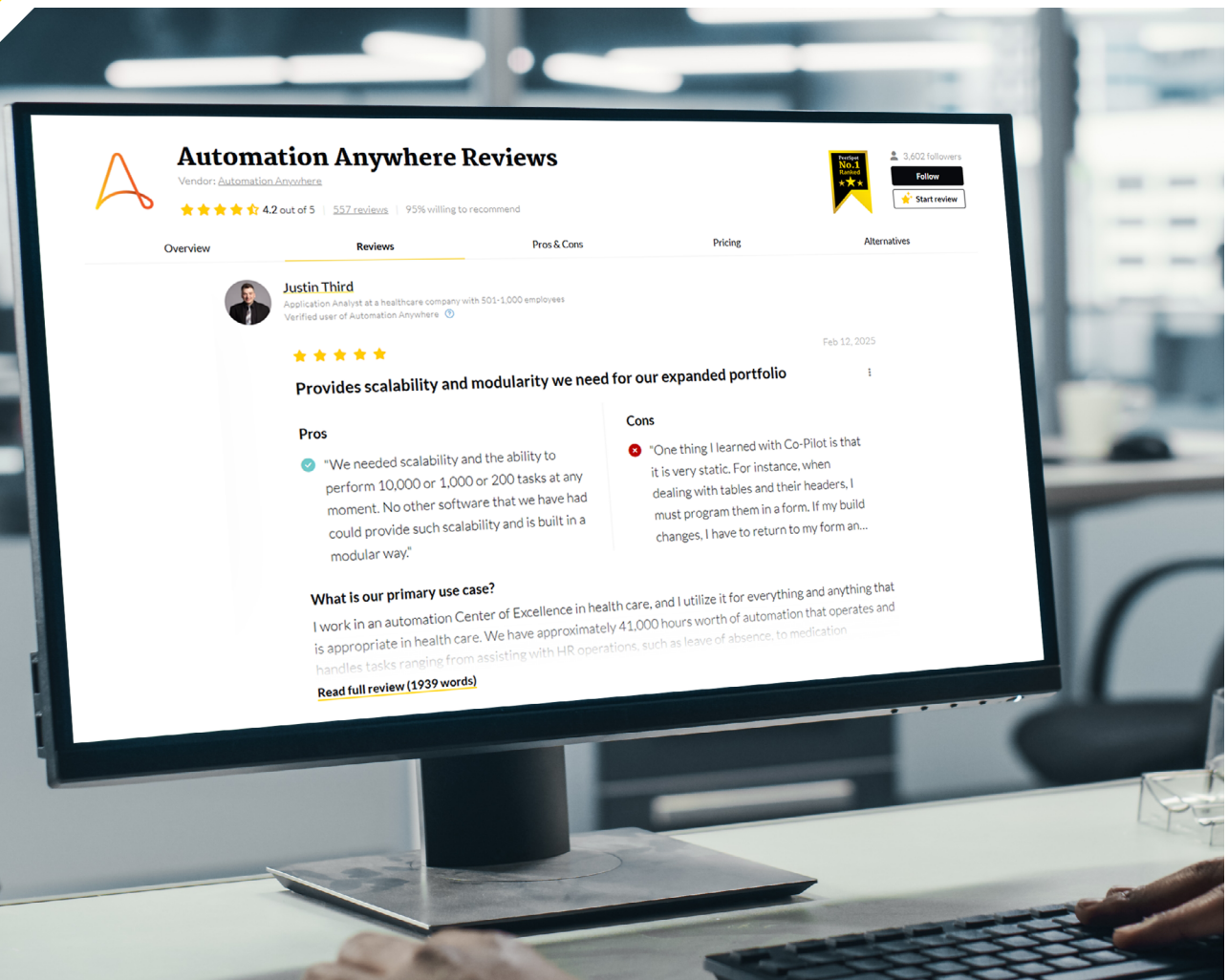


PeerPaper™ Report 2025

Based on real user reviews of Automation Anywhere

How Automation Anywhere's AI Capabilities Drive Business Results



PeerSpot

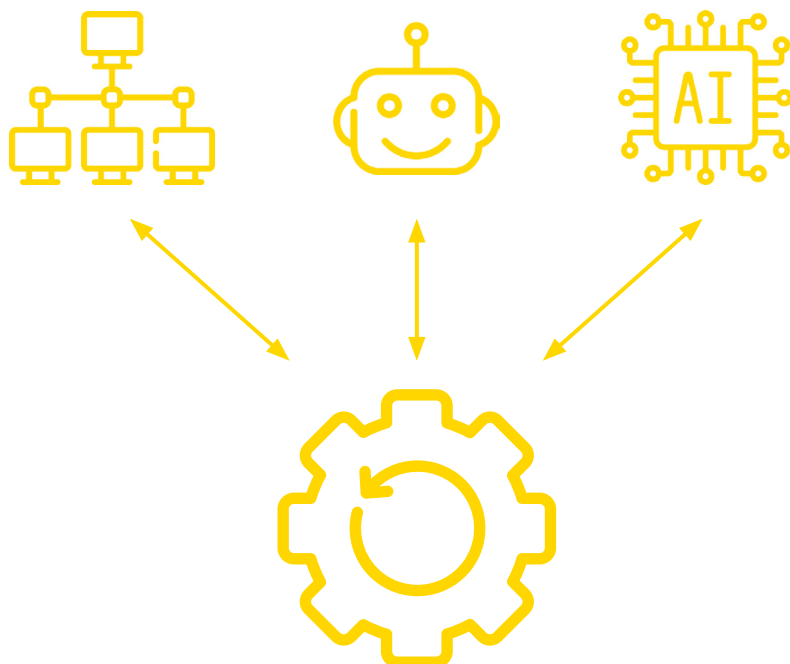
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Introduction

Organizations across industries are experiencing an automation transformation. What began as simple robotic process automation (RPA) handling repetitive tasks has expanded into intelligent automation systems. Automation Anywhere has played a key role in advancing this transformation by integrating artificial intelligence capabilities into their automation platform.

Agentic Process Automation (APA) represents the next frontier in business process automation. By combining specialized AI agents, generative AI, and traditional RPA capabilities, Automation Anywhere has created a comprehensive system that can handle complex workflows requiring both cognitive skills and process execution.



Ipsit J.
Automation & Emerging Technology
Manager at Johnson Controls, Inc.

**“Copilot has helped to
improve our productivity
by up to 30 percent.”**

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Sunil S.
Owner at Sun
Creattica



“By leveraging generative AI and advanced tools like generative AI bots or Copilots, businesses can develop and deploy automated processes to streamline daily activities.”

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“We used Automation Anywhere’s RPA and OCR capabilities and the AI document processing module to analyze document structures and verify tabs,” explains Muhammad Ali, Senior Process Automation Analyst at a large computer software company.

This PeerPaper examines how organizations are implementing Automation Anywhere’s AI capabilities to achieve measurable business results. Through insights gathered from PeerSpot¹ users across multiple industries, we will explore the practical applications and benefits of Automation Anywhere’s AI-powered automation solutions.

