



Robotic Process Automation (RPA)

Buyer's Guide & Reviews



December 2023

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Vendor Directory

ABBYY	ABBYY Vantage
Aiwozo	Aiwozo Intelligent Automation Suite
Another Monday	Another Monday
Appian	Jidoka RPA
Atos	Syntel SyntBots
Automai	Automai RPA
automated	automated
Automation Anywhere	Automation Anywhere (AA)
Automation Anywhere	BotFarm
AutomationEdge	AutomationEdge
Avo Automation	Avo Assist
Ayehu	Ayehu NG
Blue Prism	Blue Prism
Blue Prism	Blue Prism Cloud
ClaySys	ClaySys RPA Genie
Consensus Cloud Solutions	Consensus SST
Datamatics	Datamatics TruBot
ElectroNeek	ElectroNeek
ELMA BPM	ELMA 365
Epiance Software	EpiGenie Robotic Process Automation
Fortra	Fortra's Automate
HPA	HPA Robots-as-a-Service
IBM	IBM Robotic Process Automation (RPA)
Infinitus	Infinitus
Inflectra	Inflectra Rapise
Infosys	EdgeVerve AssistEdge RPA
Infosys	Edgeverve AssistEdge Cloud RPA
IPsoft	IPsoft 1RPA
Jacada	Jacada Intelligent Agent Engagement
JIFFY.ai	Jiffy.ai Automate

Keross	Ikon
Kofax	Kofax RPA
Kryon Systems	Kryon RPA
Laiye	Laiye UiBot
Microsoft	Microsoft Power Automate
NetCart AB	VisualCron
NICE	NICE Robotic Automation
Nintex	Nintex RPA
Nividous	Nividous RPA
NTT DATA	NTT-AT WinActor
OpenConnect Systems	OpenConnect AutoIQ
OpenText	OpenText Robotic Process Automation
Pega	Pega Robotic Process Automation
Perpetuuti Technosoft PTE	Perpetuuti Platform
Promise Robotics	Promise Robotics
Redwood Software	Redwood Software - Finance Automation Edition
Robocorp	Robocorp
Robomotion	Robomotion
Robotiq.ai	Robotiq.ai
Robusta Cognitive Automation	Robusta RPA
SAP	SAP Intelligent RPA
Scheer	Scheer RPA
ServiceNow	INTELLIBOT
Servicetrace	Servicetrace XceleratorOne
Software AG	Software AG ARIS Robotic Process Automation
TIS Grupa	TIS RPA
UiPath	UiPath
Verint	Verint Robotic Process Automation
WorkFusion	WorkFusion
Worksoft	Worksoft RPA

Top Robotic Process Automation (RPA) Solutions

Over 748,811 professionals have used PeerSpot research. Here are the top Robotic Process Automation (RPA) vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.

Chart Key

Views	Comparisons	Reviews	Words/Review	Average Rating
Number of views	Number of times compared to another product	Total number of reviews on PeerSpot	Average words per review on PeerSpot	Average rating based on reviews

Bar length

The total ranking of a product in a category, represented by the bar length, is based on a weighted aggregate score. The score is calculated using the following factors:

ul>

li>**Comparisons Views:** the product with the highest number of comparisons with other products-in-the-category gets a maximum of **25 points**. Every other product gets assigned points based on its total in proportion to the #1 product in that ranking factor. For example, if a product has 80% of the number of comparison views compared to the product with the most reviews then the product's points for reviews would be 25 * 80%./li>

li>**Views:** We calculate the number of Views based on the percentage of category comparisons out of the total comparisons of the product./li>

ul>

li>For example, if a product has 100 Comparisons with other products in the category and a total of 1,000 Comparisons, the product will be assigned 10% of the total number of Views. If the product has a total of 2,000 Views, it will be assigned 200 Views for this ranking factor./li>

li>The product with the highest number of views gets a maximum of **25 points**.

Every other product gets assigned points based on its total in proportion to the #1 product in that ranking factor./li>

li>For example, if a product has 100 Comparisons with other products in the category and a total of 1,000 Comparisons, the product will be assigned 10% of the total number of Views. If the product has a total of 2,000 Views, it will be assigned 200 Views for this ranking factor./li>

/ul>

li>**Reviews:** the product with the highest number of reviews gets a maximum of **15 points**. Every other product gets assigned points based on its total in proportion to the #1 product in that ranking factor. For example, if a product has 80% of the number of reviews compared to the product with the most reviews then the product's points for reviews would be 15 * 80%./li>

li>**Rating:** the maximum score is **25 points** awarded linearly between 6-10./li>

ul>

li>e.g. 6 or below=0 points; 7.5=7.5 points; 9.0=18 points; 10=25 points./li>

/ul>

li>**Words/Review:** the maximum score is **10 points** awarded linearly between 0-900 words./li>

ul>

li>e.g. 600 words = 4 points; 750 words = 7 points; 900 or more words = 10 points./li>

li>If a product has fewer than ten reviews, the point contribution for Rating and Words/Review is reduced: 1/3 reduction in points for products with 5-9 reviews, two-thirds reduction for products with fewer than five reviews./li>

/ul>

/ul>

Reviews that are more than 24 months old, as well as those written by resellers, are completely excluded from the ranking algorithm.

All products with 50+ points are designated as a Leader in their category.

Rankings for June 2023 and earlier used our previous ranking methodology. Learn more here.

1 UiPath



2 Microsoft Power Automate



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<https://www.peerspot.com/categories/robotic-process-automation-rpa>

3 Automation Anywhere (AA)



30,908 views

17,209 comparisons

70 reviews

827 words/review

8.0 average rating



4 Blue Prism



26,421 views

12,927 comparisons

28 reviews

468 words/review

7.9 average rating

5 WorkFusion



4,956 views

2,028 comparisons

14 reviews

1,512 words/review

7.9 average rating

6 IBM Robotic Process Automation (RPA)



4,368 views

3,187 comparisons

11 reviews

411 words/review

8.0 average rating

7 Blue Prism Cloud



1,698 views

1,242 comparisons

21 reviews

474 words/review

8.2 average rating

8 ABBYY Vantage



3,705 views

2,449 comparisons

19 reviews

509 words/review

7.8 average rating

9 Pega Robotic Process Automation



3,903 views

2,915 comparisons

12 reviews

611 words/review

7.5 average rating

10 Fortra's Automate



1,985 views

1,055 comparisons

9 reviews

1,496 words/review

8.4 average rating



Top Solutions by Ranking Factor

Views

		VIEWS
1	UiPath	63,659
2	Microsoft Power Automate	47,185
3	Automation Anywhere (AA)	30,908
4	Blue Prism	26,421
5	WorkFusion	4,956

Reviews

		REVIEWS
1	UiPath	282
2	Automation Anywhere (AA)	70
3	Microsoft Power Automate	48
4	Blue Prism	28
5	Blue Prism Cloud	21

Words / Review

		WORDS / REVIEW
1	WorkFusion	1,512
2	Fortra's Automate	1,496
3	UiPath	986
4	Redwood Software - Finance Automation Edition	893
5	Automation Anywhere (AA)	827



UiPath

[See 304 reviews >>](#)

Overview

UiPath is a user-friendly automation software that streamlines business processes by automating repetitive tasks. It offers extensive automation capabilities, seamless integration with other systems, and robust security measures.

Users appreciate its intuitive design, ease of use, and ability to automate complex workflows.

Its seamless integration with various applications ensures smooth data exchange and enhances workflow management, while strong security measures protect sensitive data and maintain compliance with industry standards.

SAMPLE CUSTOMERS

1. Accenture
2. Deloitte
3. PwC
4. IBM
5. Capgemini
6. KPMG
7. Ernst & Young
8. Infosys
9. Cognizant
10. Wipro
11. Tata Consultancy Services
12. HCL Technologies
13. Genpact
14. Tech Mahindra
15. DXC Technology
16. Atos
17. NTT Data
18. CGI
19. L&T Infotech
20. Hexaware Technologies
21. Mindtree
22. Mphasis
23. Virtusa
24. Syntel
25. Zensar Technologies
26. WNS Global Services
27. Hexaware Technologies
28. Larsen & Toubro Infotech
29. Persistent Systems
30. QuEST Global
31. Sonata Software
32. Zensar Technologies

TOP COMPARISONS

Microsoft Power Automate vs. UiPath ... Compared 27% of the time [\[See comparison\]](#)

Automation Anywhere (AA) vs. UiPath ... Compared 20% of the time [\[See comparison\]](#)

Blue Prism vs. UiPath ... Compared 12% of the time [\[See comparison\]](#)

REVIEWERS

To read more reviews about Robotic Process Automation (RPA), please visit:
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TOP INDUSTRIES

Computer Software Company ... 15%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 21%

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Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Ephraim
Oloo

The best feature of UiPath is the integration. UiPath works very well for the automation of our facilities and systems. It not only integrates with our production systems but also with our ERP and CRM. It integrates with all of our processes so that we work in a unified manner and efficient manner. Another strong point for acquiring UiPath is the ability to deploy and use it across various organizations operating in various industries. It does not matter whether you are in finance or engineering. You can deploy UiPath without many problems and start... [\[Full Review\]](#)



Nirasha
Wijepala

Its integration is valuable, and it is very easy to use. I could do self-study and get started with the Community edition of UiPath. I have tried Blue Prism and Automation Anywhere. When I compare UiPath with these solutions, UiPath is easier to use. There is also a lot of community support. I have taken a lot of support from the UiPath Community. UiPath has a very good community, so I feel it is very easy. [\[Full Review\]](#)



Md Imran.

