PeerPaper™ Report 2025

AI-Powered Automation With Automation Anywhere: Real-World Benefits and Applications

Automation Anywhere Reviews
Vendor: Automation Anywhere

★★★★½ 4.2 out of 5 | 543 reviews | 95% willing to recommend

PeerSpot No.1 Ranked ★★★

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Justin Third
Application Analyst at a healthcare company with 501-1,000 employees
Verified user of Automation Anywhere ⓘ

★★★★★   Feb 12, 2025

Provides scalability and modularity we need for our expanded portfolio

Pros

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

Cons

✖ "One thing I learned with Co-Pilot is that it is very static. For instance, when dealing with tables and their headers, I must program them in a form. If my build changes, I have to return to my form an..."

What is our primary use case?

I work in an automation Center of Excellence in health care, and I utilize it for everything and anything that is appropriate in health care. We have approximately 41,000 hours worth of automation that operates and handles tasks ranging from assisting with HR operations, such as leave of absence, to medication

Read full review (1939 words)

PeerSpot

Contents

Introduction

Companies in finance, healthcare, manufacturing, and communication sectors face the persistent challenge of managing large volumes of documents and extracting actionable insights efficiently. As businesses generate more data daily, manual document processing becomes impractical, time-consuming, and error-prone. The growing need for intelligent automation solutions has driven significant advancements in how teams handle document-intensive processes.

> *"We used Automation Anywhere's RPA and OCR capabilities and the AI document processing module to analyze document structures and verify tabs,"* states Muhammad Ali, Senior Process Automation Analyst at a large computer software company.
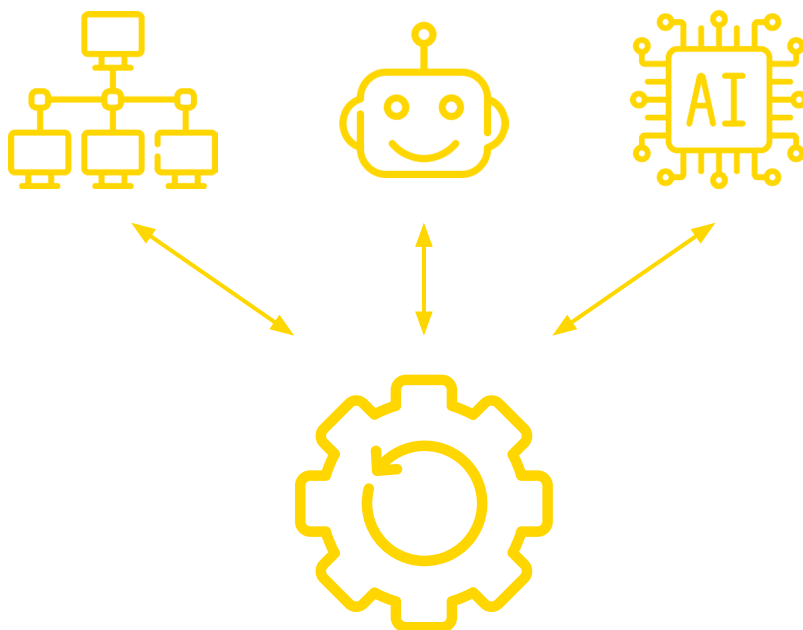
The convergence of robotic process automation (RPA) with artificial intelligence has transformed document processing from a labor-intensive task to a streamlined, intelligent operation. Companies implementing Automation Anywhere's AI-powered solutions report substantial enhancements in document handling efficiency and data extraction accuracy.

> "Automation Anywhere's _most valuable features include its end-to-end capabilities within a single platform_. It offers desktop automation, unattended automation, a recorder for tasks, and advanced IDP capability, which means that I can handle everything from basic cutting and pasting to advanced use cases," explains Amahl Williams, Hyperautomation Transformation & Strategy at a large tech services company.

This PeerPaper examines how businesses utilize Automation Anywhere's AI capabilities, specifically focusing on Document Automation and Generative AI functionalities. By analyzing feedback from actual users on PeerSpot, we gain practical insights into real-world applications, benefits, and outcomes these technologies deliver across different business environments.

