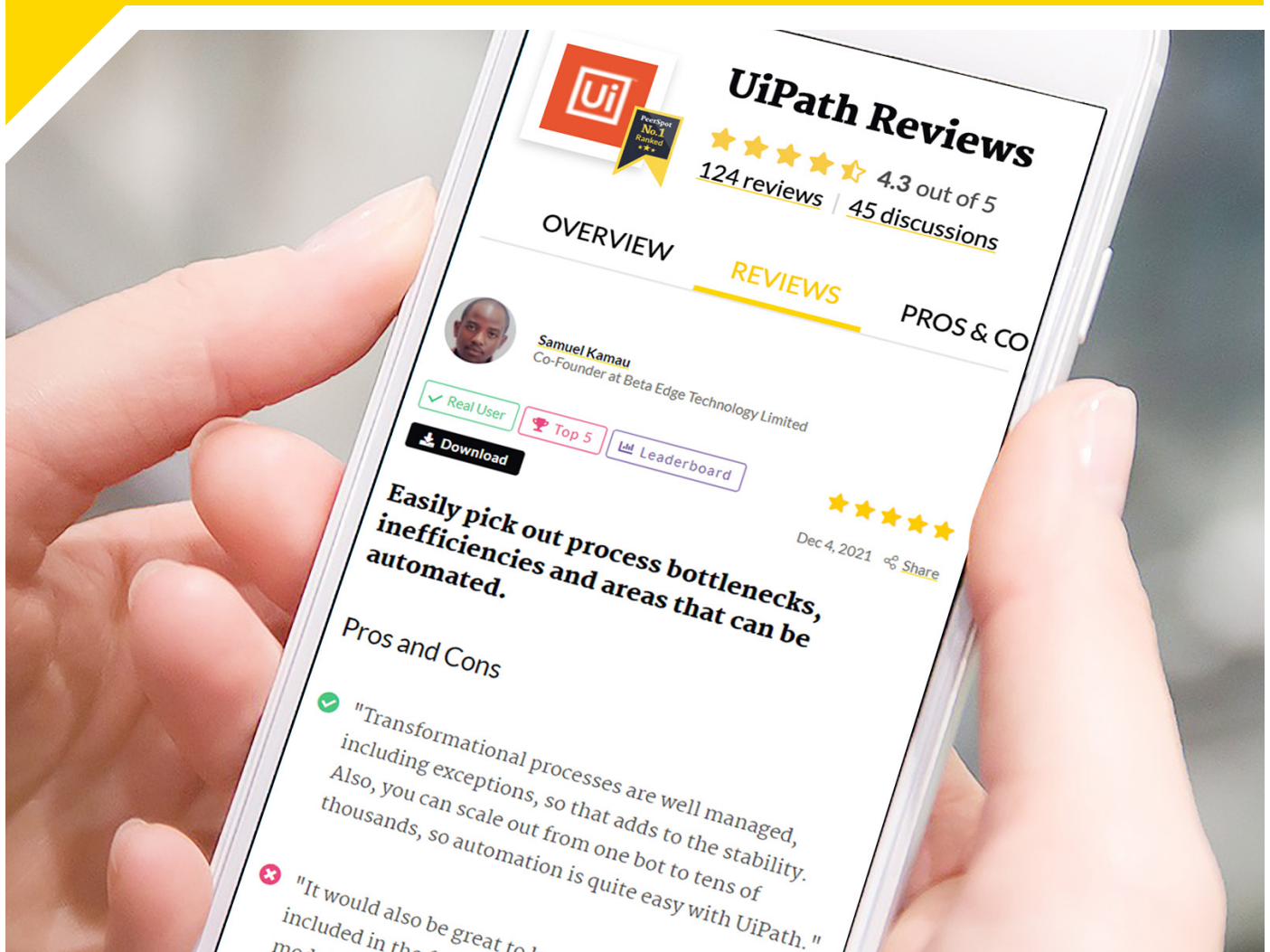


PeerPaper™ Report 2022

Based on the experiences of UiPath users on PeerSpot

What It Takes for Robots and Humans to Work Together



Contents

Page 1. **Introduction**

Page 2. **Attended Automation Use Cases**

Page 4. **Key Success Factors in Attended Automation**

Works With a Variety of Applications

Quickly and Easily Launches from the Desktop

Keeps Working While Robot Works in
Background on the Same Machine

Accesses Remote Systems

Enables Governance

Saves Hours and Unlocks Employee Capacity

Page 13. **Conclusion**

Introduction

Having a robotic assistant has long been the realm of science fiction. The reality of human-machine collaboration is a lot more routine and down-to-earth than one might imagine, however. In recent years, robots in the form of Robotic Process Automation (RPA) software bots have been quietly helping people work more productively across a range of industries. This is known as “attended automation.” Getting to success with this kind of human-machine choreography requires a suitable platform, among other factors. According to users of UiPath on PeerSpot, an effective attended automation solution is one that works well with a variety of applications. It should launch easily from the desktop and work in the background when necessary. Access to remote systems, as well as governance, also emerge as key success factors in enabling robots and humans to work well together.

Except where noted, the companies featured in this paper have more than 10,000 employees.

Attended Automation Use Cases

PeerSpot members shared a variety of attended automation use cases featuring the UiPath Automation Platform. A staffer at a university with more than 50 employees, for instance, uses UiPath for entering data into the school's Enterprise Resource Planning (ERP) system. He can update hundreds of data elements within minutes using RPA robots. As he put it, "UiPath gives you the degree of freedom in these robots to work according to your requirements. It is very easy to use even without coding knowledge, and it can be implemented with little knowledge of RPA."