“By leveraging generative AI and advanced tools like generative AI bots or Copilots, businesses can develop and deploy automated processes to streamline daily activities.” - Sunil Shin, Owner at Sun Creattica, a small hospitality company

The integration of AI capabilities with automation fundamentally changes what organizations can accomplish. Rather than simply replacing manual effort for structured, repetitive tasks, AI-powered automation can now address more complex processes requiring decision-making, understanding of unstructured data, and continuous adaptation.

Industry Use Cases for Automation Anywhere's AI Capabilities

Automation Anywhere's AI capabilities have been deployed across multiple industries to address specific business challenges. This section explores how healthcare, financial services, and manufacturing organizations are benefiting from AI-powered automation.

Healthcare

The healthcare sector deals with complex documentation, strict regulatory requirements, and the need for efficient patient care processes. Automation Anywhere's AI capabilities provide significant benefits in this highly regulated environment.

"We use generative AI to process emails by determining customer sentiment and intent: happy, inquiring, dissatisfied, or angry. The AI makes decisions based on email content and automatically generates requests or tickets in ServiceNow, assigning them to appropriate users." - Madhu Kumar T S, Automation Anywhere Leader at a large healthcare company.



**Reduces
Administrative
Burdens**



Madhu K.

Automation Anywhere Leader
at a Healthcare Company with
10,001+ Employees



“We use generative AI to process emails by determining customer sentiment and intent: happy, inquiring, dissatisfied, or angry. The AI makes decisions based on email content and automatically generates requests or tickets in ServiceNow, assigning them to appropriate users.”

