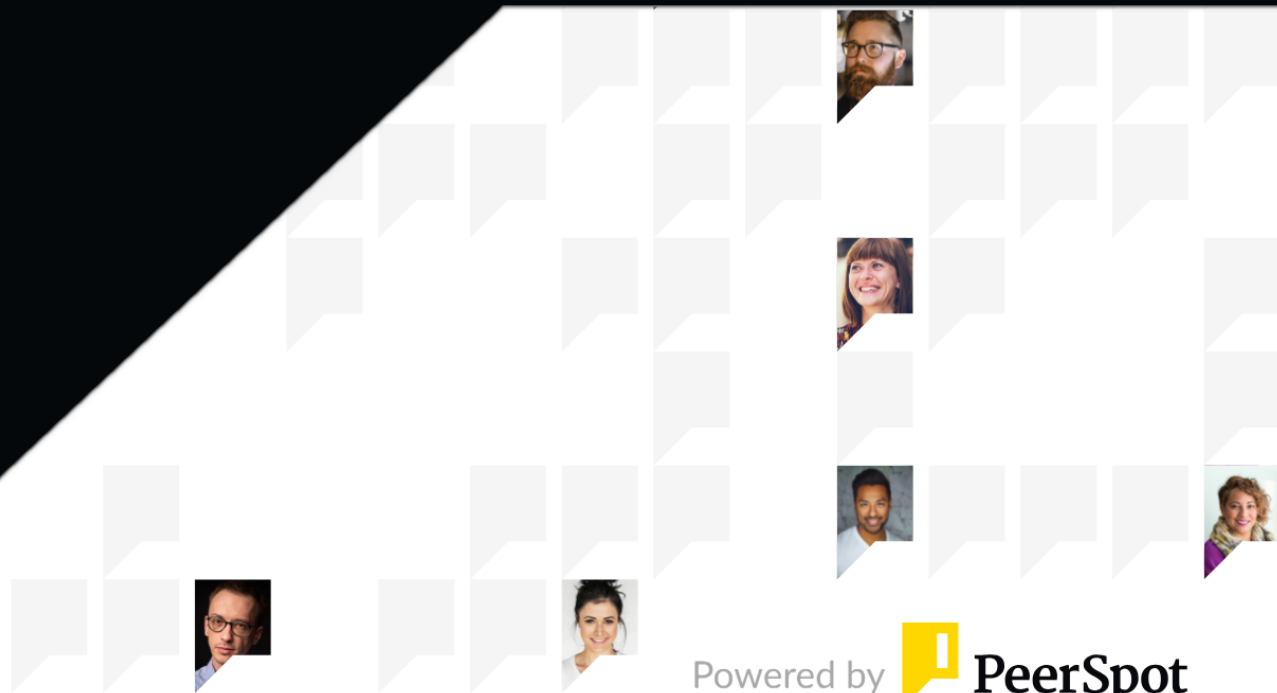


aws marketplace

UiPath Platform

Reviews, tips, and advice from real users



Powered by  PeerSpot

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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:



“Across various applications and automations, we see a thirty to forty percent reduction in manual effort and considerable improvements in processing turnaround time.”



Hemanth Pagadala

Senior Business Process Automation Engineer at a manufacturing company with 10,001+ employees



“Overall, I can say that UiPath Platform is an excellent application for strong end-to-end automation, reducing manual effort and operational costs.”



Sathyajith S

Technical Specialist - Platform Engineer at a financial services firm with 10,001+ employees



“With 62 deployed bots, approximately 600,000 hours are saved monthly, illustrating UiPath Platform's impact.”



Suhas U

Associate Software Engineer at Avaali Solutions



“UiPath Platform has positively impacted my organization with a transformation, as it started as an RPA and now has become an agent automating business processes from anywhere between 40 to 80%, which saves millions.”



Deleep Nossam

Solutions lead at a tech vendor with 10,001+ employees



“One of the best features UiPath Platform offers is that it is user-friendly, with end-to-end automation capabilities, ease of use, strong AI integration, and a low-code approach so that even a beginner or business user can start developing automations seamlessly.”



