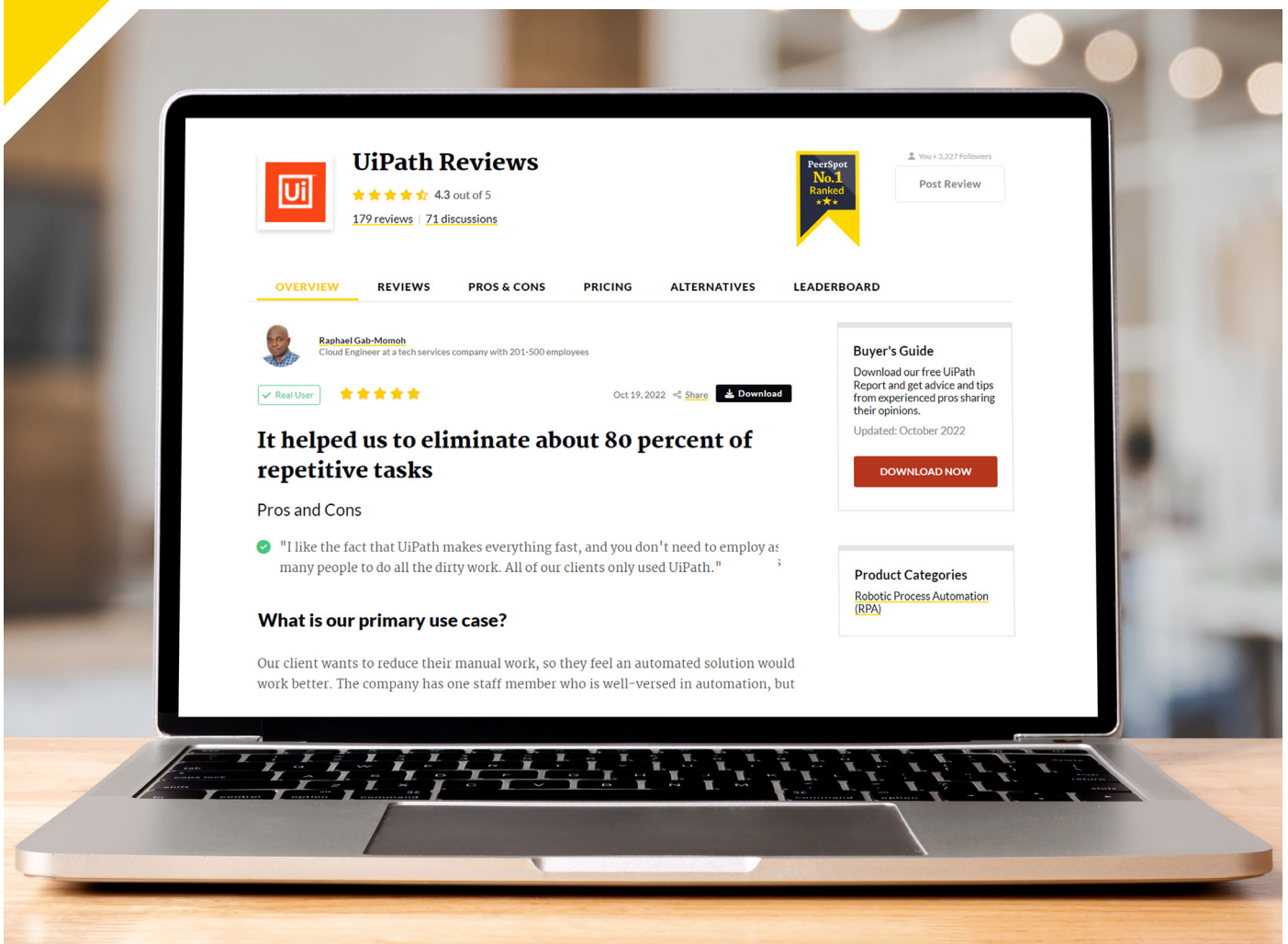


PeerPaper™ Report 2022

Based on real user reviews of UiPath

How Process Automation Benefits Manufacturing Businesses



Contents

Page 1. **Introduction**

Page 2. **RPA Use Cases in Manufacturing**

Page 4. **Benefits of RPA in Manufacturing**

Facilitates Digital Transformation

Helps Automate Business Operations

Streamlines the Supply Chain

Enables Customer Engagement

Empowers Employees

Lowers Operating Costs

Provides for Better Reporting

Page 12. **Conclusion**

Introduction

Manufacturing companies are embracing robotic process automation (RPA). As RPA technology moves past the excitement of proofs of concept (PoCs) and the desire to “do something with RPA,” more mature use cases are emerging. As users of UiPath reveal in PeerSpot reviews, RPA has the potential to be transformative in manufacturing. Benefits run the gamut from the automation of operations, streamlining the supply chain, to improving customer engagement. RPA can help lower operating costs. Employee engagement can also benefit from RPA, as can reporting capabilities.