For a Customer Experience Specialist-RPA at a software company with more than 5,000 employees, attended automation is part of their digital transformation process. They use RPA to identify and automate rule-based and mundane tasks like data processing, file handling, and email automation. The company has 25 RPA bots now in production.



Easy to use

“It is very easy to use even without coding knowledge, and it can be implemented with little knowledge of RPA.”

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Excel automation, SAP automation, Citrix automation, and password reset automation are among the use cases for an RPA Developer at Tata Consultancy Services, a tech services company. Tata is also using attended automation for security, governance, and rule-based exception handling. A Consultant-RPA at a small tech services company uses RPA for HR automation. In this workload, they create, update, and delete records in the employee database. Other attended automated tasks touch on master data management and active directory in their SNOW environment.

“I use this solution to automate business processes that are rule-based,” said an Associate Consultant at Capgemini, a software company. He added, “This includes the automation of different applications and background processes, such as posting invoices.”

Key Success Factors in Attended Automation

Attended automation has become significantly simpler to deploy in recent years, but it is still not a push-button technology. The RPA platform's functionality is critical to success. According to UiPath users on PeerSpot, the key success factors for attended automation include being able to work with a variety of applications, work in the background, work on the desktop, and access remote systems. Governance is essential, too.

Works With a Variety of Applications

Attended automation often involves interacting with more than one piece of software. This makes sense given the nature of most business processes. They touch multiple applications and data sources. Figure 1 captures this kind of heterogeneous workflow.

