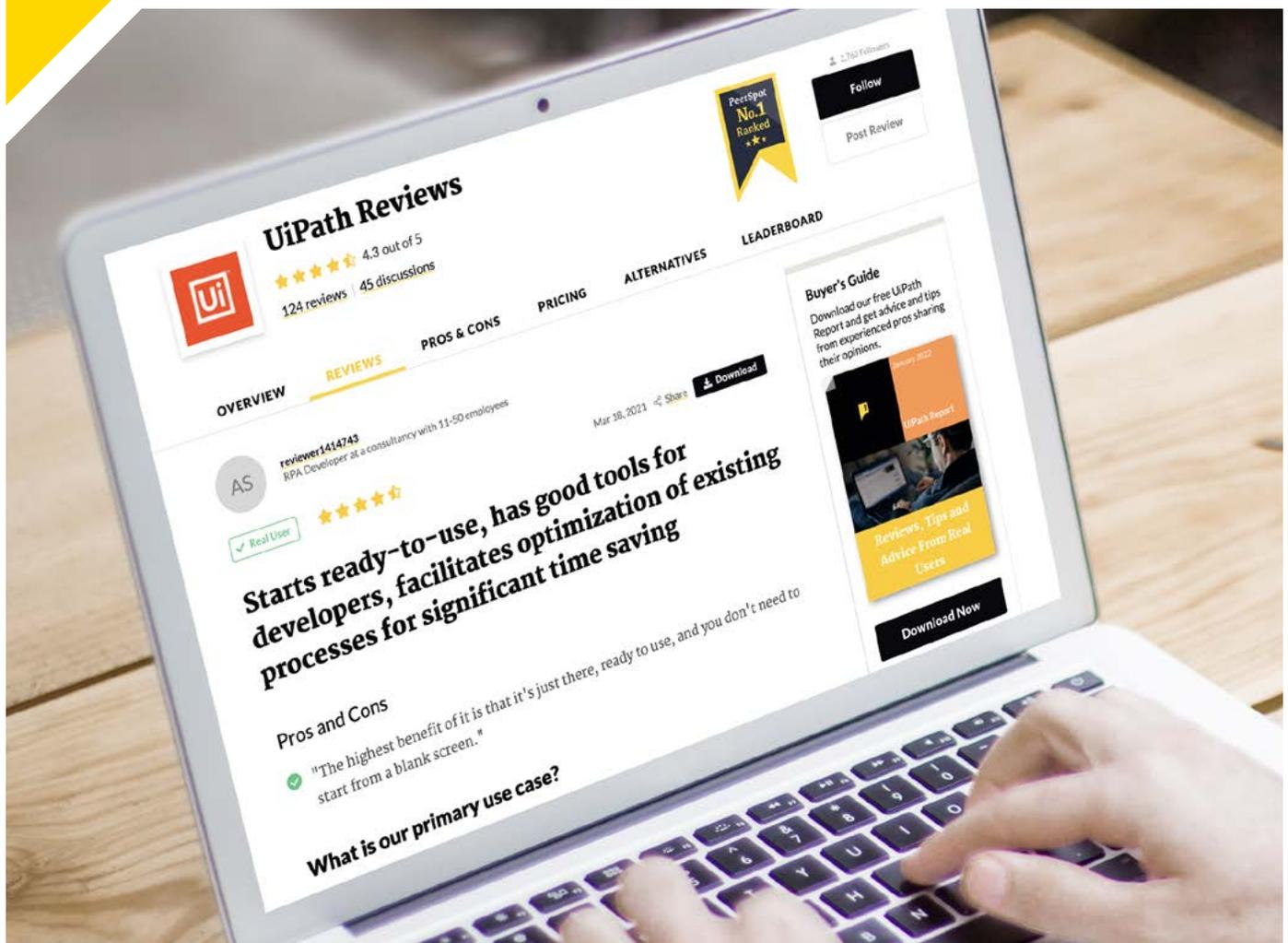


PeerPaper™ Report 2022

Based on real user reviews of UiPath

RPA and the Fulfillment of the CIO's Mandate |



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Introduction

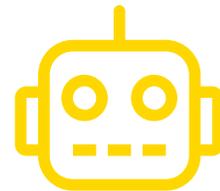
Today's CIO has a full plate, a spinning plate, really. Not only is he or she expected to drive continuously improving performance in the IT department, the CIO is also expected to deliver transformative business outcomes through technology. Robotic Process Automation (RPA) is becoming a popular toolset for realizing this complex mandate. By enabling end-to-end automation of tasks, RPA helps the CIO create efficiencies and accomplish other such goals as managing costs, sparking innovation, improving security and compliance while bolstering customer satisfaction. This paper delves into how RPA makes all of this happen. It's based on real user experiences with UiPath, published on PeerSpot.