The enhancements that they provide are valuable. We have been using certain built-in activities in which we have to define the classes. For instance, if we are using the for-each loop, we have to define the for-each loop for the particular class. If you drag and drop the variable itself or if you drag and drop the data table, it automatically takes the built-in class. It automatically fetches that and sets it up. Previously, we had to select the first two pairs of variables, then we had to select the classes for those particular variables. UiPath is... [\[Full Review\]](#)



Gouthami
Viikurthi

I find the pivot feature particularly noteworthy as it enables seamless connection to any source system, allowing for data retrieval from diverse sources. Whether dealing with conventional or unique source systems, UiPath's pivot feature empowers us to connect, extract data, and efficiently integrate it into the system. Additionally, I've been impressed by the task mining and task capture functionalities. This feature provides insights into the entire process, making it a compelling addition. The document understanding feature is perhaps the most si... [\[Full Review\]](#)



Rushikesh
Shashikant
Dhande

UiPath Orchestrator is very user-friendly and easy to understand. The interface is very good. In the latest one, they have added many more activities, which has made it even easier to do automation. [\[Full Review\]](#)



Dilli Reddy

It's easy to build automations in UiPath. It has a simple drag-and-drop interface. UiPath has an active user community covering a variety of applications and use cases. The forum acts as a central hub for community members to ask questions, share knowledge, and seek help with different issues. UiPath has added more artificial intelligence to the full version of the product. There are many options for developers to integrate AI capabilities like natural language processing and optical character recognition. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)


Ephraim
Oloo

Support maintenance is an improvement area. I understand that UiPath Academy is there to help users understand it better, but it would be better if the support and community were faster in responding to what is requested by clients. Sometimes, it takes quite some time, so a faster response when clients need something would be better. [\[Full Review\]](#)



Continued from previous page

Nirasha
Wijepala

There were one or two bugs, but they have already been fixed. At the functional level, UiPath is almost perfect. The only area for improvement would be the ability to use code. In Blue Prism and other tools, we can write the code, whereas UiPath is drag-and-drop, so sometimes we have limitations when it comes to implementation. [\[Full Review\]](#)



Md Imran.

They should provide some more property options to the users in the Enterprise Edition 2021 and 2022. They should provide some more options and some more functionality for the developers to use the activities. They should also improve the activities panel and add more activities. Their support should be improved in terms of response time. [\[Full Review\]](#)

Gouthami
Viikurthi

When dealing with a VPN connection, automating the process becomes essential. However, challenges arise when attempting to automate multiple VPN connections. [\[Full Review\]](#)

Rushikesh
Shashikant
Dhande

While doing web automation, I am facing a selector issue. In the web portal, we need to capture a screen element. For capturing the screen element, when I run the job the next time, it fails because the limit is not recognized. It is very difficult to make the selector stable. It is not easy. [\[Full Review\]](#)



Dilli Reddy

UiPath should expand its coding options and reduce its dependency on third-party resources. There should also be more flexible licenses for smaller businesses. It's hard for small companies to estimate the cost of adding users in their final budgets. UiPath could also improve error handling and capture a little more information about the execution of your processes. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)
Ephraim
Oloo

I find its pricing to be okay, but it also depends on the size of the company. Small users and individual users might not be able to exhaust all the features of the platform, but SMEs and large organizations are able to use the platform in a broad manner. They are able to enjoy many more benefits. UiPath needs to come up with a pricing and licensing model that favors small users and individual users. [\[Full Review\]](#)

Nirasha
Wijepala

Its price is reasonable. UiPath's licensing is not a problem for us because we are a big company, but for small companies that need automation, it is difficult to afford. I am from Sri Lanka, and in our country, SMBs do not invest this amount of money into licensing. For a big company, it is not an issue. Currently, we have five to six bots, and we are planning to increase them every year. It would be nice to have a version that has fewer features and a lower price. [\[Full Review\]](#)

Gouthami
Viikurthi

The pricing is quite reasonable. I believe it is more affordable compared to other automation tools such as Automation Anywhere, which is often considered out of budget. [\[Full Review\]](#)



Microsoft Power Automate

[See 46 reviews >>](#)

Overview

Microsoft Power Automate is a powerful tool that streamlines and automates tasks within an organization.

It is used for workflow automation, data integration, and creating automated notifications and approvals.

Power Automate connects different applications and services, such as SharePoint, Excel, and Outlook, to automate data transfer and synchronization.

SAMPLE CUSTOMERS

1. Coca-Cola
2. General Electric
3. Siemens
4. Accenture
5. Deloitte
6. Johnson & Johnson
7. Ford
8. Nestle
9. Procter & Gamble
10. IBM
11. Amazon
12. Google
13. Microsoft
14. Adobe
15. Cisco
16. Oracle
17. SAP
18. Intel
19. HP
20. Dell
21. Verizon
22. AT&T
23. T-Mobile
24. Walmart
25. Target
26. Home Depot
27. McDonald's
28. Starbucks
29. Nike
30. Apple
31. Facebook
32. Twitter

TOP COMPARISONS

UiPath vs. Microsoft Power Automate ... Compared 33% of the time [\[See comparison\]](#)

Automation Anywhere (AA) vs. Microsoft Power Automate ... Compared 27% of the time [\[See comparison\]](#)

Blue Prism vs. Microsoft Power Automate ... Compared 20% of the time [\[See comparison\]](#)

REVIEWERS *

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TOP INDUSTRIES

Financial Services Firm ... 13%
Computer Software Company ... 12%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Computer Software Company ... 27%
Manufacturing Company ... 15%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.



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Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Gowtham J

The product provides valuable integration with other Microsoft tools. Azure Logistics can refresh the data and convert images into PDFs and Excel sheets automatically. [\[Full Review\]](#)



Ayush S

Every organization uses Microsoft products. Daily tasks and other basic Excel-based tasks can be easily done using the tool. AI Builder is a good add-on. We can very easily do some AI automation using it. [\[Full Review\]](#)

Ermanuel
Policarpio

The solution is integrated with Microsoft. It can be integrated with different platforms. The product is very reliable and very easy to use. Anyone can learn to use it. [\[Full Review\]](#)

MateuszPas
zko

In our use case, we used a lot of website scraping, so I think that's probably the feature I like the most. The solution provided the possibility to check the website's content and navigate through it, which was very useful for me at the time. [\[Full Review\]](#)

Anupama
Gopi

Our primary focus is on new workflow development. We mainly handle the development of use cases, integration, and workflow development. While working on development, we also provide support for the use cases where the workflow is developed [\[Full Review\]](#)



DJ Kim

The solution is relatively easy to use and cost-effective. It is also easy to learn and understand. It is part of Microsoft 365, so it's free. Additionally, it is easy to integrate Microsoft Teams with the solution. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)


Gowtham J

AI-enabled voice recognition features could be included in the product. It could help us develop the entire listing with one click. It could involve importing YAML models to enhance the tool's ability to comprehend and respond to user instructions. [\[Full Review\]](#)

Richard
Schwartson

We are looking for more data integration with various resources. Our plan is to have a deeper look at it in November when we are in Seattle for the two conferences. We would like to consolidate the data from various sources and extract it in order to analyze it. We used an RPA tool and looked at the ML part of it as well. I would like to see better data integration with different sources. [\[Full Review\]](#)

MateuszPas
zko

There is room for improvement in web scraping. Specifically, automatic selectors that allow me to select parts of a website could be more adaptable. Currently, if you select one element, it only takes some parameters that might change in the future. This can cause issues because the bot may stop running without fine manual tuning, especially if the website also has active tags loaded. In the next release, it could be useful to integrate data tables directly into the spreadsheet without having to go through a loop. Integrated databases could be a goo... [\[Full Review\]](#)



DJ Kim

The UI of the solution is not so good. Power BI's reporting functionality should be improved. The next release should include more functionalities and better reporting. [\[Full Review\]](#)

Niles
Gosavi

Microsoft Power Automate is limited if we want to create a complex flow because we have to split the log into two flows. The licensing cost is high and has room for improvement. In a future release of Microsoft Power Automate, I would like to request the addition of a synchronous action, which would allow us to choose whether we want the solution to immediately synchronize any changes we make, for example, in an Excel document through SharePoint. [\[Full Review\]](#)

Deepak
Thomas

I think the speed of the application could be improved. If you're looking at Power BI dashboards, for example, the back-end processing is fine, but when you look at it from a UI point of view, which is what the client sees, the speed of execution could be improved. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

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Gowtham J

There is a per-user licensing model for individual users, which typically costs around \$10 to \$12 per user per month. If purchasing for a team, the cost per person may be slightly lower, around \$9 to \$10 per user per month. Pro licensing may cost around \$5 to \$6 more per user per month compared to the standard licensing. [\[Full Review\]](#)

MateuszPas
zko

I would rate it as a low price. While a paid version with a subscription allows you to run it on the cloud, I think the free version is quite good, even compared to the paid version. [\[Full Review\]](#)

Anupama
Gopi

Power Automate is a better and more cost-effective solution compared to Automation tools. The pricing model is cheap. I would say they have played it very smart. It is cheap, but the connectors go for a task. So, you'll have to pay extra for the connectors. I would rate the pricing model a two out of ten, where ten is very expensive. Moreover, Microsoft Power Automate has a per-user model. They don't require yearly payments. The licensing is for all updates per-user. So it's decently licensed. But it is a good amount. [\[Full Review\]](#)



