PeerPaper™ Report 2025

Financial Services: What Automation Anywhere Customers Say about Its Business Impact

PeerSpot

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Introduction

Financial services firms are embracing Agentic Process Automation (APA) through the adoption of the Automation Anywhere platform. The use of Agentic Process Automation, which combines artificial intelligence (AI) with robotic process automation (RPA), confers a variety of business benefits on financial services firms, including the ability to automate process workflows at scale, increase organizational consumption of automation, and improve efficiency.

In this paper, Automation Anywhere customers from the financial services sector elaborate on the positive outcomes they've experienced with the platform. They also share how the platform helps them achieve these benefits through AI, its Automation Co-Pilot, development capabilities, data management functions, and integration.

Except where noted, all the customers referenced in this paper work for financial services firms with over 10,000 employees.
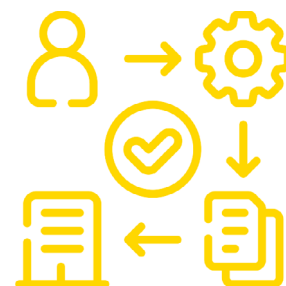
Agentic Process Automation

Key Takeaways

☑ Automation Anywhere enables positive outcomes in numerous Agentic Process Automation use cases, including desktop productivity, human resources (HR), document management, and scripting and updating website data.

☑ Financial services customers share five primary reasons should consider APA:
- Achieving automation at scale, e.g., "Automation Anywhere is <u>highly scalable</u>. That's one of its advantages. It's easier to scale than other solutions."
- Making gains in automation consumption, e.g., "Automation Anywhere has helped our organization <u>increase its automation consumption</u>."
- mproving efficiency, e.g., "If you look at the first year we had the product, we had a 6% <u>efficiency gain</u>. This year we are looking at 10% in finance and 12% in IT."
- Eliminating manual tasks, e.g., "Automation Anywhere <u>helped reduce the workload</u> of our P2P [peer-to-peer] billings by around 60%."
- Reducing costs, e.g., "There are a lot of <u>savings in terms of effort and time</u> as well as costs."

☑ How does Automation Anywhere deliver these benefits? According to financial services customers, four core factors explain the platform's ability to cut costs, improve efficiency, and so forth:
- AI and Automation Co-Pilot, e.g., "It <u>cannot only read but write documents</u>. Using AI, we can run checks to see if a customer has been approved for credit."
- Integration, e.g., "The feature I think that helps most is the <u>ability to integrate</u>. There are SAP integrations, SAP application integrations, web application integrations, and email integrations."
- Data functions, e.g., "The most valuable feature is that we can <u>automate data manipulations</u>."

Agentic Process Automation: A Brief Overview

APA, sometimes known as intelligent process automation, comprises software that fuses the functionality of AI with RPA. It represents an evolution that takes RPA beyond its original recording and performing of steps in a workflow, such as extracting data or saving a file.

An APA bot, in contrast, can leverage AI processes such as pattern analysis and data classification to become more accurate and efficient over time. With AI and generative AI (GenAI), APA bots are also more versatile and capable than the earlier generation of RPA bots.
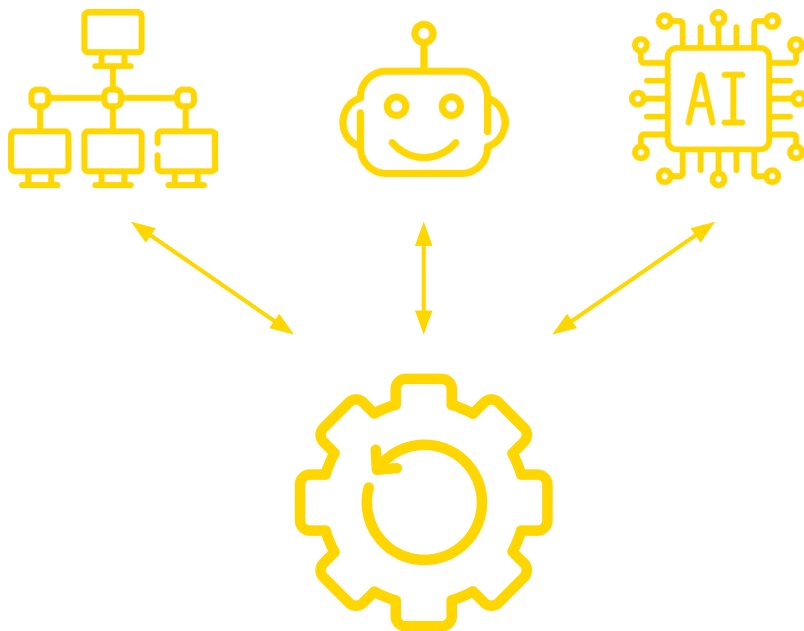
Sagakumar G.
Sr. Software Engineer at a Financial Services Firm with 5,001-10,000 Employees