(Except where noted, all reviewers work at organizations with more than 10,000 employees.)

The CIO's Mandate

The CIO's mandate from the Board of Directors and senior management varies from company to company, but it is generally essentially the same: Make the IT department more efficient. Headcount is limited. Money is finite. The task list never stops growing. By becoming more efficient, the IT department can liberate itself from routine work and focus on adding more value to the business.

As efficiency delivers greater potential for innovation, the CIO can partner with the business to achieve gains in customer engagement and overall competitiveness. This may be part of a grand digital transformation project or it might be something more modest, like moving supply chain management to the cloud. At the same time, everything must remain secure and compliant in an increasingly complex and threatening world. As a result of these varied and sometimes contradictory pressures, the CIO is almost always looking for new ways to improve the productivity of IT personnel.



**Automating
end-to-end
processes saves
40,000 hours of
manual work**

How RPA Enables Fulfillment of the CIO's Mandate

Fulfilling the CIO's mandate comes down to how people perform the many tasks inherent in IT work. The more person-hours are consumed by the inefficient or laborious performance of IT tasks, the less efficient the entire department will be. There will be less time – and attention – available for innovation and transformation. RPA presents an opportunity for a breakthrough on this front. By enabling smart automation of tasks that were once considered too complicated for machines, it opens new paths to efficiency and innovation.

RPA and Digital Transformation

Many PeerSpot members are finding themselves engaged in digital transformation (DX) efforts. DX takes many forms, but it usually involves leveraging technologies to bring about fundamental changes in the way companies run and interact with their customers. RPA fits well with the DX agenda because it makes systems perform work more quickly.

As a Managing Director at a tech services company put it, “We see the real value coming out of UiPath in the ability to transform our clients' businesses: Produce rapid time to value and a very good return on their investment as well.” His use cases include workloads like finance, supply chain, human resources, IT automation, and tax functions. A Solution Architect at an engineering company shared that “using this solution is enabling us to move the drive for digi-

“The robot does all the stuff in just 2-3 minutes, saving our 1-2 hours of time done by a dedicated person.”

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tal transformation to the core. We can now take automation to a level it has never been to.”

“This product has improved the way the organization functions by helping us go through a digital transformation,” said an RPA Manager at a government agency. He added, “RPA is able to bridge a lot of the gaps that we had in our processes. With a little effort, I was able to bridge those gaps and automate a lot of processes that were manual and less efficient prior to involving the product.”

An IT Manager at a mining and metals company explained that his client was “undergoing a digital transformation and wanted to give themselves an edge so that the other companies will not get ahead. They just saw the need to change and we told them about RPA and they got very excited.” In this case, as he said, “We showed them the first pilot bot and they were ready to implement it.”

RPA and IT

The relentless pressure for greater IT department efficiency has led some CIOs to embrace RPA for its ability to reduce time spent on IT management tasks. For example, according to a Co-Founder at a tech consulting company, RPA enabled his internal organization to reduce the amount of time spent doing admin activities by 50%. A Developer at Octo Consulting Group, a small tech services company, similarly found that RPA had eliminated many tedious IT tasks, particularly in cases when employees had left the company. Instead of hiring replacements, the department used RPA to automate their former tasks.

“This product has improved the way the organization functions by helping us go through a digital transformation...”

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**Reduces
time doing
admin tasks
by 50%**

“we provide our customers with a x2 to x6 efficiency improvement, error decrease, and SLA improvement.”

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Reduces customer response time from 5 hours to 1 hour

Other examples of RPA bringing improvements to IT operations include:

- “As a system administrator, I have to create a roundup report before the office begins and at the end of the day. The report consists of statuses of each thin client we have. The robot does all the stuff in just 2-3 minutes, saving our 1-2 hours of time done by a dedicated person.” – RPA user
- “We use it to automate administrative functions, like finance and HR tasks. We are also automating a lot of things in our SAP systems, e.g. updating prices.” – RPA Developer at Danfoss, an engineering company
- “There are a lot of ways this product has improved our organization. Even a simple project can bring us a lot of recognition. One example is retrieving passwords on Amazon. In the background, Amazon is validating that you are the person that you are saying that you are with a lot of manual steps.” – Solution Architect Support Manager at a financial services firm with more than 5,000 employees

Creating Efficiencies

PeerSpot members are finding many ways to use RPA to improve operational efficiencies across their businesses. A Tax Systems Manager at QuikTrip, a retailer with over 1,000 employees, put it this way: “I don’t see any end in sight for opportunities to leverage it, increasing our efficiency and revenues.” A Process Excellence Leader at a leisure / travel company echoed this sentiment, saying, “We have seen operational cost reductions. We have improved our efficiency and capabilities.” For a UiPath user at a financial services firm, the value came from customization capabilities that

“...overall \$1 million annual savings through improved process efficiency.”