Automation Anywhere (AA)

[See 79 reviews >>](#)

Overview

Automation Anywhere is a global leader in Robotic Process Automation (RPA), empowering customers to automate end-to-end business processes with intelligent software bots – AI-powered digital workers that perform repetitive and manual tasks, resulting in dramatic productivity gains, optimized customer experience and more engaged employees. The company offers the world's only cloud-native and web-based automation platform combining RPA, artificial intelligence, machine learning and analytics, yielding significantly lower TCO, higher security, and faster scalability than legacy monolithic platforms. Its Bot Store is the world's first and largest marketplace with more than 1,200 pre-built, intelligent automation solutions. Automation Anywhere h... [\[Read More\]](#)

SAMPLE CUSTOMERS

Google, Linkedin, Cisco, Juniper Networks, DellEMC, Comcast, Mastercard, Quest Diagnostics

TOP COMPARISONS

Microsoft Power Automate vs. Automation Anywhere (AA) ... Compared 36% of the time [\[See comparison\]](#)

UiPath vs. Automation Anywhere (AA) ... Compared 33% of the time [\[See comparison\]](#)

Blue Prism vs. Automation Anywhere (AA) ... Compared 8% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 13%
Computer Software Company ... 13%
Manufacturing Company ... 10%
Energy/Utilities Company ... 5%

COMPANY SIZE

1-200 Employees ... 19%
201-1000 Employees ... 13%
1001+ Employees ... 68%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Computer Software Company ... 29%
Financial Services Firm ... 25%
Manufacturing Company ... 11%
Pharma/Biotech Company ... 7%

COMPANY SIZE

1-200 Employees ... 16%
201-1000 Employees ... 10%
1001+ Employees ... 73%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.



Continued from previous page

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Hilal Paray.

It helps save time on manual tasks. Compared to manual input, the results are much better, faster, and more accurate. For example, we have clients that can now easily process 10,000 invoices in one day. They have around 55 employees for that. We can augment the workload with a root, and if an employee wants to take a holiday or needs sick leave, other employees don't have to pick up the slack. Robots can input information into the system. The era of automation has changed. It's time for hyper-automation now. RPA is moving from just handling repetiti... [\[Full Review\]](#)



Verified user

It helps improve performance and helps companies save time and money. Customers have been very happy with the experience so far. We've saved about 10% to 15% of time and costs. One robot can help replace a portion of the workforce. The security on offer is very good. AI has big potential right now. We're trying to support organizations that want to integrate it. We're trying to increase AI capabilities. It's a pretty easy solution to use for business users that are not technical. They can learn the tool very fast. In maybe six weeks, even with no pr... [\[Full Review\]](#)



Devashish Dutta.

Being able to implement automation is valuable. We take the business logic and provide a solution to the client. Defining the intelligence pipeline is the most interesting and challenging aspect for me. For us, nothing is complicated. It is quite easy. We have a competency and learning team that gives training to clients. It does not seem very difficult for them. [\[Full Review\]](#)



Mahendhira n A.

Automation Anywhere offers valuable features, including command packages for PDF, Windows, XML, and Excel, as well as universal recording capabilities. [\[Full Review\]](#)



Gokul Solai

We've noticed time savings. The time saving varies. We look at how much value the customer gets. We've noticed time savings of up to 40 minutes, based on wait time and verification delays. Sometimes, we might only be saving a minute or slightly less. However, this is a slightly higher volume scenario where something needs to get done by the end of the day. It offers a broad range of time savings. For example, if someone calls in for the healthcare side to get benefits verified. Typically, that would take 45 minutes in terms of gathering information ... [\[Full Review\]](#)



Marianna Pinto

Even though we haven't used all of their features for some of our use cases, because they look at the end-to-end process, it's very useful for businesses that are starting their journey. They can build an end-to-end solution with Automation Anywhere. In our case, we leverage the automation RPA solution, but we do see other use cases to leverage other tools and applications that they prefer. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)


Hilal Paray.

There is a dependency issue around the control room. If the control room is not working, the bots will not work. When that happens, we have to wait for the control room to go back up. Other tools in the market do not have this issue. If something is down, it means everything is down. [\[Full Review\]](#)



Automation Anywhere (AA)

Continued from previous page



Verified user

There could be more training provided by Automation Anywhere. We've faced some economic problems based on the exchange rate. A major impediment to using CoPilot is that many of our users cannot access the cloud. They need to work with the on-premises version. [\[Full Review\]](#)



Verified user

To improve Automation Anywhere for the next release, standardization is key. The application should work universally across servers and desktops, without limitations on licenses tied to specific virtual machines. Currently, the one-to-one bot and VM dependency pose restrictions, and a more flexible licensing system would enhance its usability. Additionally, for business users without technical skills, using Automation Anywhere can be challenging. While it is easy to develop automation, deploying and running them requires some technical knowledge. Tr... [\[Full Review\]](#)



Adithya-Kumar

Automation Anywhere could benefit from a more technical focus. As a developer, comparing it to UiPath, I find UiPath offers greater customization and integration capabilities, particularly with core languages like C#. Automation Anywhere currently seems geared more towards business users, while UiPath caters to technical users. Additionally, UiPath's free community edition appears significantly more robust than Automation Anywhere's. [\[Full Review\]](#)

Mahendhira
n A.

Automation Anywhere has difficulty collecting data from Citrix and Oracle applications. Extracting customer addresses from Google that are not in a standard URL format is a challenge for Automation Anywhere. I would like Automation Anywhere to make available more development tools, so our people can learn on their own and enhance their skills. [\[Full Review\]](#)



Gokul Solai

If we look at the concept of bringing automation to a broader user group in an organization, the focus right now is on how to build it properly. We're building it out with instruction manuals and working to make it more user-friendly. We need to do a lot of work from the perspective of education. The messaging is essential. Also, figuring out the platform so that users know where they need to interact. We're pointing users towards that and giving them the help to do that. The messaging and education around how to leverage the platform need to be mor... [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)


Hilal Paray.

Compared to Microsoft, the solution is expensive. However, compared to UiPath, it's fairly low - maybe 25% less. Generally, within the market, the price is average. It's competitive. [\[Full Review\]](#)



Verified user

The price for Automation Anywhere is reasonable compared to others, but there are some feature limitations. Specifically, the ability of one bot to support multiple VMs is an issue, distinguishing it from some other solutions. [\[Full Review\]](#)

Mahendhira
n A.

The solution itself is free unless we want to add the support option but we have to pay for the bots we use. There are two types of payment options: monthly or quarterly licenses for the bot agents. [\[Full Review\]](#)

blueprism **Blue Prism** [See 27 reviews >>](#)

Overview

Blue Prism is an intelligent, business-developed, no-code automation platform for SaaS deployments as well as for on-premises, public cloud, multi-cloud, and hybrid environments. Unlike other automation technology, Blue Prism combines robotic process automation with expanded artificial intelligence and cognitive capabilities. Blue Prism gives users instant access to the tools you need for building and delegating automations, as well as a digital workforce that is already AI-equipped.

With Blue Prism's code-free RPA, deployed through use of their Robotic Operating Model, your business can scale efficiently, improve customer satisfaction, reduce costs, and augment its talent to take on new responsibilities. Blue Prism helps to accelera... [\[Read More\]](#)

SAMPLE CUSTOMERS

Coca-Cola, Walgreens, American Express, Royal Bank of Canada, Pfizer, Shop Direct, O2, Siemens, Ascension Healthcare, Jaguar Land Rover

TOP COMPARISONS

Microsoft Power Automate vs. Blue Prism ... Compared 38% of the time [\[See comparison\]](#)

UiPath vs. Blue Prism ... Compared 27% of the time [\[See comparison\]](#)

Automation Anywhere (AA) vs. Blue Prism ... Compared 12% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 20%
Computer Software Company ... 13%
Manufacturing Company ... 8%
Government ... 6%

COMPANY SIZE

1-200 Employees ... 17%
201-1000 Employees ... 13%
1001+ Employees ... 70%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 21%
Computer Software Company ... 17%
Manufacturing Company ... 11%
Energy/Utilities Company ... 9%

COMPANY SIZE

1-200 Employees ... 20%
201-1000 Employees ... 6%
1001+ Employees ... 74%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Sergey
Zlobich

It's hard to make a definitive statement as we work with the tools available to us. While I haven't had much exposure to the latest version of WorkFusion, I've heard good things about it. I switched from another RPA platform to Blue Prism, and I personally appreciate the way they handle queues and their overall approach. Blue Prism is a typical RPA platform that uses a low-code approach with its own strengths and weaknesses. I don't have any specific details to share about Blue Prism at the moment. I find Blue Prism's debugging functionality to be q... [\[Full Review\]](#)



Gul Ansari

I like the solution's simplicity in process and objects. The solution has very clear guidelines and demarcation on processes and objects which is not present in other tools. The tool's architecture is also very simple and clear. The product's licensing model is also very simple. Other tools do not have such a simple licensing model. [\[Full Review\]](#)



Renjith
Raghunathan

The most valuable feature of Blue Prism is its very strong focus on documentation. They have documents for everything, which include documents for each component, documents for each action, and documents on how to defend the process. [\[Full Review\]](#)