Mohammed Ansari

AI & Automation Developer at HP



“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

What users had to say about valuable features:

“UiPath Platform offers excellent features including ease of use, ease of enhancements, and ease of deployment. The speed of deployment and enhancements allows for quicker time to market, enabling my team to debug, fix, and deploy solutions within days when users identify an issue. UiPath Platform has positively impacted my organization by reducing the number of team members needed to process all invoices..”

Kyung Choi

Technical Lead at a mining and metals company with 1,001-5,000 employees

[Read full review](#)

“The best features that UiPath Platform offers are ease of use and reliability.

What makes UiPath Platform easy to use and reliable for me is the Orchestrator.

UiPath Platform has positively impacted my organization by really helping us modernize our tech stack.

The solution has reduced human error and freed up employee time, which has helped us save costs and avoid costs..”

Verified user

[Read full review](#) 

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

“In my experience, the best features UiPath Platform offers are Agentic AI and Maestro.

What I appreciate about Agentic AI and Maestro is the flexibility of adding agents. When it comes to re-execution and adding human-in-the-loop processes, these capabilities make it easy for any business to solve real problems because there is no single path to execute and solve the problem. There are multiple ways to integrate Maestro and agents.

UiPath Platform has impacted my organization positively by saving hours and reducing friction between customers and business. Regarding time savings, I can estimate approximately 1,000 hours, though I do not know the exact numbers..”

Verified user

[Read full review](#) 

Architect at a retailer with 10,001+ employees

“The best features UiPath Platform offers excite me, as we are currently on-premises and trying to transition into the cloud as soon as possible. I am eager to get my hands on Cartographer, which I saw in the session yesterday. It looks awesome to have everything in one place for building, deploying, governing, and managing all agents. We have numerous use cases to explore, and I have been looking at all the different features including UiPath functions, Screenplay, and Document IXP Master.

“Out of the features I mentioned, I think Document IXP will definitely make a difference because networking with some UiPath folks gave me insight into its capabilities, and it addresses our existing problems. Another feature, Master, will help us govern and manage seamlessly while allowing us to look at ROI, measures, and KPIs..”

Raghavendra Cheni

RPA Engineer at a tech services company with 10,001+ employees

[Read full review](#) 

“The best feature I have observed in UiPath Platform is Data Services, as it significantly improved our handling of data compared to the previous Excel-based process. Monitoring Excel was often a hectic resolution, requiring use of SharePoint to facilitate access for multiple people, which led to file corruption issues. With the Data Fabric feature, we can manage and sort data effectively and fix everything smoothly.

The Data Services feature has greatly improved my workflow with UiPath Platform by enabling a multi-bot architecture where the bot updates the status report for each transaction and downloads it at day's end. Previously, we had to create individual bot status reports and merge them, which was time-consuming. Now, the bot updates the status in the Data Fabric, allowing us to easily extract a full day report at the end of the day, saving considerable time for both developers and transaction processing.

In addition to the features already discussed, I find Document Understanding particularly valuable in UiPath Platform. The classic model had limitations in providing proper annotations, but with the Ixp feature, there is significantly improved annotation capability which aids processing..”

Labanya Kotini

Senior rpa solution developer at Volvo

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“In my opinion, the best features UiPath Platform offers are orchestration, centralization and management of all processes, all automation infrastructure, the SaaS environment itself, disaster recovery or near perfect availability, deep integration with integration services, and the ability to connect to various different third party SaaS platforms to further the automations.

I appreciate the fact that there are various different ways for developers to work in different IDE environments. Primarily, we work with the Desktop Studio environment, and from a usability standpoint, it is intuitive and developers very much enjoy using it. There is also good integration with our CI/CD and development applications. From the perspective of Orchestrator, it is straightforward, although there are some aspects of Orchestrator that can be confusing at times. Once you get used to it, it becomes intuitive.

UiPath Platform has positively impacted my organization by opening up many more opportunities with its capabilities for robotic process automation. Our previous RPA platform was very good at specific use cases in terms of normal deterministic automations with very little machine learning. UiPath Platform comes pre-baked with integration services connectors, a vast library of reusable components or activities, and a very intuitive and robust Document Understanding capability and Communications Mining capability. With Agentic, many opportunities can be unlocked with the ability to integrate together various different deterministic as well as Agentic capabilities for automation all in one flow..”