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**Saves
780+ of
man-hours
a month**

create opportunities for better efficiency and time savings.

An interesting RPA efficiency use case came from a UiPath user at TCS, a consultancy. They described working with a bank that has to send frequent reminders to its clients to make payments on home loans and personal loans. He used RPA “to improve the process for efficiency as well as accuracy.” He configured UiPath automation to interact with their internal applications and send reminders in a timely manner with no errors.

Several UiPath users were able to quantify their efficiency gains from RPA. A Project Manager at Intetics, a tech services company with more than 500 employees, said, “In our projects, we provide our customers with a x2 to x6 efficiency improvement, error decrease, and SLA [service level agreement] improvement.” A Chief Technology Officer at a small consultancy remarked that “the time saved is anywhere between 10 to 15 minutes, on average, because a human would have at least that long, and up to 20 minutes, to do these tasks, while a bot takes just 4.3 seconds, which is huge efficiency.”

A Principal Solution Architect at a tech services company found that RPA “Lowered operational cost with a minimum saving of 780+ man-hours every month and an overall \$1 million annual savings through improved process efficiency.” His use of UiPath also “amplified shipping process efficiency and employee productivity by 100% – with one click execution.”

Managing Costs

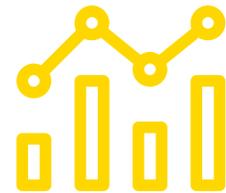
CIOs manage budgets as much as they do tech and people. RPA is thus helpful to CIOs with the cost cutting aspect of their mandate. In some organizations, such as the Statens Administration, a government agency with more than 200 employees, the department has to reduce its costs every year by two percent. A Head of Innovation and Technology at a tech services company spoke to this capability when he said, “We use UiPath as a delivery method to find reductions in costs and the like, year on year.” A Consultant at Visagio Tecnologia, a small tech services company, had the same experience, noting that UiPath saved costs for his company and its clients.

“The return is sensational,” said an RPA Developer at Global Hitss, a software R&D company with over 1,000 employees. He further commented, “We have been able to optimize process time and reduce costs. The robot manages to work 24/7 and with a near-zero error rate.” A UiPath user at a financial services firm concurred, sharing, “We help our clients to improve their businesses, reduce costs, for example, hiring new people to automate repetitive work, to be able to run a process when the need arises 24/7.” For an RPA Developer at Student, a tech consulting company with over 1,000 employees, RPA bots helped optimize process time and reduce costs.

A Sr. Finance BI Manager at a government agency with more than 500 employees put the matter in quantitative terms,

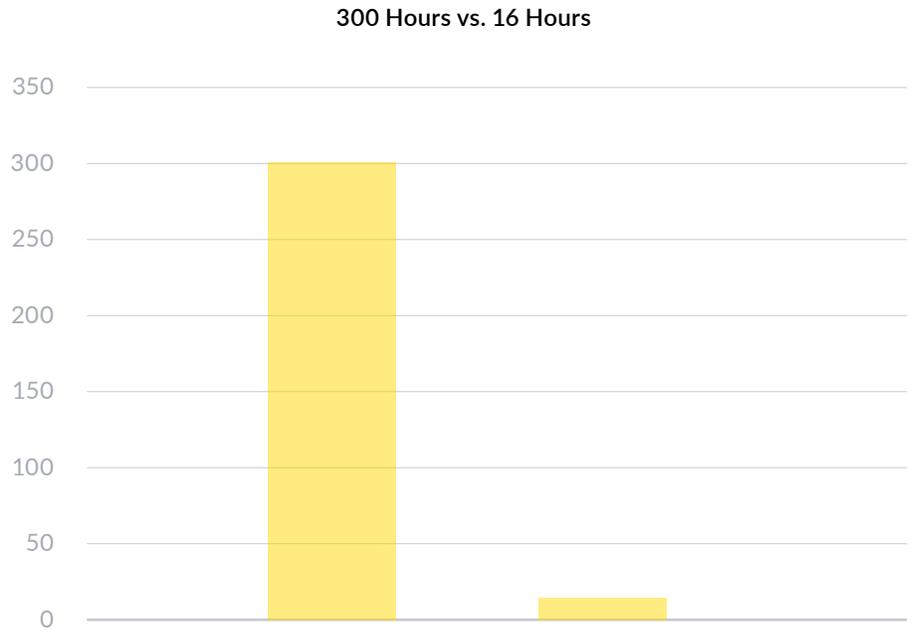
“We have been able to optimize process time and reduce costs. The robot manages to work 24/7 and with a near-zero error rate.”

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**Amplifies
efficiency
by 100%**

Figure 1 – Comparison of time scales – a task that once took 300 hours now takes 16.



“Using UiPath, I have done end-to-end automation without any human intervention.”