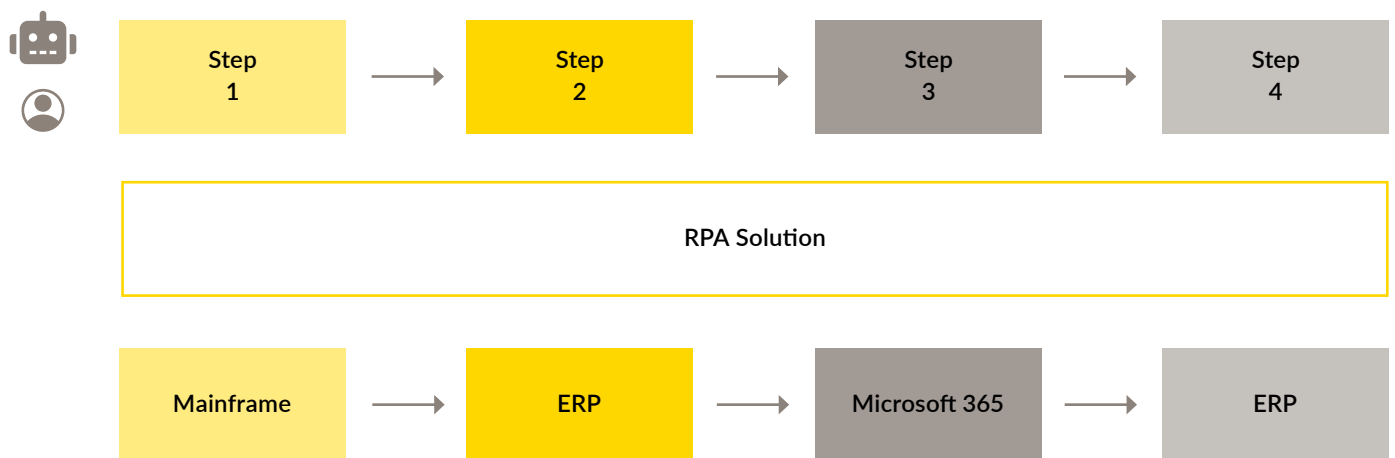


Figure 1 - RPA attended automation working across multiple systems.

“The ease of building automation using UiPath is great. It technically provides good features in order to develop, automating different kinds of applications using UiPath.”

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UiPath Studio and StudioX enable users to build their automations across different apps. The software company Customer Experience Specialist spoke to this point when he said, “The most valuable features are the ability to interact with almost all applications in Windows, ease of programming, excellent forum support for developers, free academy training, Orchestrator capabilities for BOT handling, and Citrix-supporting features during development.”

An RPA Specialist at a comms service provider similarly remarked, “The most valuable aspect has been the workflows. They have helped to deal with legacy applications. We have a lot of legacy applications in place, which we cannot get rid of. The processes around these legacy applications are something that cannot be automated in a typical way. The RPA is helping us to automate the business processes that have to work with legacy applications.”

Continuous operative tasks between Microsoft native applications such as Excel, Outlook, and PowerPoint are what mattered to an RPA Engineer at a software company. He shared, “UiPath is the perfect tool to implement a solution like this.” The ability to automate different applications, such as mainframe and Excel macros stood out to a Senior Software engineer at Wipro Limited, a tech services company.

For a Business Architect at a computer software company, UiPath helped with attended automation by working across multiple platforms, such as Oracle EBS and other IT applications. He elaborated, revealing, “We have a few of the local government applications that the client uses. We have worked on multiple use cases with all of these applications. All of the client’s major work is all through Oracle EBS.”

This user then said, “We have finance-related use cases. They have Seabridge applications, which are one of the applications that we are automating using UiPath. The ease of building automation using UiPath is great. It technically provides good features in order to develop, automating different kinds of applications using UiPath.”

Quickly and Easily Launches from the Desktop

An RPA solution that facilitates attended automation should quickly and easily launch from the desktop. This capability contributes to the human-machine interaction that attended automation requires. According to a Lead Consultant at Konexo UK, a legal firm with more than 50 employees, UiPath “doesn’t feel like a heavyweight ERP system or some larger workflow tool” because they are deployed onto a desktop and speak to a server.

A Robotics Engineer at Siemens Industry, a manufacturing company, described his desktop use case for UiPath by saying, “We use the latest version of the desktop Assistant tool for some queueing activity in UiPath Orchestrator. The tasks in the queue are continually updated and then they are run by robots.” This was helpful because, as he said, “Using Assistant, we get a lot of information about our queues, like if something fails, for example. Also, if a robot fails, we get robot status-type information from the Assistant. The Assistant plays a good role because, if a process is going wrong, we have control. Using the Assistant, we can stop that process. It is a most important feature from UiPath.”



**1,200 hours
saved per
year**

“The desktop Assistant tool provides a personal automation launchpad so that you can easily access and run automations...It helps make you independent so that you can do your own tasks.”

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“The desktop Assistant tool provides a personal automation launchpad so that you can easily access and run automations,” said a Technical Writer at a cloud provider with more than 50 employees. “That’s important because you don’t have to go to someone every time you face a problem, or every time you have to run an automation process. It helps make you independent so that you can do your own tasks.”