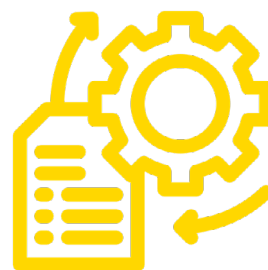# Core AI Technologies in Automation Anywhere

Document Automation

Automation Anywhere's Document Automation technology marks a significant advancement in how companies process and extract data from their documents. This solution combines optical character recognition (OCR), machine learning, and natural language processing to transform unstructured document data into structured, actionable information.

> *"Document Automation, one of Automation Anywhere's core features, is excellent... Accuracy is how you* <u>*build efficiency within the system and increase productivity.*</u>*"* shares a reviewer, Automation and AI Specialist at a small comms service provider.

The technology processes multiple document types, from invoices and purchase orders to contracts and forms. What distinguishes Automation Anywhere's solution is its ability to understand document context and layout, making it highly effective for complex document processing tasks.

Reduces Manual Efforts

The system continuously learns from user corrections and feedback, enhancing its accuracy over time. This adaptive learning capability makes Document Automation particularly useful for businesses dealing with changing document formats or those with complex extraction requirements.

> *"Leveraging Automation Anywhere's integration tools, including [Document Automation] and cognitive capabilities, we <u>successfully accessed necessary materials and automated sensitive processes</u>. We also incorporated our existing workflows and adhered to standard screening procedures throughout the integration,"* states Cogan Masemola, Co-Founder at Nerd4Ctrl Technology, a small tech services company.

Key capabilities of Document Automation include:

1. Intelligent Document Classification: Automatically categorizing incoming documents based on their content and structure

2. Data Extraction: Identifying and extracting specific fields and information from documents

3. Validation and Verification: Ensuring extracted data meets quality standards through built-in validation rules

4. Robotic Process Automation Integration: Seamlessly connecting and integrating with RPA to provide end-to-end automation

Document Automation fundamentally changes how teams approach document-intensive processes, reducing manual effort while speeding up processing and increasing accuracy.

Generative AI Functionality

Automation Anywhere has integrated generative AI capabilities into its intelligent automation platform. By incorporating large language models (LLMs) and other generative AI technologies, Automation Anywhere enables companies to automate complex, cognitive tasks that previously required human judgment and understanding.

> *"If you need to beef up your artifacts or documentation, you can use Generative AI to have* more complete or comprehensive artifacts as a part of your documentation,*"* notes Amahl Williams, Hyperautomation Transformation & Strategy at a tech services company.

The platform's Generative AI functionality extends beyond simple document processing to include capabilities such as:

1. Natural Language Interactions: Enabling users to communicate with and direct automation using conversational language

2. Content Generation: Creating coherent, context-appropriate text for various business applications

3. Process Understanding: Analyzing and interpreting complex business processes to suggest automation opportunities

4. Intelligent Decision Support: Providing recommendations and insights based on document content and business context

Generative AI enhances automation by adding a layer of cognitive understanding and adaptability to traditional RPA processes. This combination makes it possible to automate increasingly complex workflows that involve unstructured data, variable inputs, and decision points.

> "It can help this process go faster, and we can _enhance our employee's potential by augmenting their analysis with AI_. We are already using generative AI in some of our use cases. It has been a huge success because we are using it like a copilot to improve our employees' potential. We can scale it faster with another process in the automation manager," explains Christian Pinheiro, Executive Tech Manager at Inter, a large financial services firm.

For companies looking to expand their automation capabilities beyond rule-based processes, Generative AI provides a pathway to more sophisticated, intelligent automation that adapts to changing conditions and learns from experience.

> *"We are using this powerful tool and getting the best out of generative AI. We have* <u>*used generative AI to solve complex problems for our clients*</u>*. In one instance, a project that would have typically taken over a year to complete was successfully delivered within just three days using Automation Anywhere and generative AI. We can also extract data faster including clinical data and audio-enabled data for our clients ,"* states Ganesh Somasundaram, Founder at CTD Techs, a medium-sized tech services company.

Together, Document Automation and Generative AI form a powerful combination that addresses both structured processing needs and complex, cognitive automation challenges. This comprehensive approach allows businesses to implement end-to-end automation solutions that handle the entire document lifecycle, from ingestion to processing to decision-making.

