. I am currently using a cloud-based setup only with [Microsoft Azure](#) as the cloud provider..”

Verified user

Software Consultant at a outsourcing company with 201-500 employees

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“I recommend starting with a few clear, repetitive processes where you can easily measure the value. Do not try to automate everything at once. Also, spend some time defining the standards for logging, error handling, credentials, and bot ownership early on. That makes a big difference once you start scaling. From a QA

perspective, treat bots as any other software: test them, version them, monitor failures, and have a fallback when something goes wrong. I rate Automation Anywhere an eight out of ten because it is a strong platform for enterprise automation, especially for repetitive workflows and centralized bot monitoring. I would rate it higher if the debugging, version control, and CI/CD integration were more developer-friendly..”

IsaacHernandez

Senior Technical Lead QA at a computer software company with 501-1,000 employees

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“Automation Anywhere is deployed in our organization on a public cloud for internal use, while for client services, we deploy it on-premises, where they would have their own servers and dedicated laptops.

“For our public cloud deployments, we predominantly use [Azure](#) and [AWS](#).

“I would advise starting with stable and repetitive processes and establish a stable version control environment, securing credentials and handling exceptions effectively to ensure success.

“I would rate Automation Anywhere a nine out of ten because it has helped us in each and every aspect by improving the ROI and reducing the human headcount, as it has all the relevant capabilities to improve automation outcomes..”

Suhas U

Associate Software Engineer at Avaali Solutions

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“I appreciate the innovation of Automation Anywhere and how they bring innovative and useful solutions, the best in the market, all together into one

solution.

I rate Automation Anywhere a ten out of ten. I give it the highest score because comparing it to the other platforms in the market or was competitor to Automation Anywhere in the past and matrix, it stands out significantly.

Regarding Automation Anywhere's AI capabilities, it has a very good, capable and robust governance model where we can mask the data in the Enterprise knowledge platform. We also have AI guardrails and audit logs that are compliant with any data privacy requirements in the world. The accuracy of the AI output depends on multiple factors. The first factor is the data itself; if we have bad data, we will have bad output. The second factor is about the LLM that we are going to use and how large the context and parameters are in the LLM. It depends more on the data and the LLM itself.

The majority of our customers are on-premises. Automation Anywhere Process Architecture (APA) has contributed a big part to achieving our automation goals by automating the underwriting process end-to-end for the customer, including signature verification, stamp verification, and fraud detection of the bank statements against the salary certificate.

I utilize Automation Anywhere's document automation in my current processes to process various types of documents, and the Straight Through Processing (STP) is very high, allowing us to process the documents very quickly, especially with the new features that we have, feedback, and the ability to ingest and enhance the extraction based on the OCR text and the images. I have measured the time saved by using document automation in document processing, and it saved around 90 percent of the processing time.

I was amazed by the features and the AI governance that Automation Anywhere provides out of the box. It helps you to look at the whole picture and even in details as well, and it also helps you to do the data masking for the sensitive data before sending it to the LLM. The biggest challenges for me and my organization regarding the agentic AI include the agent-to-agent integration and also MCBs that are available out of the box within Enterprise knowledge, along with the data

masking and the security with the audit and the AI guardrails that help us overcome these challenges.

There are no limitations at all in Automation Anywhere's truly universal orchestration for integrating with different systems and models. It covers everything starting from web applications, desktop applications, automating with APIs, integrating with LLMs, doing document automation and document understanding, as well as invoking human-in-the-loop for approval or for taking action or making a correction within the process.

When you look for a solution, I would advise that you do not just look at the use case; look at the developer ecosystem, the integration between the platforms, the components, scalability, security, and the most important thing, governance. We are a Platinum Partner with Automation Anywhere. My additional thought about Automation Anywhere is that it is the best solution in the market; choose wisely and go to be great. I rate this review a ten out of ten..”

KhaledMostafa

Regional Service Delivery Manager - Intelligent Automation at a tech services company with 51-200 employees

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“My impression of Automation Anywhere's AI governance features is positive. They give us better control over how AI is used within our automation, especially around access to sensitive data and traceability. Role-based permissions and audit trails are important because we can control who is building, modifying, or running particular automation and have visibility into what happened. For data integration, we use validation rules and human review for sensitive and low-confidence cases, rather than relying completely on AI output. I see the governance features as a strong foundation, but they work best when combined with the organization's own compliance and data handling policies.

“The biggest challenges with agentic AI for me are governance and security, reliability, and maintaining control over what an AI agent is allowed to do. Unlike

traditional rule-based automation, an AI agent can make dynamic decisions, and we need to be confident about its output, data access, and what happens when it comes to making a mistake. Automation Anywhere helps by combining AI capabilities with more controlled automation. Workflows can handle access control, maintain auditability, and include validation rules and human approval for sensitive steps. I think this combination is important because we want the flexibility of agentic AI without sacrificing governance and predictability that we already maintained with traditional automation.

“The main objective with agentic process automation was to move beyond automating only fixed repetitive tasks. We want the automation to handle situations where there are expected changes in input or some level of decision-making involved. For example, in document processing, instead of just extracting predefined fields, the goal is to understand the outcome of the information, validate it, decide what should happen next, and route exceptions to the right person. Agentic process automation helps us connect these fields into more intelligent end-to-end workflows while keeping human oversight for critical decisions.

“My impression of the data advantage provided by Automation Anywhere's process reasoning engine is that it really excels because it is designed around enterprise workflows rather than just general-purpose AI tasks. This gives us a more useful understanding of how different steps, applications, data, and business rules fit together in a process. Whenever I use it, the most valuable aspect is in reducing the amount of context we have to provide manually and helping the system make better decisions around the next steps in the workflow. I still validate a decision for critical processes, but overall, enterprise process context makes agentic automation particularly relevant for real business use cases.

“My advice would be to start with processes that are repetitive, high-volume, and have clear rules rather than trying to automate everything at once. Pick a few workflows where you can clearly measure the time saving and then expand from there. I would also recommend putting proper exception handling, logging, governance, and monitoring in place from the beginning. For AI-based automation, keep human validation for sensitive, low-confidence decisions. Automation Anywhere is very capable, but the quality of the results still depends

heavily on how well you design and govern the automation. I gave this review an overall rating of nine out of ten..”

Faraz Mohammad

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

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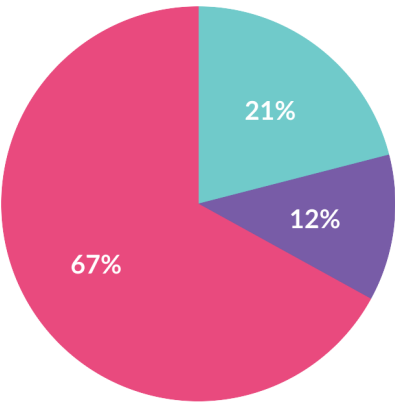
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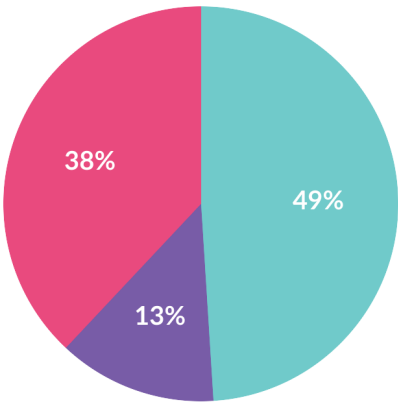


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