Keeps Working While Robot Works in Background on the Same Machine

A well-functioning attended automation bot will keep working in the background of the user’s machine. A Manager and Lead - Digital Center of Excellence at a consultancy with over 1,000 employees explained how this works: “If I need to do multi-setting processing, which means we are going to process multiple records simultaneously, we can use a UiPath Background Process as a template. Using the template, I can run multiple robots on the same system, which will not interact with other systems. It will work in the background. We have found that really valuable.”

UiPath’s “Picture in Picture” feature enabled background processing for a Sr. Application Automation Analyst. He described Picture in Picture as a “feature for attended automation.” He then shared, “It’s helpful because you don’t want to just sit back and let the bot run and not work during that attended automation. Using the PiP feature, you can have it running on your desktop without having to interrupt your work.”

“Even if you’re sleeping, there is already work being done in the background,” said a Sr. Consultant at a consultancy with more than 200 employees. He then said, “So, that the next morning, when the employee comes, he has more relevant work in front of him. The primary benefit of automation is doing low-complexity repetitive work outside of working hours.”

Accesses Remote Systems

Not every process step in an attended automation workflow is going to be in the same place, as Figure 2 shows. Supporting systems may be remote, so the RPA solution has to be able to access them. As Tata’s RPA Developer put it, “I used it [UiPath] to connect using remote desktop and automated it using image automation. In a comparable case, a UiPath user at a small tech services company uses Orchestrator to make use of robots for remote location systems.”

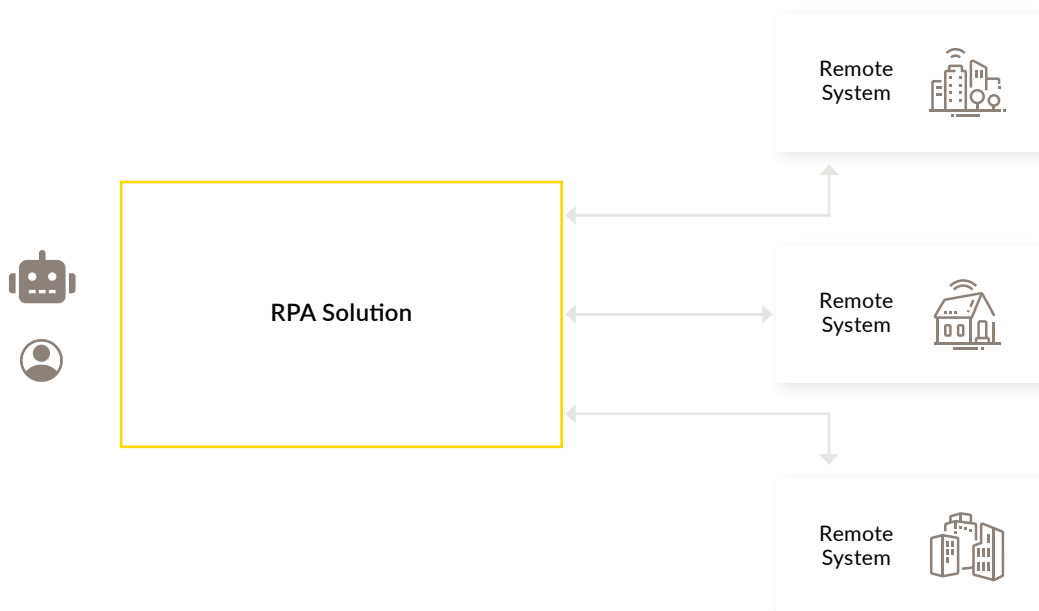


Figure 2 - Remote system capabilities, an essential factor for success with attended automation.

“The primary benefit of automation is doing low-complexity repetitive work outside of working hours.”

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The advantage of this capability, per a Developer at a comms service provider, is that “by using a remote desktop on the UiPath server, I don’t need to log into another system or another server; instead, I log in and use the remote desktop from my PC. It’s really cost-efficient and it saves me a lot of time. It’s superb.” His use case involved transferring files from one server to another server.

“The biggest advantage that I have noticed is with Citrix-based automations or remote desktop automations,” said a Sr. Associate Technologies L2 at Resources, a marketing services firm. An Associate Project Manager at InfoBeans Technologies, a tech services company with over 500 employees, likewise noted, “It is able to handle very complex automations, including those that include third-party integrations, as well as multiple environments on remote machines.”