Verified user

[Read full review](#) 

Director at a financial services firm with 10,001+ employees

Other Solutions Considered

“Before choosing UiPath Platform, I didn't really evaluate other options thoroughly, although we did sort of look at the Microsoft Power options, but they are just nowhere close to UiPath Platform..”

MarkBenjamin

System Programmer at a healthcare company with 5,001-10,000 employees

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“Before selecting UiPath Platform, we were actually on the Automation Anywhere platform, but we switched to UiPath Platform due to its ease of development, governance, and management alongside feature accessibility. I have recently developed this, about a couple of months ago..”

Raghavendra Cheni

RPA Engineer at a tech services company with 10,001+ employees

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“We have not utilized any previous solutions; we have always relied on UiPath Platform. However, I have experience with alternatives like Power Automate and Blue Prism, which are not as developer-friendly as UiPath Platform..”

Labanya Kotini

Senior rpa solution developer at Volvo

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“We evaluated other options, including Opkey and Tricentis, but chose UiPath Platform primarily because the client I was working with already had UiPath Platform RPA products in-house, offering better support and a comparative analysis that demonstrated UiPath Platform's comprehensive capabilities..”

Manikgupta Gupta

AVP at a tech vendor with 10,001+ employees

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“I previously used OpenSpan and WorkFusion before switching to UiPath Platform. OpenSpan did not have orchestration capabilities at the time, lacked integration to other third parties, and had no machine learning capabilities. WorkFusion had a longer learning curve for developers and as a platform was not as Enterprise mature as its competitors..”

Verified user

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Director at a financial services firm with 10,001+ employees

“What stood out to me during my evaluation process, both positively and negatively, when comparing options is orchestration. There are other tools that I have seen other users work with, and I have witnessed firsthand the shortcomings of those tools that exist beyond simply writing scripts and automations.

“I was not necessarily involved in using UiPath Platform as a tool with any of the companies I have worked with, and while I know there are other competitors in the space, I believe UiPath Platform is truly light years ahead of competitors and makes for a seamless, no-brainer decision to work with the company..”

Matthew Manzo

[Read full review](#) 

RPA Developer at BankUnited

ROI

Real user quotes about their ROI:

“We are definitely seeing a return on investment with savings in both money and time for the company. As a small organization, it is at least 200 hours of business users' time saved every month..”

Hari Sayiri

Integration platform lead at a mining and metals company with 1,001-5,000 employees

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“The solution has reduced human error and freed up employee time, which has affected the business by having an optimized version and at the same time, being able to allocate resources to other types of work..”

Verified user

Qa lead at a non-profit with 1,001-5,000 employees

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“I mentioned earlier that we were able to save five hundred hours per quarter. The Excel-based optimization previously involved juggling multiple workbooks and manual work, but we got it to work with RPA, which saved considerable hours and returned valuable time to the team..”

Raghavendra Cheni

RPA Engineer at a tech services company with 10,001+ employees

[Read full review](#) 

“While I cannot disclose exact ROI numbers due to compliance issues, we do prioritize time and cost savings in our assessments. An example includes the order placement case where both time and cost savings are substantial, equating to impressive volumes saved throughout the year due to effective last-minute order processing by the bot..”

Labanya Kotini

Senior rpa solution developer at Volvo

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“The solution definitely has reduced human error and freed up employee time, which has allowed the AP team to focus more on retrieving other monies and getting invoices in and paid more on time, where they didn't have the time to do before we automated statements and credit memos..”

MarkBenjamin

System Programmer at a healthcare company with 5,001-10,000 employees

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“I haven't seen a return on investment yet, but I would say one of the processes I developed is providing us with a 50% ROI so far, although we have only been in production for six months.

The solutions have reduced human error and freed up employee time, which has allowed nurses to attend to more patients and pivot their focus more towards patient care..”

Leelakanthi Nagisetty

Senior Systems Analyst at a healthcare company with 10,001+ employees

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Use Case

“My main use case for UiPath Platform is automation, GenAI, and solving real-world problems.

A specific example of how I use UiPath Platform for automation and GenAI is tackling a real-world problem involving a high volume of emails from customers and different business areas where it is difficult to code and requires understanding. Now this information is fed to GenAI, and the agent understands the business logic, then it returns and provides a very specific answer..”