★★★★☆

"We have seen a lot of ROI in helping the clients, and they're happy. More than 60% of manual tasks are automated."

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How Financial Services Firms Put APA to Work

PeerSpot members in the financial services industry are putting Automation Anywhere to work in a range of use cases. Highlights include:

Desktop productivity—A Manager, Health Care Consulting at RSM US LLP said:

> *"Our primary use is a bot to look up accounts from Excel to the source system and <u>entering it back into Excel</u>."*

Employee onboarding—A Senior Manager makes use of Automation Anywhere for automating employee onboarding processes in their <u>SAP environment</u>. He said:

> *"We were able to remove manual tasks and we were able to justify the processes based on the ROI witnessed."*

Scripting—<u>Scripting and updating website data</u> are how a Lead Engineer uses Automation Anywhere. He also uses the platform to work with databases like SQL. He noted:

> *"We also use IQ Bot extensively to script data from PDF files."*

Ticket management—For a Team Lead, Process Improvement at Fidelity Bank Plc, a financial services firm with more than 5,000 employees, Automation Anywhere takes the form of a:

> *"<u>MasterCard customer</u> complaint bot" that logs tickets on the company's top priority websites.* He elaborated, saying, *"When customers complain, it can be logged directly, or the agent logs it on one of our databases…. Third parties can take notes, then once locked, they can give the ticket to us."* Previously, this had been a manual process.

Venkata K.
Solution Architect at
CMG Mortgage, Inc.

★★★★★

"We've saved on costs by about 30%. It's reduced human error. Using Automation Anywhere, we can eliminate a lot of human error by adding exceptions and identifying what's going on quite easily."

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# How Automation Anywhere Benefits Financial Services Organizations

Financial services firms are implementing APA for a variety of reasons, but the primary driver of adoption is a need to deliver a better customer experience while cutting costs in the back office. With APA, a financial firm can achieve both of these objectives. They can automate formerly employee-intensive workflows, saving money while delivering information and transaction processing more quickly to clients. The financial field is also highly regulated, so financial services businesses tend to be interested in technologies that can automate and speed up compliance reporting and related tasks. APA is well suited to this challenge.

For these reasons, financial services firms praised Automation Anywhere's ability to enable automation at scale, as well as the platform's potential to increase consumption of automation and improve efficiency. Customers were also pleased that Automation Anywhere could help them cut costs.

Achieving Automation at Scale

Financial firms typically operate on a large scale, serving thousands or even millions of customers in diverse lines of business. For APA to make an impact, it must enable automation at scale. To this point, a VP Digital Automation at Osaic, a financial services firm with over 1,000 employees, said:

> *"Automation Anywhere's ability to automate at scale is very impressive based on what I've seen internally and heard from subject matter experts."*
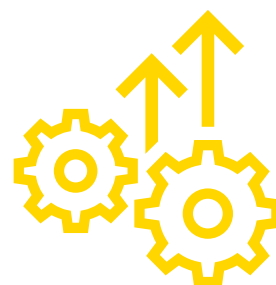
Automation at Scale

A Business Technology Service Digitization Executive concurred, sharing that his team "pushed the limit" with 324 automations, which translates into over 4,200 tasks executed every day.