Enables Governance

Attended automation demands governance. It’s essential for admins to be able to define, and then enforce policies across any affected systems. A Senior RPA Developer at a mining and metals company with more than 5,000 employees addressed this issue, sharing, “In the past, I would never allow certain configurations because they would either be a security risk or it would just create more problems than solutions. Now with the current interface, especially with what they will be adding in the future in terms of more governance from the platform, they just enable you to do more complex things. It allows you to go a little bit beyond what the normal scope would be.”

“It’s really cost-efficient and it saves me a lot of time. It’s superb.”

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In particular, he said, UiPath offers more granular and role-based access control and management, adding, “We now have more complex scenarios that in the past we would not even consider because it would be a problem if someone were able to see something that they should not see.”

Governance is what it takes to train “citizen developers,” according to an Associate - Robotic Process Automation at a financial services firm. He said, “We need to strike a balance between getting the tool out to the citizen developers and making sure that they’re following the governance procedures as well. There’s also a little bit of risk of it due to the fact that you give people licenses to build and then they can build something on their desktop. They can just, without going through the proper governance, run it.”

“Therefore,” he further commented, “you need to make sure things go through the correct governance. That’s why we’re trying to make sure we have a very good system in place so that when we grow and are training system developers, everything they do goes through the correct controls and governance process. I’d advise new users to make sure you have the controls and governance structures, first and foremost, and you want to make sure those controls are going to be in place and understood before you start deploying licenses to users.”

“It is able to handle very complex automations, including those that include third-party integrations, as well as multiple environments on remote machines.”

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Saves Hours and Unlocks Employee Capacity

As all of these factors come together and enable productive attended automation, system owners start to see savings of time and the unlocking of employee capacity. For instance, a staffer at a tech services company with more than 50 employees felt that UiPath’s Excel sheet manipulation and data scraping functionality help save time on manual tasks. A Partner at Filip & Company, a real estate/law firm with more than 50 employees, concurred, saying, “The most valuable feature is its ability to save time with a task.”

Other notable comments about time and capacity included:

- “It has saved time for our customers, equally likely \$30 million in potential savings and allowing for a shift to higher-order work.” - Public Sector at Invoke Public Sector, a tech services company
- “The fact that we didn’t have to hire a resource specifically for doing certain tasks is how the ROI could be calculated. It also saved time for the existing employees.” - Technical Writer at a cloud provider
- “Orchestrator helps save time because there are scenarios where we have multiple stages of input, where something depends on a value.” - Associate Consultant at Capgemini, a tech services company
- “The solution has freed up employee time by as much as 30 minutes per day. It’s allowed employees to focus on higher-value work.” - a Sr. Consultant at a consultancy



**\$30 million
potential
savings**

An RPA Technical Solution Lead at a tech services company with more than 50 employees was able to quantify how UiPath reduced human error and saved time for the use case of closing out old purchase orders. He said, “It used to take 5 to 10 minutes for the customer to close one purchase order and recheck everything. There were probably 22,000 to 23,000 purchase orders every year. The business benefit that the customer got was close to 1,200 hours in a year, which is a massive savings.”

Conclusion

Humans and machines can work together and get things done—more efficiently than a person can do by himself or herself. The attended automation experience of UiPath users on PeerSpot shows this to be the case. For an RPA solution to be able to deliver on this promise, however, it must embody certain qualities. It must operate with multiple systems, for example, as well as enable remote system access. Desktop launch and the ability to work in the background are also essential, as are good governance capabilities. With these factors engaged, attended automation drives time savings and the unlocking of talent for more valuable business-facing tasks.

About PeerSpot

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The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors. What you really want is objective information from other users. PeerSpot provides technology professionals with a community platform to share information about enterprise solutions.

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About UiPath

UiPath has a vision to deliver the fully automated enterprise™, one where companies use automation to unlock their greatest potential. UiPath offers an end-to-end platform for automation, combining the leading Robotic Process Automation (RPA) solution with a full suite of capabilities that enable every organization to rapidly scale digital business operations.