Verified user

Architect at a retailer with 10,001+ employees

[Read full review](#) 

“My main use case for UiPath Platform is agentic testing.

“A specific example of how I use UiPath Platform for IT testing is that we are using it for ERP transformation such as SAP and Oracle.

“Regarding my main use cases, I believe ERP transformation is the primary one..”

Saumya Aggarwal

Assistant VP, Marketing & Content at a tech vendor with 10,001+ employees

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“My main use case for UiPath Platform is RPA.

A specific example of how I am using UiPath Platform for RPA in my organization is that we use it to stitch together different systems and to automate tasks and processes.

A particular process I automated using UiPath Platform is processing wires.

Using UiPath Communications Mining, I am able to automate actions or responses according to the type of content in the message, specifically automated email responses and categorization..”

Verified user

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

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“My main use for the UiPath Platform is process automation, primarily RPAs, with some work done for Document Understanding as well as Communications Mining.

I can provide a specific example of a process I've automated using UiPath: a screening automation with a natural language processor that goes through unstructured data in order to make a decision and recommend a decision to the end user.

The reason I chose to automate that particular process with UiPath Platform is due to the high volume processing and time requirements. There is a very high volume of transactions that come through requiring high throughput with the ability to scrape information from a source application, parse it, send it to a decision engine for a quick response, and provide feedback back to the end user..”

Verified user

[Read full review](#) 

Director at a financial services firm with 10,001+ employees

“My main use case for UiPath Platform is that we do a lot of UI automations, Excel-based automations, and document understanding of structured and unstructured data. We do extensive credentialing in the healthcare sector, web crawling all the public websites to get related information and then validating that information from our existing application.

“One of the recent and impactful automations we performed is related to document understanding on a process where we need to handle forty different sorts of documents by getting them in a single application packet, fragmenting, classifying them, and doing some sort of extraction on top of it. This was one of the complex use cases that we solved using document understanding, and I am here to explore Document IXp to see how it can help us solve the problem.

“Regarding my main use case, while working on the project I mentioned, it was me who collaborated with SMEs to understand the process, because there are so many different variabilities and irrelevant documents in the packet that we do not need to grade or classify, and we can just put those aside to focus on the relevant documents for extraction..”

Raghavendra Cheni

RPA Engineer at a tech services company with 10,001+ employees

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“My main use case for UiPath Platform includes multiple use cases. My experience is mostly on mainframes, Excel, web automation, agentic automation using Maestro, and some parts of SAP, ServiceNow, and API integrations as well.

One specific example of a use case I worked on with UiPath Platform is agentic automation. In my use case, After delivering the parts, sometimes we deliver defective parts or some parts get missed, causing vendors to raise discrepancies via email by attaching photos or describing in the mail body any parts that are missing. We get these discrepancies in our ERP system with all the details, and we extract everything to pass it to our agent, who analyzes the correctness of the discrepancy. If it is correct, it is approved; if not, it is rejected. If the agent cannot identify anything, it passes to human validation where a human will provide approval or rejection, affecting how the discrepancy is handled in the ERP.

My team has utilized UiPath Academy courses, which have been hugely beneficial. Through various workshops on AI and Maestro, we have gained a thorough understanding of how agents work and how effective the Maestro system is.

I actively use agentic automation in UiPath Platform and have employed an image analysis agent that assesses if delivered products are defective by examining the images and their accompanying emails. Although it works effectively, there are still some improvements needed to enhance reliability, especially due to the current limitations around confidence scores..”

Labanya Kotini

Senior rpa solution developer at Volvo

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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.

“UiPath Platform was on-premises when I arrived, but we have now migrated to a private cloud environment. We are using UiPath itself for our private cloud deployment..”

JeanSilva

[Read full review](#) 

RPA Specialist at a manufacturing company with 10,001+ employees

“I have not seen a return on investment, and it is tough to quantify because we have not been tracking those metrics. However, overall, we get positive feedback from users whose work we have automated..”