NOTE: Except where noted, the companies referenced in this paper are manufacturing businesses with more than 1,000 employees.

RPA Use Cases in Manufacturing

Manufacturing businesses are putting RPA to work in a variety of use cases. For example, Pi Square, a small manufacturing company, employs RPA in tandem with Rammer software, which “listens” to conversations to learn the details of what is being discussed. Rammer then transcribes the conversations into text. As Pi Square’s Founder explained, “It knows the topics, it understands what is talked about the most, talked about the least, how much we are adhering to the script if it’s a call center use case, or if it is a simple meeting use case then it knows who is assigned what tasks, it recognizes the follow-ups, and it knows the summary of the discussion.”

From there, an RPA bot consumes all the relevant information from Rammer. It goes into UiPath Orchestrator, logs all these activities that are picked up by unattended bots downstream, triggering necessary processes.

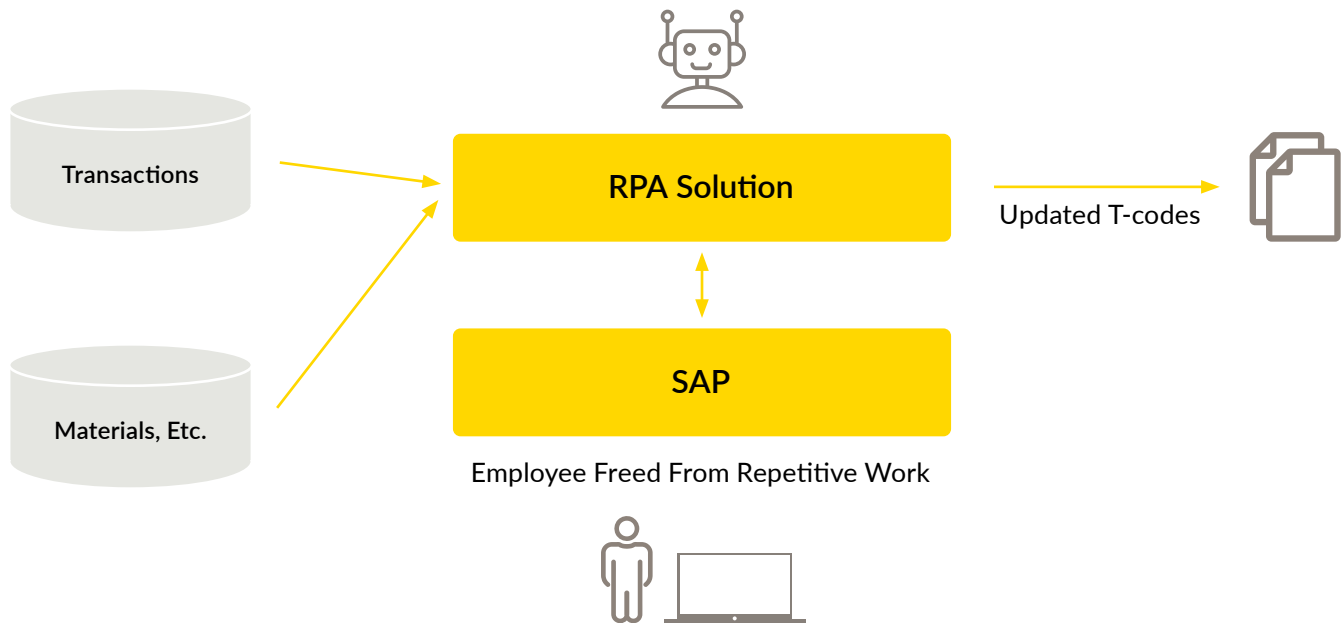


**On-time Delivery
and Customer
Satisfaction**

For a Robotics Engineer at Siemens Industry, UiPath enables cost-effective implementation of numerous small process automation projects. One use case involves interactions between SAP, Excel, and an internal application. SAP also figures into the use case discussed by an Automation Consultant. He uses unattended bots to update T-codes in SAP based on transaction data, material numbers and other information. The bot updates registries accordingly. The bot can then perform operations across multiple T-codes and export the results to Excel. Figure 1 depicts this workflow.

Accounts payable and accounts receivable are the RPA focus areas for a Business Analyst at a manufacturing company. Logistics and production are where an Automation Engineer at Danfoss, a manufacturer in Denmark, is using UiPath. He shared, “At my company, we automate everything, including the ERP. 90% of our use case is automating SAP and the bonus software.”