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Healthcare organizations are utilizing Automation Anywhere for:

- ✓ Patient data management and record processing
- ✓ Insurance claims processing and verification
- ✓ Appointment scheduling and management
- ✓ Regulatory compliance documentation

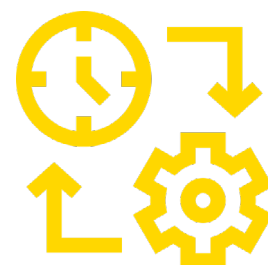
“AI is the future, and automation is a crucial component. Our healthcare organization, which manufactures products like gloves and masks and provides in-house hospitality to patients across the US, has significant opportunities for automation and AI implementation. With six data centres globally and a new CIO focused on cost reduction, we’re aggressively pursuing cloud migration to Azure and have partnered with Google for AI integration over the next five years. These initiatives aim to streamline operations, reduce costs, and enhance patient care.” - Madhu Kumar T S, Automation Anywhere Leader at a large healthcare company

The implementation of AI-powered automation in healthcare settings has resulted in reduced administrative burden, faster processing times, and improved data accuracy.

Financial Services

Financial institutions face challenges with high-volume transaction processing, fraud detection, compliance monitoring, and customer service. Automation Anywhere's AI capabilities are particularly valuable in this data-intensive industry.

"We have the unattended bots running in our environment and recently launched our first Document Automation use case. We are also excited about the automation Copilot. These use cases are crucial in the wealth management industry, which is paper-intensive, so it's essential to leverage automation for document-focused tasks." - Matt Ham, VP Digital Automation at Osaic, a large financial services firm



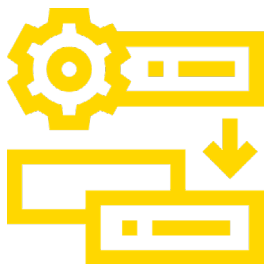
Faster Processing Times

Key applications in financial services include:

- ✓ Automated loan processing and underwriting
- ✓ Enhanced fraud detection and prevention
- ✓ Regulatory compliance monitoring and reporting
- ✓ Customer onboarding and service automation

"It can help this process go faster, and we can enhance our employee's potential by augmenting their analysis with AI."
- Christian Pinheiro, Executive Tech Manager at Inter, a large financial services firm .

Financial services organizations implementing Automation Anywhere's AI-powered automation report benefits including faster processing times, reduced errors, enhanced compliance, and improved customer satisfaction.



Streamlines Operations

Manufacturing

Manufacturing operations involve complex supply chains, quality control processes, and production planning. Automation Anywhere's AI capabilities help manufacturing organizations optimize these processes.

"With chatbot integrations and AI agents, we are able to create responses by extracting the data from the database, massaging those replies, and replying back to the customers."

- Sumit Mittal, Solution architect at Boston Scientific, a large manufacturing company

Manufacturing organizations utilize Automation Anywhere for:

- ✓ Supply chain documentation processing
- ✓ Quality control data analysis
- ✓ Production planning and scheduling
- ✓ Equipment maintenance prediction

"In terms of ROI, we have a good amount, which amounts to millions of dollars per year." - Sumit Mittal from Boston Scientific, a large manufacturing company

The implementation of AI-powered automation in manufacturing has led to streamlined operations, reduced downtime, and improved supply chain management.

Agentic AI and GenAI

Agentic AI represents a significant advancement in automation technology, moving beyond simple task execution to enabling AI agents that can understand context, make decisions, and take appropriate actions autonomously.

"The AI collaboration is the most impressive feature of Automation Anywhere. We can use [Document Automation] to extract data from structured and unstructured sources into a CSV file." - An RPA Business Developer & Solution Manager at a large tech vendor