Roshan
James

For one, it's easy to set up, and once it gets running it can handle multiple processes in an efficient manner. It's a very robust system. Another nice thing is that, due to Blue Prism being a market leader in its industry, we often get people who are already highly familiar with it compared to other products. This was one of the main reasons why we went for it in the first place. [\[Full Review\]](#)



Rohit K
Sharma

The core strength of the product is the database schema, reflected in its UI behavior and strength. From a leadership point of view, integrating the DB into any of your analytics/visualization tools can give you every insight into your program's health in terms of license utilization, ROI, support landscape, current scope, and future backlog capacity. We have integrated the product with our centralized infra-monitoring tool, which gives us real-time insights into BOT health and also the health of the underlying resources. [\[Full Review\]](#)



Verified user

Blue Prism is a great enterprise and it has offered the solutions that I have been needing in order to give my organization an RPA. The most valuable features of Blue Prism are the Control Room, autonomous bot, unattended, attended bot, and Decipher. I have been using the decipher functionality recently, and I want to explore the Capture functionality in other works that I have. Blue Prism has given me the features that I need. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)


Sergey
Zlobich

The tasks we use it for performed well, although there may be some minor issues with the 6.10 version. However, like every software, it is possible for it to have its own shortcomings that will eventually be addressed. In our business processes, we encountered an issue with a selector that stopped working, but we were able to create a workaround for it since it was only affecting one selector in one area. I don't think it's fair to place all the blame on Blue Prism because the application we were automating was heavily reliant on JavaScript, which c... [\[Full Review\]](#)

Zameer
Shaik

Blue Prism doesn't have a web orchestration or control room where businesses can directly check the trends or carry out the process directly from the URL without downloading additional software like Nextiva on their machine. Some other features are also missing in Blue Prism. For example, the record and play feature makes development faster, but it is not there in Blue Prism. When you start the recording and do the activity, it automatically generates the steps. So that feature needs to be included. [\[Full Review\]](#)



Gul Ansari

The tool needs to work on its security aspect since there is a lot of regulatory compliance for enterprises like the GDPR. The product needs to improve the data login policy as well. They also need to come up with a mechanism where every change and upgrade happens within the element of the target application. Our partner struggles to keep up with the cybersecurity guidelines of my company. [\[Full Review\]](#)

Sarath
Gopinathan
Nair

Optical character recognition has room for improvement. I would like to have more options to automate from mobile devices without having to pay for additional licenses. [\[Full Review\]](#)

Abhimanyu
Thite

In the object section, there are certain things such as the navigation in the UI that could be improved. It would be helpful for developers. I'd like to see more technical support for the team and the provision of some community versions for people to learn the product. I believe it would also benefit Blue Prism to better understand the requirements of those using the product. [\[Full Review\]](#)



Verified user

The solution could be more user-friendly. I would like to see the inclusion of a recording feature as in Microsoft, SAP, and other legacy systems. Users can play the recording and use it for future use cases. The recording can help with the automation and configuration. I would rate the tool's interface a seven out of ten. It needs to improve. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)

Sergey
Zlobich

I am unable to compare pricing because I usually do not have access to the information. In some cases, the client already has licenses and we assist them in installing the environment, while in other cases, they already have both the licenses and the environment set up. [\[Full Review\]](#)



Amin Patel

I rate Blue Prism five out of 10 for affordability. Blue Prism costs much more than other RPA tools. It's expensive, and the maintenance costs are always high. [\[Full Review\]](#)



Amar Yelne

The price of Blue Prism is high compared to others solutions. It would be helpful if they could provide a trial version for new users to try. Other vendors provide a community or trial version. There are not any hidden costs. There are three different packages Blue Prism provides. [\[Full Review\]](#)

**WorkFusion**[See 14 reviews >>](#)

Overview

WorkFusion, Inc. is the creator of AI-enabled Digital Workers designed specifically for banking and financial services organizations. Its Digital Workers are true knowledge workers that effectively augment existing teams in functions like anti-money laundering (AML), sanctions, customer onboarding, Know Your Customer (KYC), and customer service. WorkFusion's digital workforce solutions help solve talent shortages, increase workforce capacity, save money, enhance employee and customer satisfaction, and ensure ongoing compliance. For more information visit workfusion.com.

SAMPLE CUSTOMERS

Deutsche Bank, Amerant Bank, Scotiabank, Bank of Montreal, LPL Financial, Carter Bank & Trust, Selective Insurance, HPE, Canadian Tire, Standard Bank, Humana, New York-Presbyterian, Houston Methodist, Six Financial, Goldman Saks, State Street

TOP COMPARISONS

UiPath vs. WorkFusion ... Compared 40% of the time [\[See comparison\]](#)

Blue Prism vs. WorkFusion ... Compared 16% of the time [\[See comparison\]](#)

Automation Anywhere (AA) vs. WorkFusion ... Compared 14% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 17%
 Computer Software Company ... 14%
 Comms Service Provider ... 9%
 Manufacturing Company ... 6%

COMPANY SIZE

1-200 Employees ... 18%
 201-1000 Employees ... 11%
 1001+ Employees ... 71%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 52%
 Computer Software Company ... 19%
 Comms Service Provider ... 5%
 Healthcare Company ... 5%

COMPANY SIZE

1-200 Employees ... 28%
 201-1000 Employees ... 3%
 1001+ Employees ... 69%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.



Continued from previous page

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Verified user

We have been very pleased with the speed and decisiveness of WorkFusion, which is able to quickly provide a disposition note or escalate to a human for additional review. We are also very pleased with the quality of WorkFusion's dispositions. [\[Full Review\]](#)



Prateek Agarwal

There are two features that we use. One is document processing and the other is the bots. Both are good and quite effective compared to similar RPA tools, and both have performed efficiently. The performance of WorkFusion is good. The data extraction and the bots in the system are quite optimized in terms of both the performance and the outcomes. AI is built into their bots. One of the main advantages of the AI-based bots is that you can predict your analysis and predict your data in a very efficient way. We use the AI feature, along with the bots t... [\[Full Review\]](#)



Arijit-Ghosh

The Control Tower enables us to create and use workflows. It helps us run processes. There are a lot of small features, but the Control Tower is a very good feature, wherein we can create bots and schedule them as well as create different instances of them to run in different regions. The "human task" feature is also important. It allows us to handle scenarios that might be causing a process to fail. We can catch a process that has not finished and take action on it. When we develop bots, WorkFusion is heavily integrated and built on top of Selenium... [\[Full Review\]](#)



Verified user

The tool itself is easy. I started using it without really having any coding experience, and it was something that drew my attention toward development. I was from the business side, generally, but now I find myself in the engineering field and doing more. But it started from there, where I didn't have any knowledge. So the fact that it was just a matter of "click here, click here," allowed me to mimic exactly what I used to do for account reconciliation purposes. After just a few clicks, it was doing reconciliations for me. It is the tool that got ... [\[Full Review\]](#)



Verified user

It is flexible in handling different types of use cases. It allows users to customize the solution, if they know how to code. It has the ability to handle big use cases because it is scalable. So, it can handle complicated use cases. We have had no issues with the document processing engine. It has been good. There are some documents that it edits out, but for the most part, they go through. We use it for mostly unstructured documents. Its machine learning is good when the amount of data to be extracted is within reason. However, if there are too ma... [\[Full Review\]](#)



Verified user

We rely on all the core features of the product. Our team is satisfied with the overall capabilities of the document processing engine. We process a lot of documents. In fact, much of our business is based on processing data. Generally, that data is found in a lot of software documents. Therefore, the document processing engine is very important in terms of having the capability to automate processes. In general, the product works as advertised. It meets our needs. We are using the document processing engine mostly for structure documents. We are no... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)


Brock Miller

Machine learning models for document-heavy processes have room for improvement because they require significant effort to train and update. WorkFusion can be easy to use for non-technical people. It has two modules: a workspace for analysts to use on a daily basis, and an analytics module for tracking throughput, recall, precision, and other model metrics. The workspace is very easy to use, similar to any other case management tool. The analytics module, on the other hand, can be confusing at times and could benefit from some improvements. The bigge... [\[Full Review\]](#)



Continued from previous page



Prateek Agarwal

AI/ML is quite useful because it's built-in and helps us to predict our data. The AI is good, but it requires that the data be correct. Sometimes, it's quite challenging for us to provide good quality data for the AI-based bots to analyze and predict better. Because the data is coming from offline, paper-based invoices and sometimes from Excel, data accuracy is the main challenge. That's why the performance is impacted. One vendor has one format and another vendor has another format. Sometimes, WorkFusion has lacked the functionality for extracting ... [\[Full Review\]](#)



Arijit-Ghosh

I've not worked with the OCR feature, but from what I hear, its accuracy is not that high. It depends on the type of documents you're processing, because if they are handwritten documents, it's very difficult to do optical character recognition. Maybe it is a matter of using the AI/ML features of the WorkFusion platform, which we haven't explored. But document processing with respect to OCR can be made better. Also, WorkFusion comes packed with certain libraries and .jars. At times, you understand that you're using a system in which a library or .ja... [\[Full Review\]](#)



Verified user

For me, where it can be improved is the speed. I built two bots, one with WorkFusion and the same thing with Python. My feeling was that the speed at which Python did things, how fast it did them, was quite cool. It was faster. Sometimes, when WorkFusion is running, the way it triggers on its own, it takes time before it even launches the page. But once it launches the page, it moves. WorkFusion could improve how the tool itself triggers some of these bots on its own. I feel that it's slightly slow. They are all fast but the other one was a bit better... [\[Full Review\]](#)