"Automation Anywhere is highly scalable," said an Executive Tech Manager at Inter, a financial services firm with over 1,000 employees.

> *"That's one of its advantages. It's easier to scale than other solutions." For context, Inter is a financial institution serving around 26 million clients with only 3,000 employees. He added, "We need automation to attend to our operational tasks. Otherwise, it would be challenging to manage all of our clients."*

Making Gains in Automation Consumption

Automation Anywhere customers in financial services are finding that the platform increases the amount of automation performed in their organizations. They refer to this as "automation consumption." The Head of IT Projects at TFS, a financial services firm with more than 500 employees, for example, shared that Automation Anywhere helped his organization increase its automation consumption by 25% with billing automation.

"Automation Anywhere has helped our organization increase its automation consumption," said a Sr. Software Engineer at a financial services firm with more than 5,000 employees.

> *"One of our clients is from the healthcare industry. They mostly have PDF and web-based automation for uploading documents to a web portal and reading data or web scraping from their website. So, we have seen a lot of ROI in helping the clients, and they're happy. <u>More than 60% of manual tasks are automated</u>."*
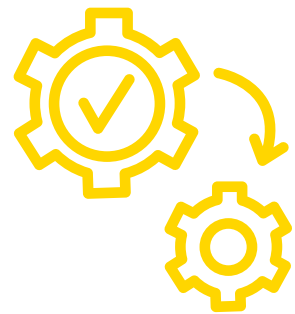
Improving Efficiency

Financial services firms strive for greater efficiency in their workflows. As a Senior Group Manager at a financial services firm with over 1,000 employees explained:

> *"We are <u>automating repetitive, manual processes</u> that don't add value to people's work. Also, we want to improve our risk management through quality and efficiency."*

Notable comments on efficiency through APA included:

> *"<u>AA has improved our efficiency</u> and saved on manual hours because no manual interaction is required."* - Lead Engineer

Improves Processes

"If you look at the first year we had the product, we had a _6% efficiency gain_. This year we are looking at 10% in finance and 12% in IT. The more we discover ways to use it, the more efficient we will become." - RPA Developer and BA

"There are many processes that need to be run during office hours, which is fine, but there are many that can be run outside of office hours. By taking care of these processes outside of office hours, it _improves our efficiency_." - Automation Officer at a small financial services firm

"We couldn't hire more people, but we had some information stored in Excel that we needed to distribute. The sales information was centralized in one area, so we automated the process of putting the information into Excel so _everyone could help themselves_. The benefit we get from this is increased efficiency." - Manager at Global Bank, a financial services firm with over 1,000 employees

Eliminating Manual Tasks

Automation Anywhere helps financial services firms move on from workflows that are heavy on manual tasks. For TFS's Head of IT Projects, this meant <u>eliminating manual, time-consuming tasks</u>, which also increased accuracy within the organization by automating them. He said:

> *"We witnessed the benefits of Automation Anywhere within six months of its deployment. Automation Anywhere helped reduce the workload of our P2P [peer-to-peer] billings by around 60%."*
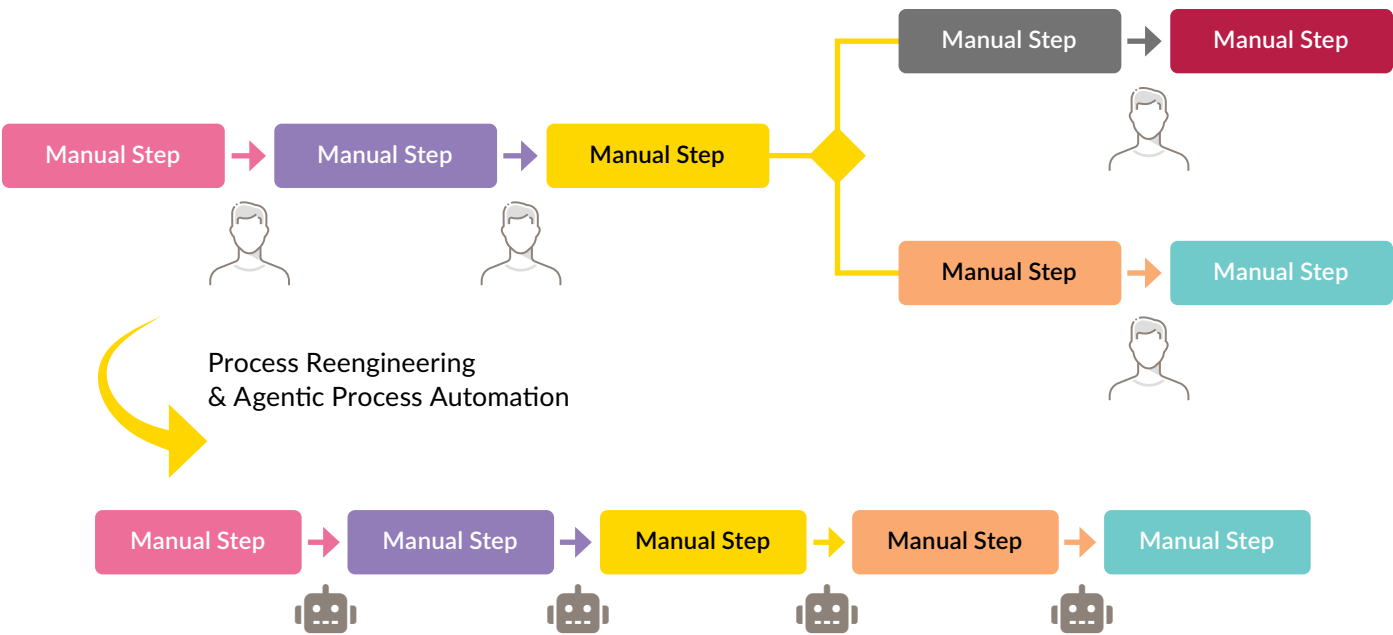
Figure 1 depicts this scenario.

Figure 1 - Process reengineering and Agentic Process Automation can simplify processes and eliminate manual tasks.

An Automation Manager at a financial services firm with over 1,000 employees quantified the benefit of getting rid of manual tasks. He revealed:

> "We have **triple-digit returns**, in percentage. I feel it's worth every dollar we paid for it. We have seen a lot of the returns in operations and back office because we had so many manual tasks there."

This customer went on to share the example of earning a return on investment (ROI) in excess of 30,000% by automating a manual process. He said:

> "The total cost of ownership is around $1,000 and the return is something like $400,000 in direct cost savings. And that's still increasing. It's an ad-hoc cleaning job that we're doing, but for every contract we change, we save about half-a-dollar per month, per letter we're sending. It amounts to a lot."

Reducing Costs

Improvements in efficiency and reduction in manual tasks typically translate into savings, as Automation Anywhere users shared in their PeerSpot reviews. "We can save money by implementing automations," explained Inter's Executive Tech Manager. He added:

> *"Before implementing Automation Anywhere, we had a lot of repetitive tasks that weren't adding value. It improved morale by automating some of the boring, repetitive tasks, allowing our employees to focus on more creative, meaningful work."*

"There are a lot of savings in terms of effort and time as well as costs," said an Associate Consultant at Chevron. He added:

> *"Automation Anywhere automates a lot of processes. It allows an organization to save the efforts of a lot of people. It saves a lot of time because people can't work a whole day (24/7), but Automation Anywhere bots can."*

Time savings also led to cost savings for CMG Mortgage, Inc., a financial services firm with more than 500 employees. According to their Solution Architect:

> *"We've saved a lot of time. How much time we save depends on the process. It's likely at least 50%. Sometimes, it's up to 70%. We've saved on costs by about 30%."*

Saves on Costs

Automation Anywhere Capabilities that Deliver Organizational Benefits

The Automation Anywhere platform delivers benefits to financial services firms through artificial intelligence, development, integration, and data management. These capabilities enable customers to create APA bots that can take over time-consuming business processes. They also allow for the kind of flexible connectivity that financial services businesses require to do business with partner firms.

