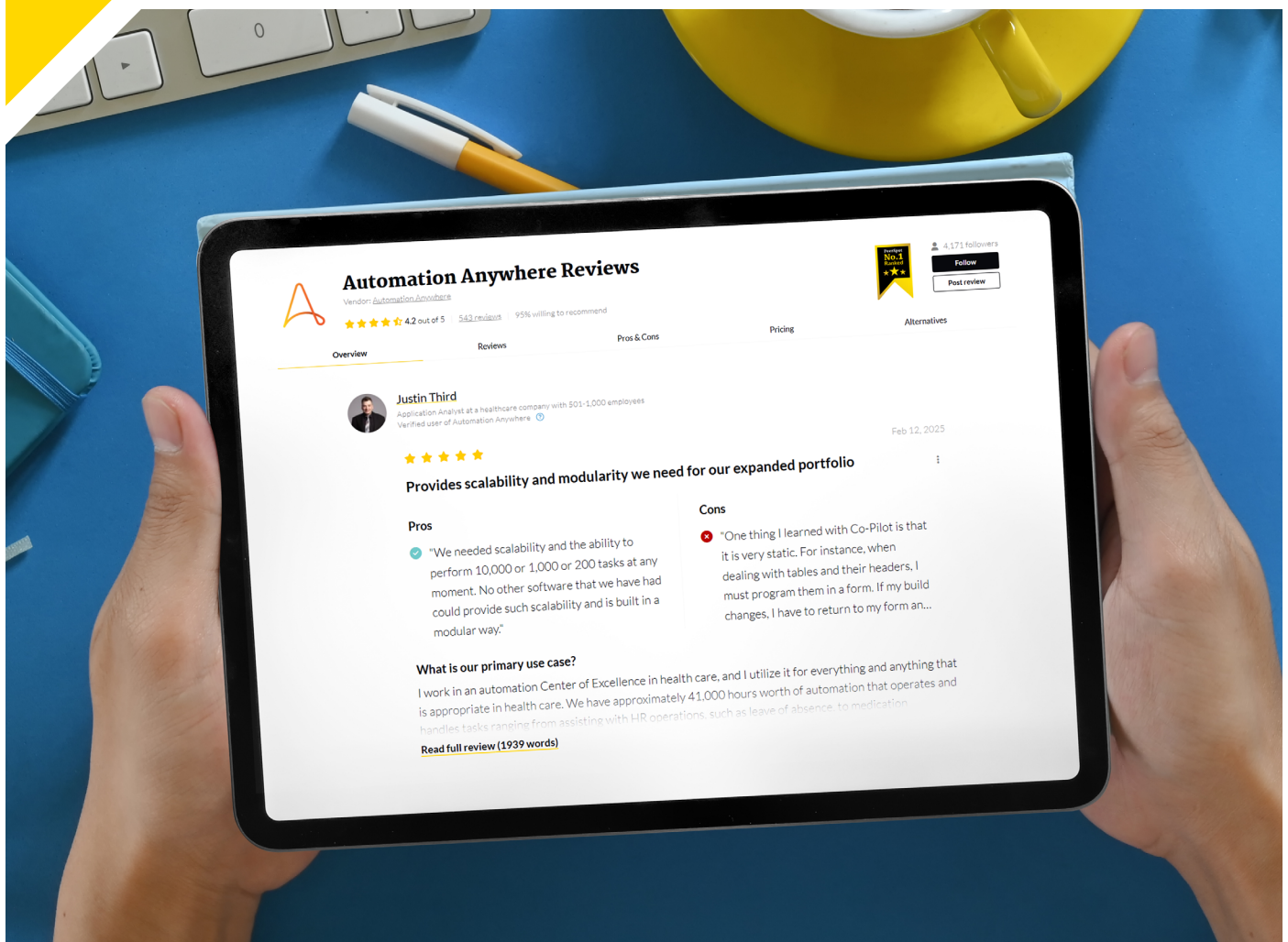


PeerPaper™ Report 2025

Based on real user reviews of Automation Anywhere

Manufacturing: What Automation Anywhere Customers Say About Its Business Impact



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Introduction

Manufacturers 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 manufacturers, 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 manufacturing sector elaborate on the positive outcomes they've experienced with the platform. They also share how the platform helps them achieve these benefits through its Automation Co-Pilot, low code capability, templates, and integration plugins.