Verified user

So far, we have developed only one automation using machine learning. The results were less than optimal. Part of this could be because of the use case that was selected. Overall, our experience was suboptimal. WorkFusion was an outstanding partner in terms of providing their experts for free to help us on that particular use case, but we still have a lot of things to figure out in terms of how to use its machine learning capability. [\[Full Review\]](#)



Verified user

It is difficult for non-technical users to use WorkFusion. If we really want to build automation, we definitely need Java developers. Their RPA is not for non-technical people. If I look at competing products, like Automation Anywhere, UiPath, Blue Prism, or even Power Automate, a non-technical person can build basic automations and deploy them. Since non-technical people can easily build basic automations, they can be deployed in no time. With WorkFusion, there isn't a similar feature that works well. One needs to write code from scratch to build a... [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)


Brock Miller

I recommend partnering with WorkFusion and investing in their professional services for the initial deployment. This will help get it up and running as quickly as possible, which is important because we will still be paying the annual license fee during deployment. Investing in professional services can help offset some of the costs of the ongoing license fee. In addition to the licensing fee, there is also an implementation cost for each use case and technical support costs. [\[Full Review\]](#)



Prateek Agarwal

The pricing is good. It can be adopted by small and mid-size organizations. It's not too high or low. It's quite flexible when compared to similar RPA tools in the market. There is no additional cost, but if your requirements change, that obviously impacts the financial part. [\[Full Review\]](#)



Verified user

The overall cost could come down a bit in terms of maintaining the servers. Because it can handle complicated things in big use cases, the infrastructure is also correspondingly big. It would be nice to bring that cost down. We would like it to be cheaper. The licensing that we got was unlimited, insofar as we are on-prem. We are not SaaS-based. In that sense, it is good. At the same time, it would be nice if the pricing comes down a little bit. [\[Full Review\]](#)

IBM. IBM Robotic Process Automation (RPA) [See 11 reviews >>](#)

Overview

IBM Robotic Process Automation (RPA) is a technology that encompasses the use of smart robots in any process requiring efficiency, consistency and speed, with no risk of mistakes. In a nutshell, RPA simulates a human user working.

Today, it is possible to automate processes through the use of digital robots, or bots, which execute pre-programed, repetitive tasks in a safe and mistake free manner. There are literally thousands of opportunities for Robotic Process Automation to make an impact on your organization today, including: automatic invoice emission, system integration, information reconciliation, report generation, intelligent email management to lead generation, and many others.

SAMPLE CUSTOMERS

The Hanover Insurance Group

TOP COMPARISONS

UiPath vs. IBM Robotic Process Automation (RPA) ... Compared 37% of the time [\[See comparison\]](#)

Microsoft Power Automate vs. IBM Robotic Process Automation (RPA) ... Compared 24% of the time [\[See comparison\]](#)

Automation Anywhere (AA) vs. IBM Robotic Process Automation (RPA) ... Compared 18% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 16%
Financial Services Firm ... 13%
Comms Service Provider ... 8%
Government ... 8%

COMPANY SIZE

1-200 Employees ... 21%
201-1000 Employees ... 15%
1001+ Employees ... 63%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Computer Software Company ... 50%
Financial Services Firm ... 13%
Government ... 13%
Educational Organization ... 13%

COMPANY SIZE

1-200 Employees ... 45%
201-1000 Employees ... 9%
1001+ Employees ... 45%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

IBM. IBM Robotic Process Automation (RPA)

Continued from previous page

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)



Ahmed
Shaheen

IBM RPA helped us resolve a lot of difficult cases we could not resolve using other solutions. All of RPA's tools make work much faster. The site automation features are especially valuable. Some other valuable aspects are the community, the documentation and the training provided. [\[Full Review\]](#)



GeorgeTzifa
s

The good stuff about IBM is the fact that it's very easy to use, there are very nice and smart AI tools within the licensing that you don't have to pay any access. Moreover, it's more precise and more secure. [\[Full Review\]](#)



Luiz Duhau

The tool provides different options. It is a good tool for automation. Studio has many options. It helps us reduce development time. We do not have to code scripts. [\[Full Review\]](#)



Joyce Ng

Offers an attractive package with multiple benefits, like unlimited use of some features. The solution is also very user-friendly. We ordered Studio, OCR architecture, and more features that were bundled together for the user's-benefit. [\[Full Review\]](#)



Saman
Guruge

We can connect with different database types, and they have included a different package for a terminal connection to, for example, AS400. When it comes to UI development, it's not using the drivers or anything. It's not a selector-based development like UiPath. [\[Full Review\]](#)



Islam Fathy

The solution's best attributes include: * Less coding: RPA does not necessarily require a developer to configure; drag-and-drop features in user interfaces make it easier to onboard non-technical staff. * Rapid cost savings: Since RPA reduces the workload of teams, staff can be reallocated towards other priority work that does require human input, leading to increases in productivity and ROI. * Higher customer satisfaction: Since bots and chatbots can work around the clock, they can reduce wait times for customers, leading to higher rates of customer... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)



Ahmed
Shaheen

IBM's support should improve response time. I have opened a ticket with the development team asking them to make RPA easy to work on by different users on the same virtual machine. [\[Full Review\]](#)

IBM. IBM Robotic Process Automation (RPA)

Continued from previous page



GeorgeTzifas

I would like to have more flexibility in connecting the platform with third-party systems. It is easy to connect IBM RPA with other IBM products, but it is complicated when connecting to non-IBM systems. So, I would like IBM RPA to be even more flexible in connecting to third-party systems. [\[Full Review\]](#)



Luiz Duhau

The solution has to improve its features. The administration of the environment could be better. The users should be allowed to create folders in Control Center. Scheduling bots must be improved. The product does not provide an option to organize the scheduling bots in Control Center. It might be a little confusing if we use many bots. We don't have the option to put them in different folders. The logs in the solution could be better. [\[Full Review\]](#)



GÖKHAN ORHON

It may be easier to capture objects in the features, but we face more difficulty with other tasks, such as automating processes on US-based sites. Capturing GUI operations is very easy, but capturing IBM Logistics automation is hard. It does not always work with browsers or automotive applications like SAP. On the other hand, some commands help capture operations. [\[Full Review\]](#)



Joyce Ng

There are certain limitations in the solution for screen reading. Certain times it cannot read a Microsoft screen, and this needs to be improved. Integration of IBM RPA with Microsoft needs to be enhanced. From time to time, the company has improved its features and package. [\[Full Review\]](#)



Karinne Carnevali De Almeida

There are a few areas that could use improvement. Firstly, the cost of IBM RPA is high, especially here in Brazil. Additionally, it requires a good understanding of the technology to apply it effectively. Lastly, there are limited integrations with other systems, which could be improved. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)



GeorgeTzifas

There is a license model. There is a free trial for one month, so you can use it to run your payloads or proof of concept. After that, you can pay for the license on a monthly or annual basis. There are no additional costs unless you want to add more products. For example, if you want to set up a decision management platform as well, then you will need to pay for the license of that specific product. [\[Full Review\]](#)



Verified user

I would say that they have a relatively low price. I would rate the pricing plan an eight, on a scale from one to 10, with one being the worst and 10 being the best. [\[Full Review\]](#)

[blueprism](#) **Blue Prism Cloud** [See 21 reviews >>](#)

Overview

The Thoughtonomy Virtual Workforce is a highly flexible intelligent automation platform. It uses software to replicate the way people work in existing applications and systems, the processes they follow, and the decisions they make, to deliver automation without disruption.

SAMPLE CUSTOMERS

Cabot Credit Management, Hovis, Utilita

TOP COMPARISONS

Blue Prism vs. Blue Prism Cloud ... Compared 37% of the time [\[See comparison\]](#)

Microsoft Power Automate vs. Blue Prism Cloud ... Compared 22% of the time [\[See comparison\]](#)

UiPath vs. Blue Prism Cloud ... Compared 15% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 19%
Computer Software Company ... 15%
Manufacturing Company ... 8%
Government ... 6%

COMPANY SIZE

1-200 Employees ... 15%
201-1000 Employees ... 11%
1001+ Employees ... 73%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 22%
Energy/Utilities Company ... 17%
Manufacturing Company ... 11%
Recruiting/Hr Firm ... 11%

COMPANY SIZE

1-200 Employees ... 36%
201-1000 Employees ... 17%
1001+ Employees ... 47%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Ayoub
Elmoujahid

Blue Prism Cloud is a well-structured product that ensures its users have a solution and a server with everything on an on-premises model. After you install Blue Prism Cloud, you have a server, especially after everything gets started. In general, you have the product more structurally. Though a certain amount of development is possible in Blue Prism Cloud, only some normal programming can be carried out. [\[Full Review\]](#)



Paul Bull

The corporate leverage is better with Blue Prism. Blue Prism just presents better in a large corporation. It's easier to sell suits and ties than it is sneakers and jeans in financial institutions. That's not really about the application per se; it's the perception. I've considered other options because of how Blue Prism's product and its acquisition by ACM have shaped its direction. Blue Prism seems to be moving into a more confined space and may not be as open as UiPath. In UiPath, the ecosystem just feels a lot broader, and there's a lot more inn... [\[Full Review\]](#)