Figure 1 - RPA automatically processes T-codes from SAP and places them in a spreadsheet.



Benefits of RPA in Manufacturing

PeerSpot members are finding that RPA delivers a range of benefits to manufacturing businesses. These include helping with digital transformation initiatives and increasing process automation in operations. Manufacturers can use RPA to streamline their supply chains and engage more successfully with customers, among other benefits.

Facilitates Digital Transformation

Manufacturing companies, like many other businesses, are reinventing themselves through digital transformation. They're leveraging the power of digital technology to change the ways they relate to customers and partners. RPA can play a role in this process, as the Business Analyst shared. He said, "UiPath has helped to both speed up and reduce the cost of our digital transformation. Compared to traditional [process] automation approaches, it's been a lot quicker and less costly to implement."



Business Analyst
at a manufacturing company
with 10,001+ employees



“UiPath has helped to both speed up and reduce the cost of our digital transformation. Compared to traditional [process] automation approaches, it’s been a lot quicker and less costly to implement.”

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Manmohit L.

RPA Financial Systems Analyst at
a manufacturing company with
1,001-5,000 employees



**“Sometimes if
you are doing the
same task, again
and again, we do
make mistakes.
Automating those
tasks removes that
human error.”**

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**Reduces
Human Error**

Helps Automate Business Operations

Automating business operations leads to greater employee productivity and lower operating costs. RPA can help manufacturers do more with process automation. As a CEO at a logistics company with over 10,000 employees put it, “We’re the shared services divisions to contact centers. Most of our use cases with UiPath so far have been automating back-office work, taking information from Excel files and putting them into legacy systems or some mainframe integrations.”

Avoiding errors was the goal for an RPA Financial Systems Analyst. He elaborated, saying, “Sometimes if you are doing the same task, again and again, we do make mistakes. Automating those tasks removes that human error. Also, with those types of tasks, a human gets annoyed very, very soon if they keep doing one thing again and again. With the help of robots, we can fix it.”

He then remarked, “There is no error with the bot. The only error would be if there is an exception if something is wrong.” There are challenges, however. This user has to make sure that the bot is not throwing any errors in production. He said, “From a development point of view, we can always fix that, however, we don’t want our bot to have an error on the production level.”



Ebin A.
Automation Engineer
at Danfoss

“We know how to use [process] automation with merchants so that they help you with authorization for the end-users. The robots have really helped us in specific use cases, especially around logistics, for example.”

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“Attended [process] automation has helped to scale RPA benefits in our company by automating departments or all specific processes that require human-robot collaboration,” said the Automation Engineer. He added, “We know how to use [process] automation with merchants so that they help you with authorization for the end-users. The robots have really helped us in specific use cases, especially around logistics, for example.”

Streamlines the Supply Chain

Supply chain management, along with getting on top of vendors and procurement in manufacturing, are critical to on time delivery and customer satisfaction. RPA can provide much needed assistance, as the Business Analyst found. He is using UiPath for invoice automation, a key workflow in supply chain management. He said, “We run six bots, primarily dealing with invoice automation from our suppliers. That is working in conjunction with Abbyy [document platform].”

He went on to explain how UiPath has helped to reduce human error through the automation of the company’s accounts payable process, another supply chain workload. He added, “Now, some of our suppliers may offer discounts and stuff like that. So, it’s reduced the time for us to get things into the system. We’ve got increased visibility, and we’ve reduced the number of people working on this process, ultimately meaning cost savings as well.”

Enables Customer Engagement

Process automation is a potential boon to customer engagement, as well. A maritime company with over 1,000 employees, for instance, struggled with invoice accuracy. “We saw a problem in that about 20 percent of our invoices were sent to the wrong addresses,” said their RPA Developer. Not only did this problem lead to a nearly 20 percent loss of cashflow, it also created a lot of customer support headaches. He added, “We wanted to prevent that because 20 percent of the cashflow of \$300 to \$500 million a year is a lot of money.”

To solve this problem, the company implemented process automation that runs every night through all outbound invoices. The RPA developer further revealed, “Because we have some problems with our master data in the company, it does a number of measurements, on whether an address for an invoice seems to be the correct address, and a number of checks, such as, what ship was the goods delivered to?” Figure 2 shows this workflow.

Figure 2 - An RPA bot uses multiple data checks to verify and correct invoice addresses.





Business Analyst
at a manufacturing company
with 10,001+ employees



“It’s reduced the time for us to get things into the system. We’ve got increased visibility, and we’ve reduced the number of people working on this process, ultimately meaning cost savings as well.”