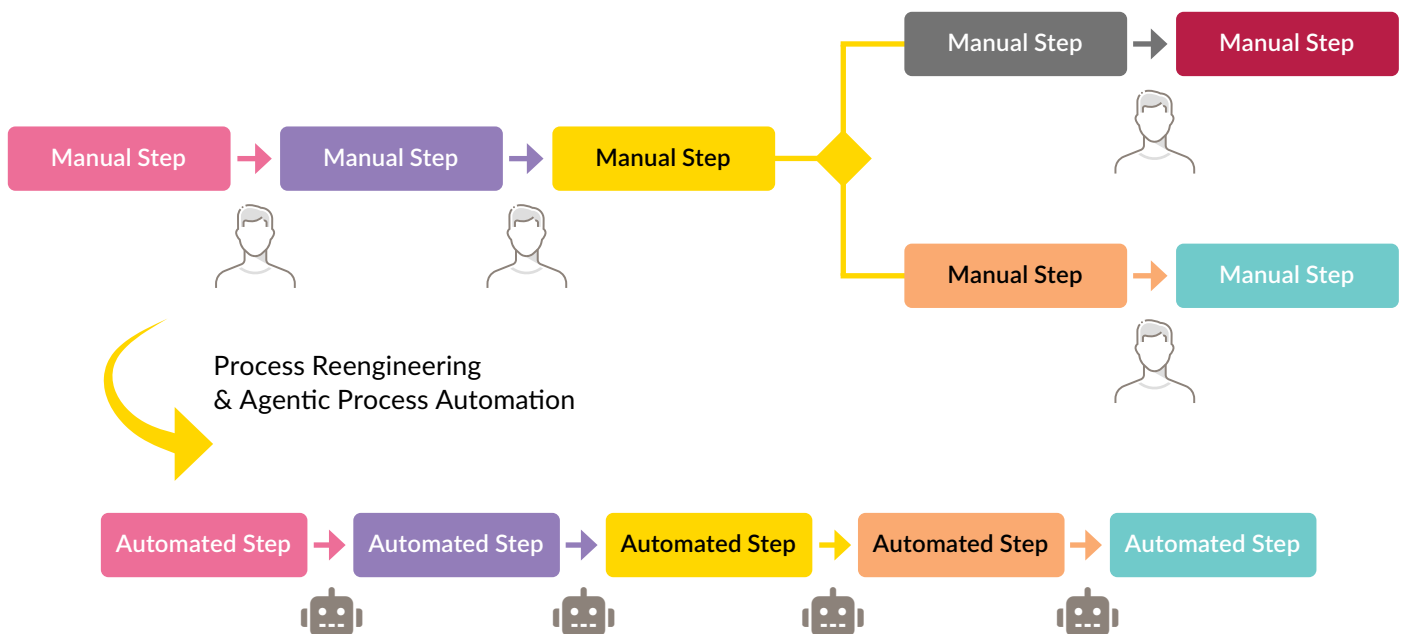


Figure 1 – Agentic Process Automation at work



Prasanth S.
Application Manager / Product
Manager at Bosch



“Our organization is expanding its use of Automation Anywhere. We have two main approaches: governance is handled through a dedicated platform integrated with Automation Anywhere, while bot deployment utilizes a separate web platform built with XTM or Java that interacts with Automation Anywhere for bot execution and deployment.”

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Automation Anywhere's Agentic Process Automation system brings together multiple AI capabilities:

- ✓ **Contextual Understanding:** AI agents can comprehend the broader context of processes and documents they interact with.
- ✓ **Decision Making:** The system can make appropriate choices based on available data and learned patterns.
- ✓ **Continuous Learning:** AI agents improve over time through interaction and feedback.
- ✓ **Multi-step Process Handling:** The system can manage complex workflows requiring multiple decision points.

“Generative AI has the potential to revolutionize how we implement automation. Our organization sees a significant opportunity to leverage generative AI within the Automation Anywhere landscape. As a bot-focused organization, we have achieved a 30 percent automation feasibility rate. By combining automation with AI, we can achieve a 70 percent rate.” - Prasanth Selvaraj, Application Manager / Product Manager at Bosch, a large tech vendor

Organizations implementing Agentic AI report several key benefits:

- ✓ Ability to automate more complex processes that previously required human judgment
- ✓ Reduced need for exception handling and human intervention
- ✓ Higher accuracy rates compared to traditional RPA
- ✓ Greater adaptability to changing process requirements

“Generative AI stands out in automation, especially for crucial tasks like invoice processing, where it can extract information, or for tasks requiring web research, going beyond simple rule-based automation.” - Marcos Raposo, Director at Taticca Advisory, a large consultancy

The integration of Generative AI with automation capabilities enables Automation Anywhere's platform to handle unstructured data more effectively, including documents, emails, and images.