PARTH
DAVE

It works really well with systems like SAP. There is no latency in the product. It also works as a cloud-based CoE. It can be used for orchestration and deciphering documents. The tool is very easy to use. It is a low-code and no-code solution. It reduces the code development time by a month. It is a very productive and powerful tool. [\[Full Review\]](#)



Kumar
Animesh

Everybody in the organization can utilize Blue Prism Cloud. For the process of automation of any solution, I can share it easily or run it on the cloud. I can deploy it in the bot machine easily while also having to see the status of the product's automation process. With the bot, I can easily manage or monitor from that cloud. If I have to stop something from the cloud or if I have to stop, run, rerun it, or give any updates, I can do it easily from the cloud from anywhere. [\[Full Review\]](#)



Raghu Ram

The primary focus lies in integrating the three major cloud platforms with Blue Prism Cloud: Microsoft Azure, Amazon AWS, and GCP. This integration goes beyond security measures for the primary template policies. It also includes addressing compliance requirements. For instance, I can incorporate specific compliance templates and policies generated in Blue Prism and integrate them with local templates for ISO 27001 and GDPR, particularly concerning software tools and headsets. This integration eliminates the need for auditing and reviewing technical... [\[Full Review\]](#)



Verified user

The tool saves us from repetitive and mundane tasks. We don't have to write, record or copy data from Excel. The product helps us save time. We save money as well since people doing this task are on various other automation tasks. The chance for repetitive entries is also reduced because the tool helps us make one-time entries. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)


Ayoub
Elmoujahid

I think that there are some improvements in the product performance that are needed in Blue Prism Cloud. When I compare the performance of Blue Prism Cloud with Contextor, I see a huge difference. Contextor is very fast compared to Blue Prism Cloud. [\[Full Review\]](#)



Paul Bull

If Blue Prism could integrate into Azure SQL because it's essentially an on-prem code, on infrastructure as a service. So, Blue Prism has moved the infrastructure into the cloud, but they haven't necessarily moved the application into cloud-native. So, for now, integration with Azure SQL is one of the critical points for me. Another area of improvement is pricing. The fundamental problem is that Blue Prism is essentially an on-prem solution that's been moved to the cloud by leveraging infrastructure as a service. Because Blue Prism has to license vi... [\[Full Review\]](#)

PARTH
DAVE

The AI model is very generalized. The product must improve its AI model. The product has some stability issues with tools like Java Access Manager. The tool does not perform well with legacy systems. The solution is unable to read some UI components in legacy systems. [\[Full Review\]](#)

Kumar
Animesh

The AI part is currently missing in Blue Prism Studio. AI is available in the cloud system. It would be good if the AI part is included in Blue Prism Studio, which can make it much more efficient and good to work. [\[Full Review\]](#)

Birabrata
Senapati

Blue Prism Cloud's pricing needs to be improved because it is a little bit more costly than other automation tools like UiPath. It would be helpful if all the features in Blue Prism's current desktop version were included in the cloud so that users could use the cloud to access all those features. [\[Full Review\]](#)

Keith
Mcdowell

Blue Prism should adopt a low-code approach. Most RPA vendors only provide what they call a "form builder." A low-code designer would enable us to build a custom UI. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)

Ayoub
Elmoujahid

Though I don't have many details, I think Blue Prism Cloud is an expensive product compared to the other tools in the market since you need to pay for resources like machines. [\[Full Review\]](#)



Paul Bull

If you're in a first-world country, The pricing works. But if you're in an emerging economy, then the pricing is still an issue. I would rate the pricing model a seven out of ten, where one is expensive and ten is affordable. [\[Full Review\]](#)

Kumar
Animesh

The licensing of the solution is on a subscription-based model and costs around 4,999 for one bot's license. If someone wants to increase the number of bots you want from Blue Prism, then they provide a discount. The solution had an additional cost wherein initially, if someone wanted to buy a package for one or two years and wanted to use the support too, then they charged for the support provided. We generally look for the process, and whichever tool is required for that process and has a good capability, we utilize that. If I utilize a lesser cos... [\[Full Review\]](#)



ABBYY Vantage

[See 25 reviews >>](#)

Overview

ABBYY Vantage™ is a next-gen Intelligent Document Processing platform (IDP) designed for digital workforces. ABBYY Vantage™ uses artificial-intelligence-based technologies to process structured, semi-structured, and unstructured documents. ABBYY's award-winning IDP platform (Vantage™) automatically captures, extracts, and classifies the information contained within business documents, turning it into actionable data to fuel other business systems and accelerate digital transformation.

This intelligent content intelligence platform complements automation tools like robotic process automation (RPA) and business process automation (BPA) with machine-learning and artificial intelligence capabilities to continuously enhance accuracy and impro... [\[Read More\]](#)

SAMPLE CUSTOMERS

Fujitsu, Plustek, Samsung, Panasonic, M-files

TOP COMPARISONS

UiPath Document Understanding vs. ABBYY Vantage ... Compared 14% of the time [\[See comparison\]](#)

UiPath vs. ABBYY Vantage ... Compared 13% of the time [\[See comparison\]](#)

OpenText Intelligent Capture vs. ABBYY Vantage ... Compared 11% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 17%
Computer Software Company ... 15%
Manufacturing Company ... 9%
Comms Service Provider ... 6%

COMPANY SIZE

1-200 Employees ... 17%
201-1000 Employees ... 11%
1001+ Employees ... 71%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Manufacturing Company ... 26%
Financial Services Firm ... 22%
Computer Software Company ... 22%
Logistics Company ... 4%

COMPANY SIZE

1-200 Employees ... 23%
201-1000 Employees ... 14%
1001+ Employees ... 64%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.



Continued from previous page

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Mohamed
Elbagoury

As my company operates in the Middle East, it is important for us to have a solution that accepts Arabic characters from documents. The most valuable feature of the solution is the extraction of data from passports and national IDs, a task that is generally difficult for most of the OCR engines to check data from such documents. [\[Full Review\]](#)



Pratheek
Shiri

Verification Station is valuable. If the confidence level is lower than what we set, we can view it in Verification Station and correct it if there are any issues. For example, if the confidence value is 90%, and the confidence level of the extracted content is below 90, the documents will be pushed to Verification Station. We can check whether the document has been extracted correctly. If the values do not match, we can correct them. [\[Full Review\]](#)



Jagruti
Kadam

I have worked on many different OCR extraction tools, like document understanding, which uses ML technology. Compared to other tools, ABBYY Vantage is better because it's very user-friendly. It has a wide variety where we can manipulate or code the document as per our specifications, like OCR or many more specifications. [\[Full Review\]](#)



Tharun Kp

It's worth noting that ABBYY Vantage employs both AI and machine learning techniques. Additionally, integrating with ABBYY Vantage is easy, with LinkedIn options available for use through the platform's built-in activities. [\[Full Review\]](#)



Leshmi
Giridharan

The most valuable feature of ABBYY Vantage is flexibility. You are able to edit at a granular level providing good control over the process. Additionally, the brochures and guides were helpful in learning the solution. [\[Full Review\]](#)



Sankarlal M

The most valuable feature of this solution is its ability to extract content from documents. It is able to identify specific fields and special characters. We are able to train the tool to identify certain sets of fields based on specific definitions. This solution is also user-friendly. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)


Mohamed
Elbagoury

ABBYY Vantage is a product that does not include the Arabic language. From an improvement perspective, ABBYY Vantage should include the Arabic language. [\[Full Review\]](#)



ABBYY Vantage

Continued from previous page



Verified user

There is an area of improvement. For example, when we read the data from the OCR, the accuracy is not good. In future releases, I would like to see Thailand English integration in this solution. There is not a lot of Thai language integration, which is pre-dominantly an issue in Thailand. [\[Full Review\]](#)



Jagruti Kadam

Since we are using a trial version, we don't have administration access to create a tenant to integrate my OCR series with Postman. Right now, we are doing one POC, and to complete that POC, we need that access because it's a requirement. [\[Full Review\]](#)



Tharun Kp

The customization can be done using ABBYY Vantage. But I don't have complete knowledge of its pricing. Customization in the solution needs to be modified. In the future, I would like to see the product have better customization functionality. [\[Full Review\]](#)



RavikiranPanthimar

The handwritten recognition has room for improvement. ABBYY Vantage is mainly available on the public cloud but for clients that use a private cloud, it is complicated to set up the solution. [\[Full Review\]](#)



Ambica Gupta

One major area that requires improvement in ABBYY Vantage is its current JSON output format. We expect an upgrade from ABBYY that will offer XML or CSV formats. In FlexiCapture, we can download the output in a CSV format. In Vantage, we receive the output in JSON format. Then, we need to extract the JSON output and use various APIs to convert it to an Excel format, which can be troublesome. Therefore, we hope that ABBYY will address this concern with an upgrade. As of now, ABBYY Vantage is working fine. I want the solution to have a very good pre-tr... [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)


Mohamed Elbagoury

ABBYY Vantage is a bit of an expensive tool. The payment model for ABBYY Vantage is such that a user needs to make payments for the number of pages consumed with the help of the tool. [\[Full Review\]](#)



Ambica Gupta

Our company receives discounts because of our good partnership with the vendor and our vendor's partnership with ABBYY. So, from a pricing point of view, I rate this solution a nine out of ten. This rating is after considering other tools similar to ABBYY Vantage in the market, for which the prices are pretty high compared to the price of Vantage, which is less. [\[Full Review\]](#)



Leshmi Giridharan

We were able to qualify for a reasonable price. The price is in the low to medium range compared to other solutions. I rate the price of ABBYY Vantage an eight out of ten. [\[Full Review\]](#)



Pega Robotic Process Automation

[See 11 reviews >>](#)

Overview

With Pega Robotic Process Automation (RPA), organizations can automate the mundane, tedious, time-consuming, manual work that is hampering productivity and efficiency. Whether adjudicating claims, onboarding customers or employees, reconciling financials, updating customer information in systems record, Pega RPA can manage the work across your enterprise.