Ganesh S.
Founder at CTD Techs

★ ★ ★ ★ ½

"We have used generative AI to solve complex problems for our clients. In one instance, a project that would have typically taken over a year to complete was successfully delivered within just three days using Automation Anywhere and generative AI."

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Real-World Applications and Use Cases

Automation Anywhere's AI-powered solutions are deployed across distinct industries to address specific document processing and automation challenges. Examining these real-world applications provides practical context for how businesses can effectively implement these technologies.

Financial Services

Financial institutions have embraced Document Automation to transform invoice processing, expense management, and financial reporting. The technology's ability to accurately extract data from financial documents has significantly reduced processing time and manual entry errors.

Banks and investment firms have implemented AI-powered automation for accounts payable workflows, automatically processing invoices by extracting vendor information, line items, amounts, and payment terms. This automation reduces manual data entry and accelerates payment cycles.

> *"We have a lot of ideas for leveraging Automation Anywhere's AI capabilities. For example, we use it to conduct analysis for our clients. We can use it to check a lot of documents. It can not only read but write documents. Using AI, we can run checks to see if a customer has been approved for credit,"* explains Christian Pinheiro, Executive Tech Manager at Inter, a large financial services firm.
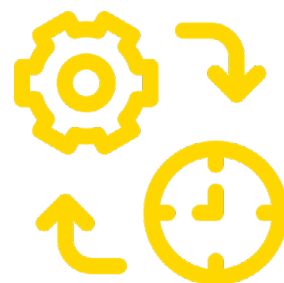
Faster Processing Times

Healthcare and Life Sciences

In healthcare settings, Document Automation is transforming patient record management, insurance claims processing, and clinical documentation. The ability to extract structured data from medical forms and documents while maintaining compliance with healthcare regulations makes it especially beneficial.

> "_We use generative AI to process emails_ by determining customer sentiment and intent: happy, inquiring, dissatisfied, or angry. The AI makes decisions based on patterns and predictive analysis," explains Madhu Kumar T S, Automation Anywhere Leader at a large healthcare company.

Pharmaceutical companies are also finding significant value in automation technology when evaluating different solutions for their specific needs.

> "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 is high," explains Bharathidasan Dhanapani, General Manager at LifeCell international Pvt.Ltd, a large pharma/biotech company.

Communications and Customer Service

Communications service providers are implementing both Document Automation and Generative AI to enhance their operations. From processing customer forms to generating personalized responses, these technologies are reshaping how telecom businesses interact with their customers.

> "*AI is being used to automate the case intake process, which involves analyzing structured and unstructured documents like emails, articles, and scientific papers. Previously, this task was time-consuming, requiring staff to manually search documents for key information. The process has been significantly accelerated by implementing Automation Anywhere's [Document Automation], with its cognitive automation, AI integration, and natural language processing capabilities,*" explains Rajaram Jagannathan, Senior Vice President PV Systems Engineering and Automation at a small comms service provider.

Communications companies are also leveraging AI-powered bots to analyze customer contracts and billing information, ensuring accuracy and improving operational efficiency.

> "*We set up a bot that works on the billing system. It uses RPA and generative AI to analyze contracts of our B2B customers and check information in the system,*" shares Enock Cabral, Head de Automações e IA at Algar Telecom, a large communications service provider.
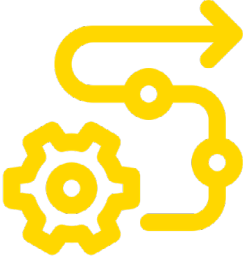
Streamlines Operations

Manufacturing

Manufacturing companies are using Document Automation to streamline supply chain documentation, production records, and quality control processes. The technology extracts critical information from various documents in the production lifecycle.

"[Automation Anywhere has] already included support for GenAI, enabling easy LLM training. You can train LLMs without putting in a lot of effort. You can train a model very easily. If you do the same thing manually from scratch, it will take a lot of time and you also cannot be sure of the accuracy. They are enhancing their capabilities in the field of AI to provide efficiency and accuracy," shares Prafful Jha, Software Developer at Boston Scientific, a large manufacturing company.

Across these industries, a common theme emerges: Automation Anywhere's AI technologies enable companies to automate complex document-centric processes.