By combining Agentic AI and Generative AI capabilities, Automation Anywhere provides organizations with more powerful and flexible automation solutions that can handle both the cognitive and execution aspects of complex business processes.



Christian P.
Executive Tech
Manager at Inter



“It can help this process go faster, and we can enhance our employee’s potential by augmenting their analysis with AI.”

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Co-Pilot and AI

Automation Anywhere's Automation Co-Pilot represents a significant advancement in making automation accessible to business users. This AI-powered assistant helps users create, manage, and optimize automation solutions without requiring extensive technical expertise.

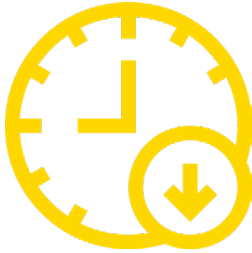
"By utilizing Automation Anywhere, we can build an agent that functions as a Co-Pilot, automating tasks for us. Co-Pilot is also integrated with machine learning models, providing prompts and responses that can be modified as needed. Its user-friendly interface and ability to integrate with existing applications make it a valuable tool for streamlining daily tasks and improving efficiency. Co-Pilot has helped to improve our productivity by up to 30 percent." - Ipsit Jana, Automation & Emerging Technology Manager at Johnson Controls, Inc., a large outsourcing company



Easy to Use

Automation Co-Pilot provides several key capabilities:

- ✓ **Guided Automation Creation:** The system helps users identify and implement automation opportunities.
- ✓ **Natural Language Interaction:** Users can describe what they want to automate in plain language.
- ✓ **Process Optimization Suggestions:** AI identifies ways to improve existing automations and simplifies processes.
- ✓ **Exception Handling Assistance:** The system helps resolve issues that arise during automation execution.



Reduces Downtime

“Natural language processing using LLMs has become an integral part of IT. This tool lets me create flows using natural language, repair automation errors, and answer product-related questions.” - Muhammad Ali, Senior Process Automation Analyst at a large computer software company

Organizations using Automation Co-Pilot report several benefits:

- ✓ Democratization of automation capabilities across business units
- ✓ Faster automation development and deployment
- ✓ Reduced reliance on specialized technical resources
- ✓ Continuous improvement of automation processes

The integration of AI into the Automation Co-Pilot helps bridge the gap between technical and business teams, enabling closer collaboration and more effective automation initiatives.

“We are already using generative AI. It has been a huge success because we are using Co-Pilot to improve our employees’ potential.” - Christian Pinheiro, Executive Tech Manager at Inter, a large financial services firm

By making automation more accessible to a wider range of users, Automation Anywhere’s Co-Pilot helps organizations accelerate their digital transformation initiatives and achieve faster returns on their automation investments.

AI Governance

As organizations deploy more AI-powered automation solutions, the need for effective governance becomes increasingly important. Automation Anywhere provides comprehensive AI governance capabilities to ensure responsible and secure use of AI technologies.

“Our organization is expanding its use of Automation Anywhere. We have two main approaches: governance is handled through a dedicated platform integrated with Automation Anywhere, while bot deployment utilizes a separate web platform built with XTML or Java that interacts with Automation Anywhere for bot execution and deployment.” - Prasanth Selvaraj, Application Manager / Product Manager at Bosch, a large tech vendor



**Improves
Traceability**

Key aspects of Automation Anywhere's AI governance include:

- ✓ **Transparency and Explainability:** The system provides visibility into how AI makes decisions.
- ✓ **Security and Access Control:** Robust mechanisms to protect sensitive data and systems.
- ✓ **Regulatory Compliance:** Features designed to support compliance with industry regulations.
- ✓ **Performance Monitoring:** Tools to track and evaluate AI performance and outcomes.



Vaishnavi S.

Sr Automation development at
Manufacturing Company with
10,001+ Employees



**“It is very user-friendly.
The AI capability that
nowadays I am seeing in
Automation Anywhere
is very good. They
have plug-and-play AI
solutions.”**

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“It is very user-friendly. The AI capability that nowadays I am seeing in Automation Anywhere is very good. They have plug-and-play AI solutions. You do not need to know a lot about coding or AI to implement AI in your automation. You can just use their plug-and-play solutions. That is where its real strength is... At the initial stages of automation, you also redefine and optimize a process. Instead of downloading 4 Excel files at different places, you try to standardize it. You give a standard name and a standard path. Everything is standardized, and a lot of focus is put on security and data privacy. We are very conscious of not saving it at any location that is accessible to anybody else. Subconsciously, we do all these checks. It improves the security and data privacy aspects. It also leads to process optimization. Like any RPA tool, it saves a lot of time, and it is efficient, and then logs are there as a good source of tracking.” - Vaishnavi Suresh, a Senior Automation Developer at a large manufacturing company