Unless otherwise noted, the customers referenced in this paper work for manufacturing companies with over 10,000 employees.



Agentic Process Automation

Key Takeaways

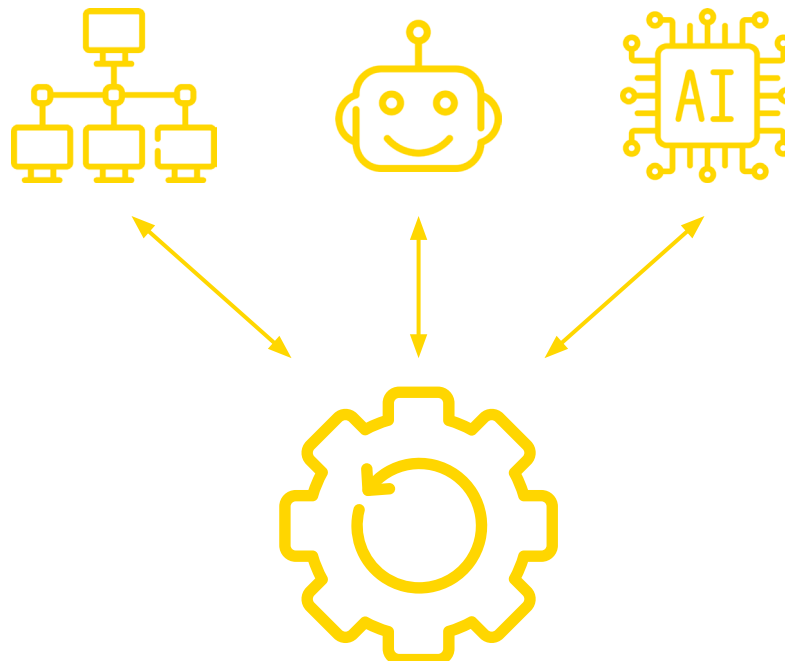
- ✓ Automation Anywhere enables positive outcomes in numerous Agentic Process Automation use cases, including automating Citrix workloads, making human resources (HR) and financial processes more efficient, and improving data management.
- ✓ Customers share five primary reasons manufacturers should consider IA:
 - Automation at scale, e.g., “it is capable of providing automation on a large scale. The technology is remarkable.”
 - Gains in automation consumption, e.g., Automation Anywhere “has helped our organization increase its automation consumption by around 50 percent.”
 - Improved efficiency, e.g., “We can do the same tasks with fewer employees. We have increased the automation of processes in our organization.”
 - Reengineered processes, e.g., “We now have a robot doing this manual work, allowing us to refocus our resources into more value-add activities, simplifying our landscape.”
 - Reduced costs, e.g., “We can save money by implementing automations.”
- ✓ How does Automation Anywhere deliver these benefits? According to customers, three core factors explain the platform’s ability to cut costs, improve efficiency, and so forth:
 - Automation Co-Pilot, e.g., “If I need human intervention, I can use Automation Co-Pilot where a human can intervene and make a decision on the basis of the data.”
 - Low code, e.g., “Even business people could upscale themselves and automate.”
 - Streamlined templates and integrations, e.g., Automation Anywhere provides “ready plugins and connectors to integrate with APIs for common systems like Oracle or Microsoft.”

Agentic Process Automation (APA), an Overview

APA, sometimes also known as intelligent process automation, comprises of 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, e.g., extracting data or saving a file.