AI and Automation Co-Pilot

Automation Anywhere customers praised the platform for its AI. Inter's Executive Tech Manager, for instance, is excited about using AI for document workflows. He said:

> "_It cannot only read but write documents_. _Using AI, we can run checks to see if a customer has been approved for credit._" Figure 2 shows this process.

Christian P.
Executive Tech
Manager at Inter

★★★★½

"It cannot only read but write documents. Using AI, we can run checks to see if a customer has been approved for credit."

Read review »

Based on this ability, Automation Anywhere "*can help this process go faster, and we can enhance our employee's potential by augmenting their analysis with AI.*" He added:

> *"We are already using generative AI. 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."* The Lead Engineer was similarly impressed by Automation Anywhere for its ability to improvise "<u>cognitive functionality</u>" in a bot, as he put it.

Automation Anywhere embeds AI into its Agentic Process Automation feature set. In this context, Inter's Executive Tech Manager shared:

> *"We have a lot of ideas for leveraging Automation Anywhere's AI capabilities. For example, we use it to conduct analyses 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."*

Ingest Documents → AI-Based "Reading" → AI-Based Process → AI-Based "Writing" → Automated Output
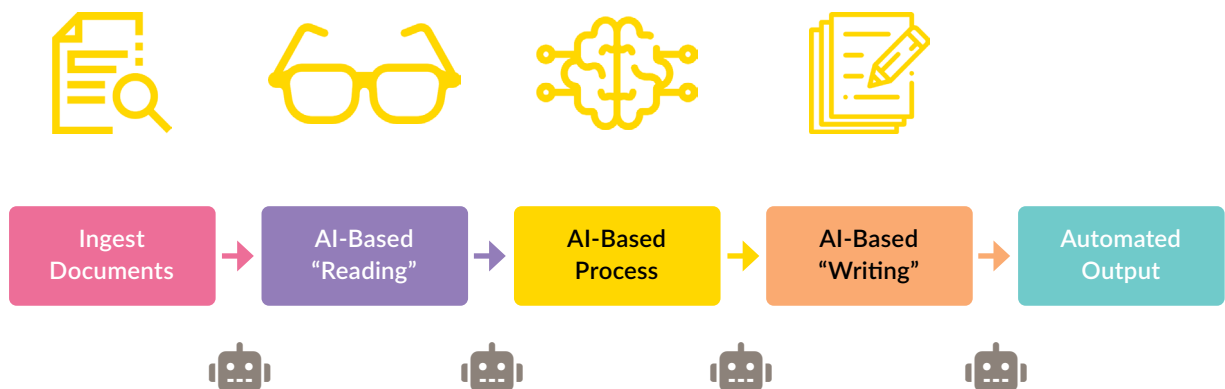
Figure 2 - Agentic Process Automation from Automation Anywhere can leverage AI to read and write documents.

Additionally, customers are taking advantage of Automation Anywhere's Automation Co-Pilot, a conversational, natural language tool that enables users to automate generative GenAI use cases. As customers revealed, Automation Co-Pilot enables users to set up and communicate with AI agents that perform a range of tasks.

For instance, Automation Co-Pilot helped CMG Mortgage's Solution Architect with code analysis, which he described as "very helpful." He said:

> "*Previously, we had to go line by line. Now, inside the tool, it shows you which lines are hard-coded.*"

His team saved a great deal of time in the process—from 50% to 70%, in his estimation. He added:

> "*We've saved on costs by about 30%. It's reduced human error. Using Automation Anywhere, we can eliminate a lot of human error by adding exceptions and identifying what's going on quite easily.*"

Development

The solution's development capabilities stood out as valuable to Automation Anywhere customers in financial services. This aligns with the industry's tendency to develop software in-house or augment commercial applications with custom code.