Organizations implementing Automation Anywhere's AI governance capabilities report several benefits:

- ✓ Increased confidence in deploying AI solutions in regulated environments
- ✓ Better ability to demonstrate compliance to auditors and regulators
- ✓ Reduced risk of data privacy and security issues
- ✓ Improved traceability of automated processes and decisions

Effective AI governance is particularly important for organizations in highly regulated industries such as financial services and healthcare. Automation Anywhere enables organizations to deploy AI-powered automation with confidence, knowing they have the necessary controls and visibility in place.



**Increases
Accuracy**

Conclusion

Automation Anywhere's AI capabilities represent a significant advancement in enterprise automation, enabling organizations to automate more complex processes, handle unstructured data, and make intelligent decisions based on context and learning.

"The best feature is its ability to combine Automation Anywhere with AI to build intelligent bots. It saves time and offers better career opportunities for our students. [Document Automation] helps to extract data from PDFs and invoices and store it in the database," shares Apshana A, Professor at a small university

The evolution from basic RPA to Agentic Process Automation is driving substantial business benefits across industries:

- ✓ **Expanded Automation Scope:** Organizations can now automate processes that were previously too complex or variable.
- ✓ **Improved Accuracy and Efficiency:** AI-powered automation reduces errors and increases processing speed.
- ✓ **Greater Business Agility:** Systems can adapt to changing conditions and requirements.
- ✓ **Enhanced User Experience:** Both employees and customers benefit from faster, more accurate processes.



Apshana A.
Professor at a University
with 11-50 Employees



"The best feature is its ability to combine Automation Anywhere with AI to build intelligent bots. It saves time and offers better career opportunities for our students."

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RPA Business Developer
& Solution Manager
at a Tech Vendor with
10,001+ Employees

“The AI collaboration is the most impressive feature of Automation Anywhere. We can use [Document Automation] to extract data from structured and unstructured sources into a CSV file.”

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“We also did a PoC with UiPath and other solutions. We chose Automation Anywhere because we could get significant ROI with Automation Anywhere. Its accuracy and costs were better than others,” concludes Bharathidasan Dhanapani, General Manager at LifeCell international Pvt.Ltd, a large pharma/biotech company

The integration of AI capabilities into Automation Anywhere’s platform provides organizations with a powerful toolset for achieving their digital transformation objectives. By combining the precision and reliability of traditional RPA with the adaptability and intelligence of AI, Automation Anywhere enables businesses to achieve new levels of operational excellence.

As organizations continue to adopt and expand their use of AI-powered automation, they can expect to see continued improvements in efficiency, accuracy, and business outcomes across industries. The PeerSpot user testimonials throughout this paper demonstrate that Automation Anywhere’s comprehensive approach—combining Agentic AI, Copilot features, document processing, and robust governance—delivers tangible benefits now while positioning organizations for future growth.

About PeerSpot

PeerSpot is the authority on enterprise technology buying intelligence. As the world's fastest growing review platform designed exclusively for enterprise technology, with over 3.5 million enterprise technology visitors, PeerSpot enables 97 of the Fortune 100 companies in making technology buying decisions. Technology vendors understand the importance of peer reviews and encourage their customers to be part of our community. PeerSpot helps vendors capture and leverage the authentic product feedback in the most comprehensive way, to help buyers when conducting research or making purchase decisions, as well as helping vendors use their voice of customer insights in other educational ways throughout their business.

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About Automation Anywhere

Automation Anywhere is the world's leading Agentic Process Automation (APA) System that puts AI to work across organizations. The company's platform is powered with specialized AI, generative AI and offers process discovery, RPA, AI agents, end-to-end process orchestration, document processing and analytics, with a security and governance-first approach. Automation Anywhere empowers organizations worldwide to unleash productivity gains, improve customer experiences and create new revenue streams. The company is guided by its vision to fuel the future of work by unleashing human potential through Agentic AI-powered automation. Learn more at www.automationanywhere.com