An IA bot, in contrast, can leverage AI processes such as pattern analysis and data classification to become more accurate and efficient over time. With AI, APA bots are also more versatile and capable than the earlier generation of RPA bots.



How Manufacturers Put APA to Work

PeerSpot members in the manufacturing industry are using Automation Anywhere for APA across a broad range of use cases. Representative highlights include:

- ✔ **Citrix workloads.** Olam International, a small manufacturing company, uses Automation Anywhere for imaged-based automation inside of Citrix, according to the of Head of their RPA Team.
- ✔ **Human resources processes.** A Project Manager uses Automation Anywhere in its HR department for onboarding and attendance verification.
- ✔ **Finance and accounting tasks.** The Head of Functional & Technical Architecture at a manufacturing company with more than 5,000 employees said, “I am striving to provide individuals with more time to focus on value-add tasks due to widespread headcount reductions. For instance, in finance and accounting activities, we use Automation Anywhere to replace individuals in maintenance tasks or those that were previously unknown to be time-consuming. This is where we witness the greatest utilization of bots.”
- ✔ **Data management workflows.** The Assistant to GM, IT & Business Transformation Division uses Automation Anywhere for master data management for manufacturing, saying, “There are many tasks dealing with what we call our master data, so that’s where we have implemented RPA, to collect, search, as well as register the data.” An RPA Developer at Exacto Technologies, a manufacturing company with more than 50 employees has Automation Anywhere bots take data from CSV files from banking applications and validate it according to business rules before copying it into customer account management applications.

How Automation Anywhere Benefits Manufacturers

Agentic Process Automation's appeal to manufacturers arises from the sector's never-ending drive for efficiency and cost cutting. Most markets for manufactured goods are highly competitive, so manufacturers are seeking any potential productivity advantage. The sector also tends to be interconnected, with supply chain partners needing to link systems and share data—both of which are use cases that benefit from APA.

For these reasons, manufacturers are drawn to Automation Anywhere's ability to enable automation at scale, as well as the platform's potential to increase consumption of automation in the enterprise and improve efficiency. Customers were also pleased that Automation Anywhere could help them reengineer processes and cut costs.

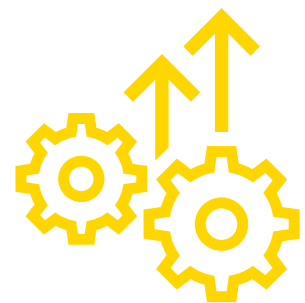
Achieving Automation at Scale

Agentic Process Automation allows for significant business benefits if the technology can operate on a large scale. The Head of Functional & Technical Architecture spoke to this need when he said:

"The ability of Automation Anywhere to provide automation at scale is commendable. We have indeed achieved tangible business benefits. That is certain."

The Project Manager concurred, saying:

"It is capable of providing automation on a large scale. The technology is remarkable."



**Automation
at Scale**



Akhil V.
PM Initiatives at Mondelēz
International

“Has helped our organization increase its automation consumption by around 50 percent.”

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For a Senior Manager & Principal Automation Architect, AI + Automation, Automation Anywhere has:

“been able to provide automation at scale pretty well. We fired up and started off with only three production machines. We are now up at five. Officially, we were going up to seven as of next week.”

Making Gains in Automation Consumption

Automation Anywhere users are finding that the platform increases the amount of automation performed in their organizations. They refer to this as automation consumption. For example, a PM Initiatives at Mondelēz International shared that Automation Anywhere:

“has helped our organization increase its automation consumption by around 50 percent.”

The Head of Olam International’s RPA Team similarly found that:

Automation Anywhere had increased automation consumption for financial reporting processes, including those on SAP.

He said:

“We’ve done a lot of automations around ERP and our SAP database.”



Digital Transformation Lead
at a Manufacturing Company
with 10,001+ Employees

“The benefit of using Automation Anywhere is the efficiency of operations and speed. Humans cannot work 24/7 on a task, but a machine can work continuously on it.”