Business Outcomes and ROI

Process Improvements

Companies implementing Automation Anywhere's AI-powered solutions report faster turnaround times in their document processing and automation workflows. These process enhancements manifest in several key areas:

Accelerated Processing Times

One of the most immediate and noticeable benefits is the reduction in document processing times. Tasks that previously took hours or days to complete manually can now be executed in significantly less time.

> *"In the past, tasks were handled manually, leading to a lot of repetition. Automation Anywhere has eliminated that burden, making these same tasks much easier and significantly faster to complete. We <u>implemented AI-based automation for our processes</u>,"* shares Prasanth Selvaraj, Application Manager / Product Manager at Bosch, a large tech vendor.

Streamlined Workflows

AI-powered automation allows companies to streamline complex workflows by reducing manual handoffs and bottlenecks. The technology extracts data from documents using a combination of Document Automation and RPA, then it routes the information to the appropriate systems or individuals, creating smoother end-to-end processes.

Apshana A.
Professor at a university
with 11-50 employees

★ ★ ★ ★ ⯪

"[Document Automation] helps to extract data from PDFs and invoices and store it in the database. It is beneficial for students and allows employees to focus on strategic work"

Read review »

"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. It is beneficial for students and allows employees to focus on strategic work," notes Apshana A, Professor at a small university.

Increased Scalability

Document Automation and Generative AI enable businesses to handle fluctuating document volumes without proportional increases in staff or resources. This adaptability proves especially beneficial for operations with seasonal variations or growth plans.

"They keep evolving with new technologies such as Generative AI. It works very well for processing any unstructured or semi-structured data… The platform excels in scalability," states a reviewer, AI/Robotics Process Automation Specialist at Bell, a large communications service provider.

These process enhancements collectively contribute to more efficient, effective, and adaptable operations across an enterprise by reducing labor costs through automated processing, eliminating processing delays that impact customers, and creating flexible systems that can instantly scale up during peak periods without additional staffing or infrastructure investments.
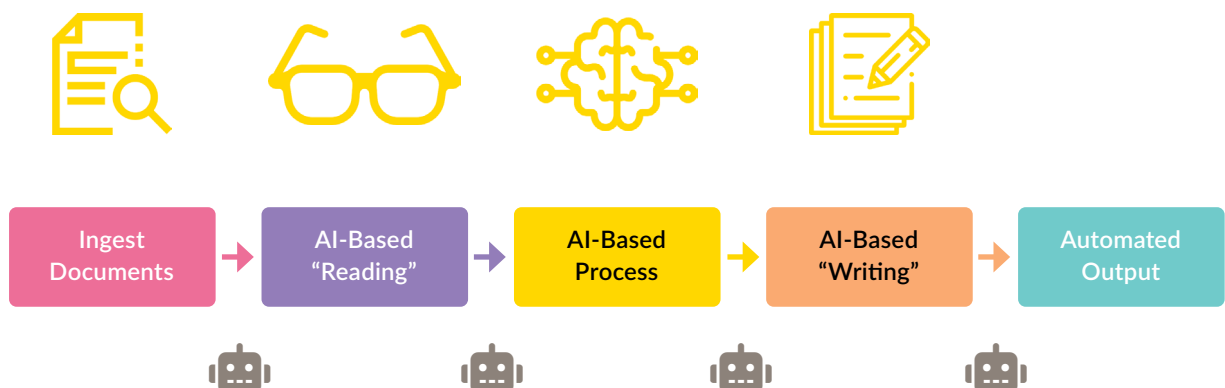
Flexible and Scalable

Improved Accuracy in Document Handling

Document processing accuracy is a critical concern for businesses, as errors can lead to compliance issues, customer dissatisfaction, and financial losses. Automation Anywhere's AI-powered solutions address this challenge by significantly enhancing document handling precision.

Reduced Data Entry Errors

Automated data extraction eliminates the human errors that commonly occur during manual data entry. This reduction in errors translates to more reliable information flowing through organizational systems.

> *"I have been using Automation Anywhere to automate repetitive tasks across various domains and organizations. We have developed a lot of automations in domains like finance, HR, and supply chains on a daily basis. Basically, we create bots using Automation Anywhere that replicate human actions,"* shares Prafful Jha, Software Developer at Boston Scientific, a large manufacturing company.