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From there, the process automation routine looks up information through the international registers of ship ownerships. It then proceeds to perform additional checks, giving each invoice a score as rating the probability that the address is correct. “If it is below a certain threshold,” he said, “then we will do some manual processing, and we are looking into UiPath Action Center for this. For four or five of our largest branches in the US and Asia, we have seen a significant improvement in the payments at month’s end, which has definitely improved our cashflow.”

Empowers Employees

Labor shortages, coupled with supply chain problems, put employee time at a premium. Given how hard it can be for manufacturers to recruit and retain employees, RPA is viewed as a useful tool in empowering people to get more work done—improving morale in the process. The logistics company CEO remarked that RPA free up employee time and reduces human error, while the Automation Consultant shared that unattended automation led to time savings and the ability to reutilize the employees for more useful engagements.”

The RPA Financial Systems Analyst put it like this: “We try to look at how we can save time for our employees so that they can spend their time on other valuable things, and not waste their time on unnecessary time-consuming tasks.” In their case, employees use Oracle ERP, which has resulted in sub-optimal productivity in the processing of invoices.

He said, “I’d estimate it would take at least 5 to 10 minutes. But with the automation, we can process one invoice within a minute, or maybe less in some situations. It saves a lot of time - likely hundreds of hours for each employee. It saves manpower for the company and saves you valuable time for the employees. They don’t have to do the same things again and again and waste their time on that. UiPath is saving employees hours of time and has also been able to dedicate their free time to more valuable tasks.”

“It’s definitely increased employee satisfaction,” said the Business Analyst. “People have been able to move into higher value-added, more enjoyable tasks.” This positive outcome is the result of citizen developers working on UiPath. He added, “These are people that weren’t developers but given a bit of training and its ease of use, they have been able to utilize it.”



**Increases
Employee
Satisfaction**

This user then praised the UiPath Academy in this context, saying, “The training has been really good. It has enabled us to utilize the citizen developer approach. It is because of the conciseness and quality of the teaching that we have been able to employ citizen developers. We didn’t really envision that as something that was possible, but given the ease and usability of the tool and the quality of the training, that’s been possible for us.”

Lowers Operating Costs

Manufacturers benefit from RPA's ability to lower operating costs. This was the case for the RPA Financial Systems Analyst. He explained, "UiPath has saved costs for our company." Though he does not have exact metrics, he is confident that the savings are substantial. He offered the perspective: "It's my understanding that we have saved way more than the solution costs. For example, if we are spending \$300,000 on the licenses in a year, and we are definitely saving more than \$1 million, or maybe more than that, due to the number of hours that we are saving, it's a huge amount of savings we're receiving."

The Business Analyst similar noted, "UiPath has definitely saved on costs for the organization. I think that initially, there was some skepticism. Obviously, there were significant implementation costs but now, we're definitely seeing the fruits of that."

"We have been able to implement a lot of little projects. That is one of the reasons that it is cost-effective," said Siemens' Robotics Engineer. He added, "In addition to the affordable price, it just takes a few days to develop solutions for these projects. In India, a developer costs about 16,000 rupees per day. Using UiPath, all our projects have been done in 30 days. If we tried to do these little projects in another technology, they would be more costly because they would be more time-consuming."



Pravat Ranjan P.
Robotics Engineer at
Siemens Industry



"If we tried to do these little projects in another technology, they would be more costly because they would be more time-consuming."

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Reduces Total Cost of Ownership



Marti P.

Senior RPA Developer at a mining and metals company with 5,001-10,000 employees



“We use UiPath to automate business processes such as certain types of reporting that have to be repeated on a month-to-month basis.”

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Provides for Better Reporting

Manufacturers have to generate numerous reports. Many are for internal purposes, but often, a manufacturing business has to create reports for regulatory agencies, e.g., dealing with environmental rules and so forth. RPA can help make the reporting process more efficient, which is what a Senior RPA Developer at a mining and metals company with more than 5,000 employees found. He said, “We use UiPath to automate business processes such as certain types of reporting that have to be repeated on a month-to-month basis.”

Conclusion

As manufacturing companies deploy RPA in an expanding array of use cases, they are starting to see more business benefits from the automation technology. They are finding that process automation can improve their operations, even contributing to cost savings in many cases. Employee and customer engagement, both of which are vital to business success, tend to improve with well-designed and executed automation programs. Manufacturers can streamline their supply chains and reporting processes, as well. It is still relatively early in the lifecycle for RPA in manufacturing, but already the technology is proving itself, delivering benefits that help with better customer and employee experience as well as profitability.

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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.