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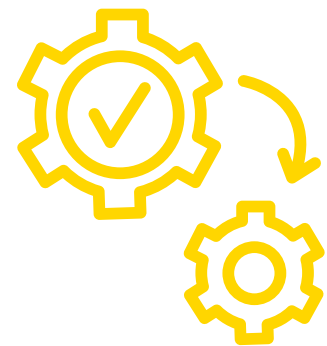
Improving Efficiency

Manufacturers, perhaps more than companies in other industries, face pressure to make back office operations more efficient. APA helps them achieve this goal by making people more productive:

“We can do the same tasks with fewer employees. We have increased the automation of processes in our organization.” - Project Manager at a manufacturing company with more than 500 employees

“The benefit of using Automation Anywhere is the efficiency of operations and speed. Humans cannot work 24/7 on a task, but a machine can work continuously on it. The solution saved us a lot of time on various processes.” - Digital Transformation Lead

“You can read data from Excel and process it using a query. You do not have to do Excel operations one by one. It is very quick. If a person is taking 30 minutes to do the operation, it takes only seconds or minutes to finish it. It provides a lot of efficiency.” - Senior Automation Developer



**Improves
Processes**



Head of functional &
technical architecture
at a Manufacturing Company
with 5,001-10,000 Employees



“In finance and accounting activities, we use Automation Anywhere to replace individuals in maintenance tasks or those that were previously unknown to be time-consuming. This is where we witness the greatest utilization of bots.”

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Reengineering Processes and Eliminating Manual Tasks

Automation Anywhere helps organizations change the way they get things done. When process reengineering is coupled with Agentic Process Automation, organizations can eliminate manual tasks. As the smaller manufacturing company's Project Manager put it:

“There is definitely another business benefit from using it: Processes have been re-engineered after being reviewed.”

For a Technical Lead, Automation Anywhere:

“has taken a lot of manual Excel manipulation that we previously did, and removed that work away from people who did that for ten hours a day, five days a week.”

He added:

We now have a robot doing this manual work, allowing us to refocus our resources into more value-add activities, simplifying our landscape.”

Process reengineering is particularly helpful if customers want to use APA to automate a process that was not optimal in the first place. According to a Manager, Automation at Boston Scientific:

“There is a heavy focus on process improvement. A lot of people are leaning into process improvement or re-engineering a process before it is automated and making sure that we are automating the right thing.”

The Head of Functional & Technical Architecture offered a valuable perspective:

“It is important to note that the bots never completely replaced human workers. No job was entirely taken over by a bot. Rather, it was an assessment of how effectively we spent money with the assistance of bots, as they enabled individuals to perform tasks more efficiently.”