Ingest Documents	→	AI-Based "Reading"	→	AI-Based Process	→	AI-Based "Writing"	→	Automated Output

Enhanced Data Validation

AI-powered document processing includes built-in validation mechanisms that automatically flag discrepancies, missing information, or potential errors. This proactive error detection strengthens overall data quality.

"_Document Automation is the most valuable aspect of the solution_. The new enhanced version is a game changer. We have gained lots of improvements by extracting data, including unstructured data from images to structured data. With the quality and accuracy, we are now able to bring lots of value. We've using generative AI with this data and making the automation more intelligent." explains Vitor Paulo Correia, Project Manager at ELETROBRAS, a large energy/utilities company.

Uniform Interpretation

Document Automation applies uniform rules and interpretations to similar documents, eliminating the variation that occurs when different individuals process similar information. This uniformity proves especially important for regulatory compliance and financial accuracy.

"_We use Document Automation and intelligent automation to identify fraudulent transactions and false claims_. Automation Anywhere was instrumental in this process, helping to detect and prevent fraudulent activity. This has been a significant achievement in combating fraud," states Cogan Masemola, Co-Founder at Nerd4Ctrl Technology, a small tech services company.

The enhancements in document handling accuracy contribute to higher-quality data, more reliable business insights, and reduced compliance risks.

Employee Productivity Increases

Perhaps one of the most significant business outcomes from implementing AI-powered automation is the positive impact on staff productivity and engagement. By automating routine document processing tasks, companies free their employees to focus on higher-value activities.

Focus on Strategic Work

When routine document processing becomes automated, staff members can redirect their time and energy toward more strategic, creative, or customer-focused work that adds greater value to the company.

> *"We have explored a couple of process transformations with Automation Anywhere using their [Document Automation] and AI automation tools... For example, we can automate processes to address point-in-time reports so a user doesn't need to wake up at midnight to handle these issues."* shares Amahl Williams, Hyperautomation Transformation & Strategy at a large tech services company.

Frees Up Staff

Enhanced Decision Making

With Generative AI providing intelligent suggestions and insights, team members can make better-informed decisions faster. The technology serves as a cognitive assistant that augments human capabilities rather than replacing them.

> *"Co-Pilot is great at bringing agents and humans into the loop. Creating that AI assistant that can almost tell someone the next step, that suggested intelligence, is helpful. Getting the data an organization has over to a customer very quickly is effective with Co-Pilot. Simple queries that may take 15-20 seconds to answer, you still have to, for example, to find the number, make the call, et cetera, and suddenly that 20 seconds if two minutes longer. Having that information ready in a conversational way is where <u>generative AI can really help compress time</u>,"* explains Gokul Solai, CEO at Novatio, a medium-sized tech services company.

Reduced Manual Effort

By automating repetitive document processing tasks, companies reduce the manual effort required from their staff. This reduction in tedious work can lead to higher job satisfaction and decreased burnout.

> *"Automation Anywhere changes everything drastically. Testing software takes long hours, but with Automation Anywhere we can do it within seconds. <u>With generative AI we can create test scenarios and test data more accurately</u>,"* states Jintae Kim, CEO at Robo Co-op, a small tech services company.

These productivity gains translate to higher output, better staff satisfaction, and a workforce that can focus on activities that drive innovation and customer value.

Conclusion

The implementation of AI-powered automation through Automation Anywhere's Document Automation and Generative AI capabilities marks a significant advancement in how businesses handle document-intensive processes. By examining the experiences of PeerSpot users across specific industries, this PeerPaper highlights consistent patterns of business benefits these technologies deliver.

> *"By leveraging generative AI and advanced tools like generative AI bots or Co-Pilots, <u>businesses can develop and deploy automated processes to streamline operations,"</u>* shares Sunil Shin, Owner at Sun Creattica, a small hospitality company.

The combination of Document Automation for structured data extraction and Generative AI for complex cognitive tasks provides businesses with a comprehensive toolkit for addressing numerous document processing challenges. Companies implementing Automation Anywhere Document Automation and Generative AI report concrete enhancements in processing speed, accuracy, and staff productivity. Document processing times have drastically decreased, error rates have fallen, and employees focus more on higher-value work that requires human judgment and creativity.

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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