Customers also pointed to the platform's low code capability and ease of use for development:

> *"Our <u>developers love it</u> because it's easier to learn. Many of our developers didn't know anything about the platform, but it was easy for them to learn and become fully productive."* - Inter's Executive Tech Manager
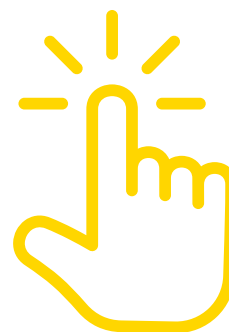
> *"The graphical user interface (GUI) is very useful, since <u>I don't know any coding languages</u>. I have been able to be a developer with Automation Anywhere without knowing the technical background. I am a business user, and not needing the technical knowledge to use the system has been useful for me."* - RPA Lead at a financial services firm with over 1,000 employees

> *"The error handling and troubleshooting are very good. <u>It is easy for a developer</u> to know what happened in any particular line of code."* - Senior Consultant at PwC

> *"I am a developer with nine years of experience in full-stack development. I have found this tool strikingly different, compared to the other tools, <u>in terms of ease of use</u>. Anybody can be taught it, and it has a very small learning curve."* - Senior Consultant at a financial services firm with more than 500 employees

Easy to Use

Integration

Financial services firms rely on multiple applications to meet their customers' needs, often working together in orchestrated workflows. APA bots in financial services, in turn, need to access these applications. Agile, low friction integration is therefore a "must have" capability for an APA platform. Automation Anywhere customers spoke to this need and how the platform meets it.

Inter's Executive Tech Manager observed:

> *"It's also* <u>*integrated with our core banking application*</u> *and many legacy applications that we could not integrate without the Automation Anywhere platform. Around 70% of our environment is integrated with it. The integration is fast and seamless. Integrating tools through the APIs is simple, reliable, and efficient...."*

"<u>Prior to implementation, everything was manual</u>," said CMG Mortgage's Solution Architect.

> *"You couldn't inject other software, like APIs. However, with AA, you can bring in any number of tools that connect right into Automation Anywhere. This makes everything move faster. You save a lot of time and cost involved in processing the applications."*

Other customer comments about integration included:

> "The _integration with other applications_ works really well. We have used it with Appian more than once, and that integration has been very easy to do. If we count the integrations that we have done with Appian, which is where a lot of our savings are from, we are well over a million dollars in savings. This is from only doing development for about a year and a half." - BPM Analyst at a financial services firm with over 1,000 employees

> "The Bot Store has helped tremendously with _accelerating integration_ from other applications. Especially with Workday, which is one of the main applications that we look to integrate."
> - Chief Architect

> "The feature I think that helps most is the ability to integrate. _There are SAP integrations_, SAP application integrations, web application integrations, and email integrations. We have multiple features... They are also very good features which enable us to do many things." - Senior Consultant

> "The most valuable feature is its _Excel integration_." - Senior Associate, IT at a small financial services firm
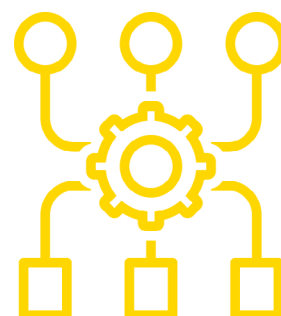
Interoperability

Data Functions

Financial services is a particularly data intensive sector. In this context, Automation Anywhere customers were pleased with the platform's data functions, such as its ability to extract data from web pages, forms, and other data sources. A Network Administrator at a financial services firm with over 1,000 employees described this feature as "very valuable." This makes sense, because data capture saves time by sparing developers the work of creating a data capture function from scratch—enhancing the solution's benefit of efficiency to the organization that uses it. The Senior Consultant likewise pointed out:

> "The most valuable feature is that we can automate data manipulations. We can save IPs, we can save time, we can use manual reports."

Conclusion

Financial services firms show how Agentic Process Automation delivers business benefits. Operations become more efficient and accurate. Employees can turn their attention to more valuable tasks. The Automation Anywhere platform makes Agentic Process Automation happen. Organizations that use the platform find they can automate at scale. They can increase their consumption of automation. These outcomes are possible due to the platform's AI-driven functionality, coupled with its development capabilities, data functions, and integration potential. By exploring new use cases for these capabilities, users are continuing to discover fresh benefits from Agentic Process Automation in financial services.

About PeerSpot

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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