Verified user

[Read full review](#) 

Director at a transportation company with 10,001+ employees

“My experience with pricing, setup cost, and licensing for UiPath Platform has been fine; though I was not directly involved in licensing and costing, I know the setup for connecting private cloud elements for credential storage required effort, but everything has been working properly since..”

Verified user

[Read full review](#) 

Developer at a tech vendor with 10,001+ employees

“My experience with deploying UiPath Platform has been that if we are talking about the whole environment, we started with an automation suite, which is a lot for us to handle and maintain, and we have since moved to the ACPS environment, which means the whole environment is now UiPath Platform, making it a lot easier for us to focus on value add for the customers..”

Brian Hensley

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Product Owner at Federal Reserve Bank of New York

“My experience with deploying UiPath Platform is seamless.

“What makes it seamless is that it is easy to use, user-friendly, and built for the user experience; it simply makes sense. When you examine many technologies, you often step back and realize they are not very user-friendly and do not make sense, but UiPath excels at aligning their technological advancements with what users ultimately want..”

Matthew Manzo

RPA Developer at BankUnited

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“My experience with deploying UiPath Platform is very straightforward on the RPA side, and I believe they do an excellent job streamlining that process.

“What worked well during deployment was the platform itself. The challenges I faced were more operational and internal, though governance remains something that the companies I work with struggle with..”

Chris Frankland

Founder at Insurtech360

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Customer Service and Support

“Customer support currently performs well, but I believe it requires enhancements in providing quick assistance, especially when urgent support is needed..”

Labanya Kotini

Senior rpa solution developer at Volvo

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“I would describe the customer support as pretty fast, allowing us to schedule when they want to reach out, and they respond quickly. I rate customer support a 10..”

Leelakanthi Nagisetty

Senior Systems Analyst at a healthcare company with 10,001+ employees

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“We have great customer support with a Technical Account Manager who helps us with every question and doubt that arises. I would rate the customer support a ten out of ten..”

Verified user

Head of coe at a retailer with 10,001+ employees

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“My experience with deploying UiPath Platform has been excellent. The platform is easy to use and user-friendly, and I find that UiPath support is exceptional. They do not abandon you to figure things out on your own; instead, they are a pleasure to work with..”

Matthew Manzo

RPA Developer at BankUnited

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“The customer support is very good in terms of the support coming from the technical manager itself.

“I would rate the customer support an eight at the moment..”

Verified user

Qa lead at a non-profit with 1,001-5,000 employees

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“The customer support has been good.

“UiPath Platform user community is super useful, as it is a very strong community where I always find answers to my questions..”

Jandrade Andrade

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

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Other Advice

“My advice to others looking into using UiPath Platform is to take a look at the advanced capabilities.

Our teams have used the vendor's UiPath Academy courses and they provided a lot of information for our developers and business analysts.

I do not have any thoughts on UiPath Platform's user community in terms of the value that I gain by being a part of it at this time.

I do not use agentic automation.

I would rate this review an 8 overall..”

Verified user

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

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“I would rate UiPath Platform an eight on a scale of one to ten.

I gave it an eight because, while there are minor issues that UiPath actively works on, some improvements remain pending.

Utilizing UiPath Platform has significantly reduced human error and freed up employee time. For instance, in the order placement use case, if humans had to handle the task, orders likely would not be placed within the three-minute deadline. The result is substantial time savings and better accuracy with automated processes.

I find value in UiPath user community, having participated in UiPath DevCon in 2026, where we learned about newly introduced coding agents and governance features..”

Labanya Kotini

Senior rpa solution developer at Volvo

[Read full review](#) 

“My advice to others looking into using UiPath Platform is to recognize the heavy investment made into developer tools and user experience, whether for the end user or the users of the actual platform in building automation solutions. Compared to many competitors, I think they have done a very good job investing in those areas to make it easy to use and intuitive. The barrier to entry for many different tasks, including Document Understanding and Communications Mining, allows time to market to be greatly decreased.

In terms of cost savings and throughput, it is on par with my previous [RPA](#) tools. However, I think it speaks more towards the maturity of our practice. UiPath Platform has been seamlessly able to slot right into my existing frameworks and practices, and the opportunity has allowed us to enable more FTE savings.