SAMPLE CUSTOMERS

eBay Enterprise, M&I Bank

TOP COMPARISONS

UiPath vs. Pega Robotic Process Automation ... Compared 43% of the time [\[See comparison\]](#)

Blue Prism vs. Pega Robotic Process Automation ... Compared 21% of the time [\[See comparison\]](#)

Automation Anywhere (AA) vs. Pega Robotic Process Automation ... Compared 12% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 24%

Computer Software Company ... 13%

Manufacturing Company ... 9%

Insurance Company ... 6%

COMPANY SIZE

1-200 Employees ... 17%

201-1000 Employees ... 10%

1001+ Employees ... 74%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 38%

Computer Software Company ... 38%

Insurance Company ... 13%

Manufacturing Company ... 13%

COMPANY SIZE

1-200 Employees ... 15%

201-1000 Employees ... 10%

1001+ Employees ... 75%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.



Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)

Asvinth
Saravanan

This solution is a kind of visual studio base. You can do a lot of things with it including adding custom DOLs. The most valuable feature is the logs. The solution is user-friendly, easy to understand and has many features including the ability to track. Pega has a very quick loading time which makes for great performance and provides good data transcripts. [\[Full Review\]](#)



Verified user

Pega is very mature. It's very old. They have grown with time, and they have learned. Other robotic process automation solutions are basically focused on only doing the automation, whereas Pega also gives you a workflow system so that you can create a workflow. A good thing about Pega is that the resource availability is pretty good. If you go out in the market looking for a Pega resource versus an ABBYY resource, it's most likely that you will get a Pega resource much earlier than an ABBYY resource. [\[Full Review\]](#)



Mohanakrishnan
G

The advantage of Pega is that coding your automation allows you to hook all of your events and connect in the automation space. It's very flexible. There are no specific features I've found to be the most valuable. [\[Full Review\]](#)



Mohammed
Tafazal

The most valuable part of the solution is integration with CRM tools. This product offers seamless integration with other tools, and it is much more useful in digital transformation. It depends upon easy licenses. The 2021 version of Pega Robotic Process Animation is really light. It's a scalable product. Its stability has been good. [\[Full Review\]](#)



VISHNU
VARDHAN
CHENNURU

As an RPA guy, every tool has its own advantage. That said, Pega has the best feature in terms of creating UIs. We can create the best UIs. Other tools, don't have a better UI for RDA. Some go for RDA bots in the banking sector, and they prefer Pega Robotics. We have centralized the monitoring. In Pega Robot Manager, we currently have multiple dashboards where we can track, schedule, and handle everything. That is the game changer in the last one-and-a-half years. It amended what the business expected. The initial setup is pretty easy and quite fast... [\[Full Review\]](#)



PrashantKha
rade

The feature I like best in Pega Robotic Process Automation is that I'm able to add external DLL section codes. I can inject the JavaScript, and I can write VB.NET, C#.NET, and DLL codes, then inject those codes into the existing process. Mainly, from a development perspective, I like that feature a lot, so if anything is not supported by Pega Robotic Process Automation, then I can build that either in JavaScript or in .NET, then use those functions within the IP. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)

Viveklsukap
alli

In Pega, the UI has to be improved because that is the most challenging area that most of our customers ask for because we have to depend on some other React JS or some other tool to bring that kind of UI experience. So, there is a lot of room for improvement in terms of UI and UX. [\[Full Review\]](#)



Verified user

The new players such as UiPath and ABBYY are moving very quickly, but Pega is not. I'd definitely like to see Pega doing a few more interesting things on the AI or machine learning front so that we can use the platform for multiple things. [\[Full Review\]](#)



Mohanakrishnan G

What I see as a difficulty in Pega is that, from the programmatic perspective, you need to know how to program. In this modern world, in this automation space, if Pega could provide more options that are user-friendly and provide a way to quickly develop an automation solution that is drag-and-drop with a minimal coding approach, then it would be great for automation. They need to make it quicker in terms of doing the development. [\[Full Review\]](#)



Mohammed Tafazal

The orchestration needs to be better. It needs to offer an end-to-end solution similar to Google Chrome Universal Web adapters. They have few limitations in comparison. Technical support could be more helpful. We'd like to see more automation in terms of picking up on changes surrounding the browser. If it could automatically identify the attributes of the expected controls. [\[Full Review\]](#)



VISHNU VARDHAN CHENNURU

Excel connectors need to be improved as there are a few connectors in Excel areas. The recording is not at best in Pega Robotics. They could look into it. The interactions with some applications, like Windows and web applications, are a little slow. They need to improve their speed. It should be normal, to open it with other tools. However, right now, it's a little hard. Users should feel they can develop easily. It will sometimes hang while interacting with third-party applications. Instead of adapters, if we had direct interaction of the applicati... [\[Full Review\]](#)



PrashantKharade

What I don't like that much in Pega Robotic Process Automation is its monitoring tool because that tool is tightly connected with the platform. If the Pega team can deploy the monitoring tool separately, so that it's a separate solution altogether, then that would be good because currently, if you have to use the monitoring tool, then that means you have to use the Pega Robotic Process Automation platform. The initial setup for Pega Robotic Process Automation also needs improvement because it is complex. The only additional feature I'd like to see i... [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)



VivekIsukapalli

The licensing cost is too high. And the amount which the customers are spending; I don't know if they are getting that kind of value at this particular time when they are setting it up. The solution has a pay-as-you-go type. So, the pricing depends on the customer and how Pega is dealing with them. [\[Full Review\]](#)



Verified user

Pega is as competitive as the basic players such as UiPath or Automation Anywhere. UiPath is the most expensive, but Pega is at par with Automation Anywhere. I've only used the enterprise licenses so far. I've not used any standard licenses. The licenses are already secured and given to me, and then my team starts working on that, so I do not have a very good idea about it. [\[Full Review\]](#)



VISHNU VARDHAN CHENNURU

The costs vary. In a previous organization, we used to take care of everything. It's a yearly fee they used to take. Recently, what I'm seeing is they have to categorize licenses. Some of the bots, they will run for some time, so they can get licensing costs and can pay quarterly. Typically, it is yearly. I'm not sure of the exact costs. I haven't gone that deep into licensing. [\[Full Review\]](#)

**Fortra's Automate**[See 10 reviews >>](#)

Overview

Automate is an easy-to-use RPA software solution that boosts your productivity by transforming virtually any business or IT process. Get scalable automation capabilities whether you need a solution for one department, a small business, or an enterprise-wide Center of Excellence (CoE) initiative—Automate is built and priced right for employee-driven automation for any organization. Automate allows you to get up and running fast with no-code automation for both GUI and back-end functionalities. Form-based development lets you quickly build bots and leverage over 600 pre-built automation actions. Powerful out-of-the-box API and native integrations bring together the applications that keep your business running. And with the Automate Recorder, ... [\[Read More\]](#)

SAMPLE CUSTOMERS

Aldergrove Financial Group, Preferred Health Professionals, Mindbeam Technologies, First Credit Union in British Columbia, Vestcom International, Prime Liberty Benefits, University of Tampa, CNLBancshares, World Precision Instruments, BJ's Restaurants, Globe Pequot Press, Accudata Technologies, Norton Healthcare, Pacific Toxicology Laboratories

TOP COMPARISONS

Microsoft Power Automate vs. Fortra's Automate ... Compared 37% of the time [\[See comparison\]](#)

UiPath vs. Fortra's Automate ... Compared 21% of the time [\[See comparison\]](#)

Red Hat Ansible Automation Platform vs. Fortra's Automate ... Compared 9% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 14%
Financial Services Firm ... 13%
Manufacturing Company ... 9%
Healthcare Company ... 8%

COMPANY SIZE

1-200 Employees ... 26%
201-1000 Employees ... 17%
1001+ Employees ... 57%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 14%
Insurance Company ... 14%
Manufacturing Company ... 14%
Security Firm ... 14%

COMPANY SIZE

1-200 Employees ... 55%
201-1000 Employees ... 25%
1001+ Employees ... 20%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.