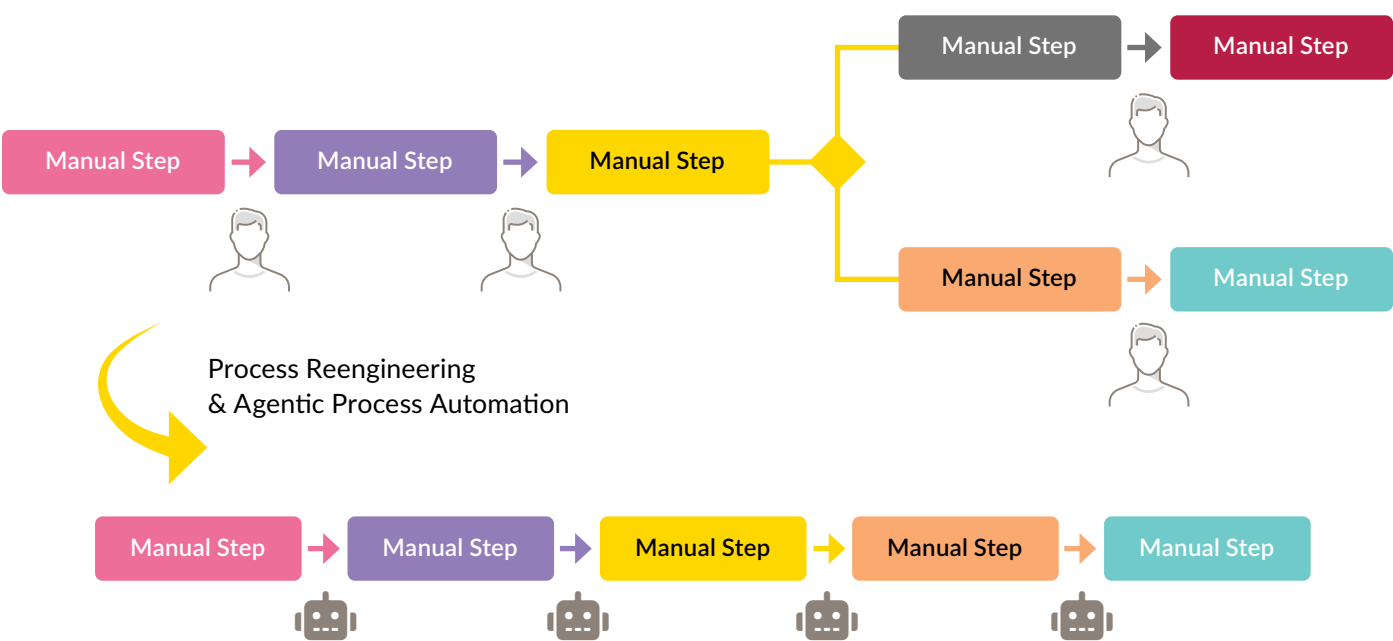


Figure 1 - Process reengineering and intelligent automation can simplify processes and eliminate manual tasks.



Akhil V.
PM Initiatives at Mondelēz
International

“With Automation Anywhere, the reporting, workflow executions, and other tasks are automated, thereby enhancing overall reliability.”

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Saves on Costs

Reducing Costs and Saving Money

Improvements in efficiency and reduction in manual tasks typically translate into savings, as Automation Anywhere users shared in their PeerSpot reviews. A reduction in paperwork costs is how Mondelēz International realized savings from Agentic Process Automation. Their PM Initiatives said:

“With Automation Anywhere, the reporting, workflow executions, and other tasks are automated, thereby enhancing overall reliability.”

This user went on to share that another notable advantage that comes from Automation Anywhere is the development of a “digital mindset within the company.” He said:

“Exposure to automation fosters a digital way of thinking among employees, leading them to identify opportunities that can be automated.”

Automation Anywhere Capabilities that Deliver Organizational Benefits

Automation Anywhere delivers organizational benefits through artificial intelligence, as powered by a low code platform with templates, and integrations. These capabilities enable customers to create APA bots that can take over previously time-consuming business processes. They also allow for the kind of flexible connectivity that manufacturing companies need with suppliers and customers.

AI and Automation Co-Pilot

Automation Anywhere embeds AI into its APA feature set. This is drawing praise from customers, with the Senior Automation Developer describing Automation Anywhere's AI as "very user-friendly." He said:

"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."



Project Manager
at a Manufacturing Company
with 10,001+ Employees



"[Automation Anywhere] is capable of providing automation on a large scale. The technology is remarkable."

[Read review »](#)



Head of functional &
technical architecture
at a Manufacturing Company
with 5,001-10,000 Employees



**“The ability of
Automation Anywhere
to provide automation at
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Additionally, customers are taking advantage of Automation Anywhere's Automation Co-Pilot, a conversational, natural language tool that enables users to automate generative AI (GenAI) use cases. As customers revealed in their reviews, Automation Co-Pilot enables users to set up and communicate with bots that perform tasks for customer service, finance, supply chain, and IT helpdesk. Olam International's RPA Team Head described Automation Co-Pilot as “good for our financial management reporting.”

“Automation Co-Pilot has been helpful when any human intervention is required in the RPA process,” said a Senior Account Executive at a manufacturing company with over 1,000 employees.