Regarding UiPath Platform's AI capabilities, I think its governance and security are very good and quite mature, particularly in terms of the AI Trust Center, which gives a lot of corporations and customers the confidence that they can deploy AI in a safe manner. I would rate this review nine out of ten..”

Verified user

Director at a financial services firm with 10,001+ employees

[Read full review](#) 

“I would rate UiPath Platform a seven out of ten. I chose a seven because it has not fully proven itself to automate the entire AP process, as there are still many manual touches and interventions needed.

“Regarding UiPath Platform's AI capabilities, I believe its governance and security are excellent, and I look forward to implementing AI agents next to reduce human interaction on those exceptions. The accuracy and reliability of its output are good so far, but there is still room for improvement.

“I have not used UiPath Academy courses, so I cannot comment on the benefits. I

have not yet used UiPath Communications Mining to automate actions or responses according to the type of content in messages. I do not use agentic automation yet.

“I recently started using Coding Agent, and my first exercise involved debugging an outstanding issue, which significantly reduced the time it took to isolate and pinpoint the problem. I recommend thinking bigger and attempting to solve larger problems rather than identifying small gaps. My overall rating for this review is seven..”

Kyung Choi

Technical Lead at a mining and metals company with 1,001-5,000 employees

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“My advice to others considering UiPath Platform is to look into business needs to bring in automation, reduce employee burden and manual effort, thus creating a healthier environment where tasks can be managed by the bot, minimizing human errors and positively impacting any company.

“I have followed UiPath Academy course to clear the certification for the advanced developer course, which provides a lot of benefits for kickstarting new projects or updating employees' skill sets, especially since AI is trending and many of us work in native RPA automation.

“The UiPath Forum and community are very useful as everyone faces common errors or issues in the automation industry, providing a collaborative space to find solutions and share answers to existing questions.

“Currently, we do not use AgenTik Automation, but we are interested in learning and trying it out in the future.

“I would rate this review experience an eight out of ten..”

Raghavendra Cheni

RPA Engineer at a tech services company with 10,001+ employees

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“My teams and I have used UiPath Academy courses, and the biggest benefits I have seen are that talent enablement through the academy was really helpful, and it has sped up workforce enablement in learning about the tool and delivering high output quality to the clients, which is very beneficial.

“I think being part of UiPath's user community provides value because you learn from others, and while you are learning, you are also serving the community by sharing your ideas.

“We do use [Agentic Automation](#), and our goal is to solve the problems that everybody is facing at this point, which includes bringing AI into their whole ecosystem and figuring out how automation can enable that faster and quicker.

“We are using [Agentic Automation](#) for testing to help address these challenges.

“By leveraging Agentic Automation, we have been able to see a speed up in test case creation.

“In a specific workflow, I am using coding agents, specifically Autopilot, to build or troubleshoot automations using UiPath Platform.

“The advice I would give to others looking into using UiPath Platform is to understand how to use the system first before advising it to other customers and clients, as that way they know the real potential of the tool. I rated this review an eight out of ten..”

Saumya Aggarwal

Assistant VP, Marketing & Content at a tech vendor with 10,001+ employees

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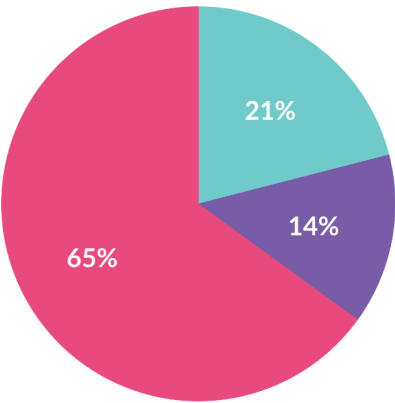
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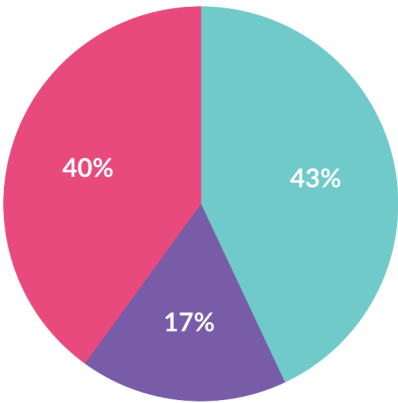


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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