Continued from previous page

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Verified user

I find it very user-friendly. Our IT department and other departments can seamlessly collaborate without requiring extensive training. As a business department, we particularly value this aspect, as our team doesn't consist of many IT users. However, we couldn't solely rely on a drag-and-drop approach to implement and utilize the solution within our departments. [\[Full Review\]](#)



Verified user

Compared to other vendors, it's the scheduling tool because a lot of vendors want to charge you extra for their enterprise-level license to have a scheduling tool built in to give you the ability to set up regular schedules to run and do certain data checks. For example, you can run a report and then query the data. For example, "If there's any data here, send it. If there's no data, then end the task." There are a lot of checks in there, a lot of data readers, OCR readers, SQL query readers, and general data tools. They're very helpful. [\[Full Review\]](#)



BahatiAsher
Faith

It's very easy to use. That's a big selling point for it. It has got a drag-and-drop interface, so you can quickly deploy bots. The implementation time is pretty quick, which is another big selling point. The web browser of Automate is pretty good as well. If you want to do any web scraping or log into a website and pick up information, it's pretty easy to set that up. These are some good features of it. [\[Full Review\]](#)



Steven
Helfgott

The solution is quite sound and it is a reliable workhorse. Fortra's Automate performs the job effectively and has the capability to alert us of any issues. [\[Full Review\]](#)



Vinayak
Hariharan

The best feature of Automate is its ease of use, which is a major selling point. It has a drag-and-drop interface, so bots can be quickly deployed. This means implementation time is relatively short, making it an even more attractive option. Additionally, the web browser of Automate is also quite good, making it easy to set up web scraping and log into websites to pick up information. All of these features make Automate a great choice. [\[Full Review\]](#)



Anabel
Marco

We have tried other RPA solutions like UiPath or Automation Anywhere. They are fantastic products but complex, and it's hard to understand everything. It would be best if you had a skilled developer or several. Automate is easy to implement, administer, and use. It's appropriate for us because our cases are simple and easy to automate. We don't need complicated tools with many features; We prefer to get a significant ROI quickly. We can automate several processes with only one bot, so it's much cheaper than other products where you need to buy addit... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)


Verified user

I believe we need to test various OCR tools that assist in evaluating six different customer resyncs. We analyze their spending patterns and documentation, but current OCR support has limitations, requiring highly standardized documents, which isn't always the case. With a more advanced OCR system, we could improve processes related to credit risk management and legal matters. We're exploring how to integrate Fortra's Automate with our CRM platform, taking cues from instances where Salesforce seamlessly merged with Automate. However, we use a differ... [\[Full Review\]](#)



Verified user

It would be an improvement if Automate had better stability tools, whether by recommending a certain amount of memory because it can be a memory hog at times, depending upon the type of application or license you run. Fortra does have an enterprise-level automated manager to manage different automated machines running on different servers. We primarily used a desktop version before they discontinued the desktop license. So, going on to the Automate manager, the enterprise manager is a good tool for using it to check the different servers that are ru... [\[Full Review\]](#)

Andrew
Draus

Fortra's Automate is not as reliable as I would like it to be. For example, it sometimes has trouble finding elements on a page. I noticed that on occasion when I come in the morning and check the automation, it did not run properly. I am not sure if it is because of the way I programmed it, but this happens more often than I would like. [\[Full Review\]](#)



Verified user

The workflow for variables could be better. The input and output of task-level variables could be made a little clearer in terms of passing those around from one task to another upon success, etc. Things like that could be a little easier potentially. [\[Full Review\]](#)

BahatiAsher
Faith

Error messages should be better. For error status, there should be better documentation because a lot of times, error messages that you get are quite vague. For example, you get a message saying that the workflow has run into an unknown status, which is vague. It just tells you that it failed, but you don't know how or why it failed. It makes debugging difficult. From a developer's perspective, it gets a little difficult to debug at times due to these error messages. It's not with all the errors, but for quite a few errors, the documentation is vagu... [\[Full Review\]](#)

Steven
Helfgott

Sometimes when we communicate with the ERP system and there is an issue, we are not always aware of the specifics of Automate and the source of the problem. Automate simply states "failure" and nothing else. This is an area that could be improved by having wizards available to assist. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)


Verified user

I believe the price falls within a reasonable range, which significantly influenced our decision regarding the product. This aspect is crucial for any technological solution, especially in our country where enterprises might be hesitant to invest heavily in something untested or uncertain about its practicality and potential returns. [\[Full Review\]](#)



Verified user

I wish Fortra would retain some lower-tier applications, like the desktop version. The enterprise-level licensing is understandable, especially with the service agreements. However, with the support they're charging, I wish they had more granular support for using the tool or helping me use our training for that location. Most of the support elements are just about break/fix and moving the licenses to different servers. Very little actual direct instruction. However, the tool is self-explanatory and user-friendly, so, in many ways, the help team dir... [\[Full Review\]](#)

BahatiAsher
Faith

From a distributor's side, one of the biggest selling points is its price point. Without going into any numbers, compared to UiPath, Automation Anywhere, and Blue Prism, we're significantly cheaper. The main difference is that other competitors usually charge you per process. However, in Automate's case, it's priced per bot. So, a bot can run multiple processes at the same time, but you are only priced for a single bot. That's a big selling point. It isn't like most of the competitors where if you're running three processes on a single bot, they wou... [\[Full Review\]](#)

Answers from the Community

Can RPA interface with any application?

Hi peers,

I work for a mortgage company and am researching RPA solutions.

Can RPA interface with any application? Can we use APIs?

Thank you for your help.



Ronaldo Firmino

Sure can - Ideally you should pursue integrations with APIs using screen scraping as a last resort so you avoid the hassles of changes in the user interface, performance fluctuation of the target application, unexpected or not mapped exceptions, and other variables that may be out of your control. Screen scraping would work fine for applications that are stable, not prone to frequent changes in the user interface, and with a small number of exceptions.



Emilio Valle

Yes, you can use several applications, and also you can use APIs for your automations, if you have questions you can also join UiPath Community, and look for topics related to the applications you are planning to interact with. It is also UiPath Academy where you can try it yourself.



Elbio Lopez

Hello Lillian Moya-Levi, I work for an RPA consulting firm that partners with Blueprism, Automation Anywhere, Power Automate, and UiPath. These RPA technologies are used in many industries such as Banking, Energy, and Retail, and they all allow you to consume APIs and automate interfaces for applications or ERPs. Blueprism: Code reuse: Business Objects allow you to extend functionality without limits with C# or VB.net and encapsulate screen automations for reuse. Traceability: Natively incorporates work queues and their automation flow, allowing for traceability and control of automation. Security: Includes a credential manager and encryption of both credentials and information. Cost: Unattended licenses range from 8000-10000 USD. There is no license per developer, and with one license, you can have three environments (DEV, TST, and PRD). Cons: No unattended robot Infrastructure is on-premise, so you must maintain the servers. Automation Anywhere: SaaS Contains attended and...

[See all 13 answers >>](#)

Answers from the Community

Which RPA solutions are the best fit for digital marketing agencies and e-commerce?

Hello community,
Please let us know your thoughts in the comments below.
Thank you.



GÖKHAN
ORHON

Hi, It would be wrong to make a sectoral distinction. I recommend that you research the following products. 1. Automation Anywhere 2. UiPath 3. IBM RPA You won't find enough security in other solutions.



Elbio
Lopez

In your case I recommend Power Automate. Why? - The license is cheaper - You have integration with many marketing services - You can create cloud flows so that interactions with the APIs of the different services are executed. This prevents you from needing a physical machine reducing the cost. - It has many triggers to launch automations, for example when receiving an email or if the service they use has a trigger, they can launch that automation



Amol
Gajbhiye

Nowadays there are a lot of RPA solution options available but the leading ones are: Automation Anywhere UiPath IBM Watson Blue Prism But the important thing to notice while selecting any tool/solution is what is the readiness in your organization. For example: did you already think about below parameters: Infrastructure Security Compliance Limitation/cap on budget Open for the cloud option Scope of automation Etc... In general, you have to look at the above parameters and decide accordingly. You can easily check Gartner's analysis report on leading RPA tools for the above parameters and make the best decision. All the best Regards, Amol

[See all 5 answers >>](#)

Answers from the Community

What are the top Robotic Process Automation (RPA) use cases in the insurance industry?

Hi community,

Can you share which RPA use cases can be applied to the insurance industry?

Thank you!



Amol
Gajbhiye

The insurance domain is very big. It has different ways of working in India or in other countries. I have experience in the European region for more than 5 years where I had implemented the below (majorly) use cases with great ROI achievement: 1. Document Processing (Management). 2. Communication to Counter(Third) Party or Customer. 3. Policy Creation. 4. Policy Update. 5. Policy Cancellation. 6. Claim Processing. There are still much more use cases but the above ones have good ROI in lesser time. And again, it all depends upon various parameters that make a use case to be a good business case followed by a stable environment. Regards, Amol



Shibu
Babuchandran

Hi @ERNEST KUZOE , Some of the use cases are as below on which i have worked with some customers, Claims Registration and Processing Underwriting Regulatory Compliance Process and Business Analytics Policy Admin and Servicing Form Registration Policy Cancellation Regards Shibu



Ram-
Chenna

The topmost processes in the insurance industry to be automated with quick gains and wins are: 1. Claims Processing. 2. On-boarding new insurance customers. 3. Printing and dispatching of policy documents requested by customers via Service Request (or Helpdesk). 4. Uploading of documents for Claims Processing during Insurance Sales and during the eKYC Process. 5. End to End (Sales Process of insurance: Life, Motor, Medical, others). 6. KYC Process automation or eKYC Process automation. 7. Benefit Realization. 8. Need Analysis for an insurance product (part of a customer sales journey). 9. Policy renewals process. 10. Policy expiration and notification. Thanks.

[See all 8 answers >>](#)

About this report

This report is comprised of a list of enterprise level Robotic Process Automation (RPA) vendors. We have also included several real user reviews posted on peerspot.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

About PeerSpot

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 but what you really want is objective information from other users.

We created PeerSpot to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

PeerSpot helps tech professionals by providing:

- A list of enterprise level Robotic Process Automation (RPA) vendors
- A sample of real user reviews from tech professionals
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

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