“If I need human intervention, I can use Automation Co-Pilot where a human can intervene and make a decision on the basis of the data. Based on the decision, we can go ahead with the remaining processes. This is now possible. It is a very useful feature.”

This customer further explained that Automation Co-Pilot improves productivity. He said:

“Previously, there were many manual tasks that people had to do on a daily basis. Those tasks are now taken care of by bots, and people can focus on other tasks. It has improved productivity by 30%. We have deployed Automation Co-pilot for 700 users, and there is about a 30% increase in productivity.”

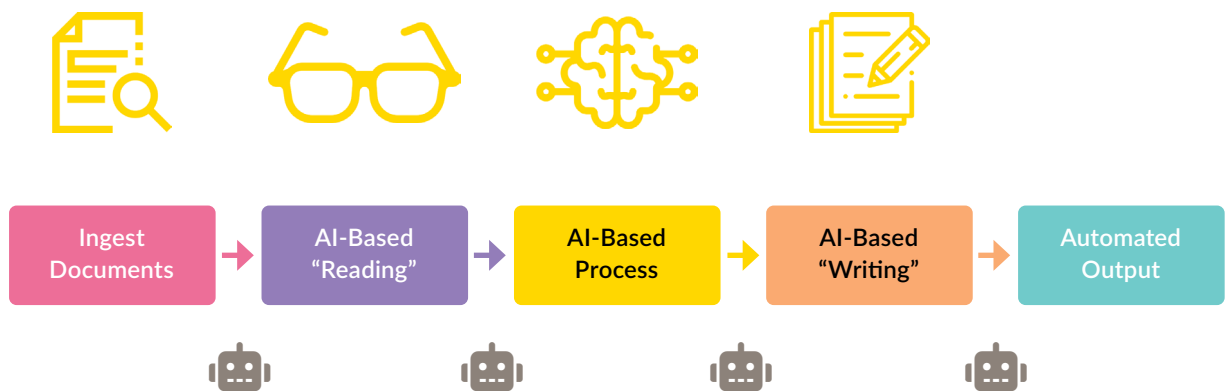


Figure 2 - Agentic Process Automation from Automation Anywhere can leverage AI to read and write documents.

Low-Code Platform

Automation Anywhere's low-code platform allows for a broader group of users than would be possible if it required knowledge of coding. Because it's "easy for business users to learn," as Olam International's RPA Team Head said:

"You do not need to have technical skills in order to leverage the product....People are finding it very easy to learn how to do things."

In their case, training non-technical employees takes from six to eight weeks, but after that, they can set up automations for financial management reporting, among other examples. The Senior Automation Developer defined the benefit of Automation Anywhere's low code capability by saying that "even business people could upscale themselves and automate."



**Easy to Learn
and Use**



Project Manager
at a Manufacturing Company
with 501-1,000 Employees



“Ready plugins and connectors to integrate with APIs for common systems like Oracle or Microsoft.”

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Streamlined Templates and Integrations

Automation Anywhere templates and integrations augment the technical benefits users can generate for their organizations. The “drag and drop” templates are simple to configure, according to Mondelēz International’s PM Initiatives. He said:

“Within the console, which is easy to navigate if we’ve seen it before, we can understand how things work. This allows business folks to join calls if needed, and I comprehend what happens within the console.”

For integration, the platform provides “ready plugins and connectors to integrate with APIs for common systems like Oracle or Microsoft,” in the words of the smaller manufacturing company’s Project Manager. Integration enables Agentic Process Automation to span multiple systems within an organization. This capability is useful because many processes undergoing automation are orchestrated across more than one application or data source.

Conclusion

Manufacturing businesses are seeing the business benefits of what Agentic Process Automation delivers. Operations become more efficient. 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 low code AI-driven functionality, coupled with its templates and integration plugins. By exploring new use cases for these capabilities, users are continuing to discover fresh benefits from Agentic Process Automation.

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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