UIPATH POWERS ITS RPA ANALYTICS PRODUCT WITH SNOWFLAKE

SOFTWARE

UiPath™

COMPANY	UiPath
LOCATION	New York, New York

SNOWFLAKE WORKLOADS USED

- DATA ENGINEERING
- DATA LAKE
- DATA WAREHOUSE
- DATA SCIENCE
- DATA APPLICATIONS
- DATA SHARING

Software company UiPath is focused on liberating the boundless potential of people through automation. The UiPath end-to-end platform combines robotic process automation (RPA), AI, process mining, and other innovative technologies. To provide customers with meaningful RPA analytics, UiPath ingests and analyzes large amounts of product data.

STORY HIGHLIGHTS:

Single, seamless experience across multiple public clouds
Building on Snowflake enables UiPath to achieve a multi-cloud strategy that aligns with the diverse data requirements of its customers.

Native support for semi-structured data
Snowflake's support for semi-structured data allows UiPath to dynamically process JSON and combine it with structured data for enhanced customer reporting.

Automatic scaling of storage and compute
Snowflake's automatic scaling of storage and compute aligns with UiPath customer reporting cycles.

> **We really enjoy working with the Snowflake team, and the level of support is amazing. They're knowledgeable, technical, no-nonsense partners."**
> **—ILARIE LETCA,** Senior Principal Engineer, UiPath

CHALLENGE:

Powering an RPA analytics application in the cloud
With the launch of Automation Cloud, UiPath needed a scalable platform to power its RPA analytics solution, Insights. "As the company moved toward a cloud-first model, we started looking at what it would take to launch Insights in the cloud," UiPath Senior Analytics Product Manager, Michelle Yurovsky, said.

The team sought a fully managed solution that could accelerate the delivery of insights and free up customers to focus on higher-impact work—rather than managing infrastructure and balancing workloads. Being able to parse and combine large amounts of JSON and structured data was also a top priority.

UiPath ran a series of performance tests on several solutions, including Snowflake.

SOLUTION:

A platform for scalable RPA analytics
Seeking to provide customers with a single and seamless experience across multiple public clouds, UiPath turned to Snowflake.

Snowflake's multi-cluster shared data architecture scaled to handle UiPath data, users, and workloads. Automatic scaling of storage and compute aligned with customer reporting cycles and delivered a tangible cost savings for UiPath. "Snowflake's ability to pause and auto-resume workloads is important because our analytical workloads are not 24/7," UiPath Senior Principal Engineer, Ilarie Letca, said.

Native support for semi-structured data made it possible for UiPath to dynamically process JSON and combine it with structured data for enhanced customer reporting. Connectivity with a variety of BI tools provided a convenient solution for data visualization.

Supports customers with over a billion records, including logs of significant size	Processes data across over 2.5K tenants	Provides Insights service in six regions

Snowflake's responsive, collaborative support team accelerated UiPath's cloud migration. "We really enjoy working with the Snowflake team, and the level of support is amazing. They're knowledgeable, technical, no-nonsense partners," Letca said.

Snowflake's fully managed infrastructure and near-zero maintenance simplified data operations for UiPath and its customers.

RESULTS:

Empowering customers with richer RPA insights

Powering Insights with Snowflake enables UiPath to support more custom variables, reports, and dashboards that help customers understand the impact of their automations. Prebuilt operational reports keep users informed about the number of completed processes and errors. Business reports provide transparency for estimating automation ROI. According to Yurovsky, "Customers want to report on the benefits they get from automation, and that's what Insights does—and that's what Snowflake powers."

Building custom reports and drilling down into specific metrics is also easier. For example, customers use Insights, powered by Snowflake, to monitor invoice workflows and automated COVID-19 testing processes.

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> Senior Analytics Product Manager, UiPath

Leveraging the Data Cloud to elevate the customer experience

Architecting Insights on Snowflake enables UiPath to onboard users in less time and expedite access to data. "Data is available almost immediately with Insights in the cloud, which means customers are up and running within seconds," Yurovsky said.

Freeing up customers to focus on insights—rather than data infrastructure management—provides an enhanced experience that is difficult to achieve in an on-premises environment. According to Yurovsky, "Snowflake opens up a whole new world of scale for customers, which means they can send data with abandon and still get the performance they expect."

Achieving unprecedented transparency through continuous innovation

Snowflake plays an essential role in the Insights team's vision of providing end-to-end reporting. Enabling customers to compare year-over-year automation benefits, for example, requires massive amounts of data. "With Snowflake, customers finally have the chance to create these reports, which is something they've never been able to do before," Yurovsky said.

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FUTURE:

Maximizing user adoption and supporting even more data

Increasing adoption for Insights will be top of mind as more customers switch from on-premises to Automation Cloud. According to Yurovsky, "Our goal is to get 100% of UiPath cloud customers using Insights."

Integrating third-party data sources and supporting significantly more data is also on the roadmap. "We try to support 1 billion records per customer per year, but I want to stretch that to three or four years' worth of data," Yurovsky said.

ABOUT SNOWFLAKE

Snowflake delivers the Data Cloud—a global network where thousands of organizations mobilize data with near-unlimited scale, concurrency, and performance. Inside the Data Cloud, organizations unite their siloed data, easily discover and securely share governed data, and execute diverse analytic workloads. Wherever data or users live, Snowflake delivers a single and seamless experience across multiple public clouds. Join Snowflake customers, partners, and data providers already taking their businesses to new frontiers in the Data Cloud. **snowflake.com**

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