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explaining, “In our main project, it took someone approximately three hundred hours a year to do all that data extraction, data input, and that also came along with errors because someone could fat-finger the value. Then, through the PoC, they’re able to turn around within two days. A bot can basically do that entire process and do it error-free as well.” Figure 1 depicts the differential in time between the two modes of working.

Automating Processes on an End-to-End Basis

RPA works most effectively in fulfilling the CIO’s mandate when it can automate processes on an end-to-end basis. Piecemeal, disconnected automation is not optimal. The Intetics Project Manager is using UiPath in this way. He revealed, “We are using the UiPath platform for back-office end-to-end process automation, combined with OCR and cognitive services.”

“It has improved our business so far by creating an innovation-based way of thinking amongst our teams.”

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Allows employees to focus on more innovative work

A UiPath user at a tech services company related how his team used RPA for inventory management, which had previously involved an Excel sheet with details of users, orders, and equipment. He said, “Using UiPath, I have done end-to-end automation without any human intervention.” An Application Developer at a wholesaler/distributor with more than 5,000 employees similarly noted, “In two weeks I can automate an entire process, end-to-end, which is incredibly fast for the ROI.” This included processes that he described as “extremely complex.” Employee onboarding at his company, for example, touched six different departments and had 140 pages of documentation.

End-to-end automation pays productivity dividends, according to a Chief Automation Officer at Jolt, a mid-sized tech services firm. He compared organizations that use attended bots with those that use an end-to-end approach. Attended bots, in his experience, are “just saving a fraction of the time.” In contrast, he said, “I’ve been in organizations where they’ve automated a process end-to-end. A process that previously required 20 FTEs [full-time employees] went from having 40,000 hours of manual work to zero.”

Sparking Innovation

“It has given back time to the employees, to focus more on tasks that would require creativity and decisions that are not binary,” said a UiPath user at a financial services firm with more than 5,000 employees. His remarks captured a sentiment expressed in many UiPath reviews. Figure 2 illustrates

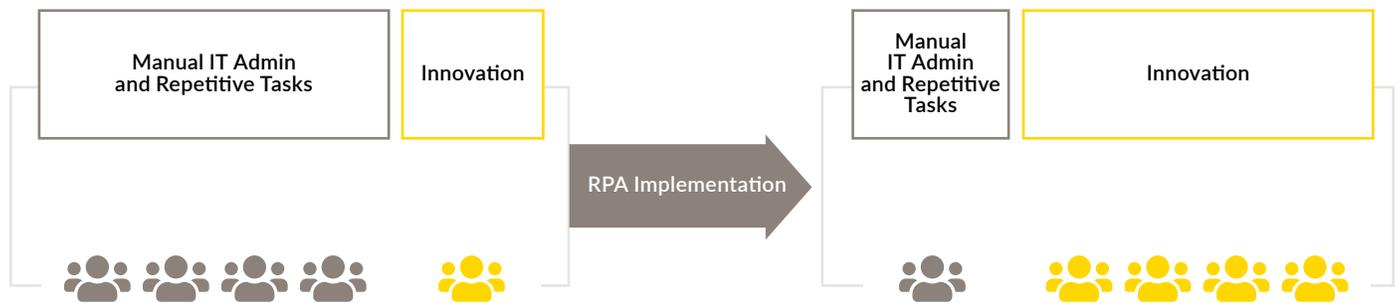


Figure 2 – RPA frees employees from manual IT admin and repetitive tasks so they can focus more of their efforts on innovation..

this concept. RPA gives people time to be innovative. For instance, a Client Account Manager at a tech services company commented, “We are now able to focus on tactical/strategic activities rather than daily operational tasks. We have improved our performance, efficiency, and data reliability. Resources are happier working with more high-level activities.”

Other insights into RPA’s ability to spark innovation, a core element of the CIO’s mandate, include:

- “It has brought in an atmosphere of a change of thought process and driven the growth of innovative excellence.” – UiPath user at itcinfotech, a tech services company with more than 5,000 employees
- “Lets people focus on more innovative work.” – RPA Architect at Equitable, an insurance company with over 1,000 employees
- “It has improved our business so far by creating an innovation-based way of thinking amongst our teams.” – UiPath user at a tech services company with over 1,000 employees

“It has improved our business so far by creating an innovation-based way of thinking amongst our teams.”

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“I rate UiPath a ten out of ten because of multiple factors: ease of development, ease of maintenance, robust security, and a very good installed client base.”

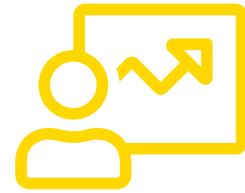
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Managing Security and Compliance

Security and compliance are the non-negotiable elements of any effort to realize the CIO’s mandate. Indeed, getting executive buy-in for RPA often comes down to compliance concerns. With this in mind, RPA solutions must provide security and compliance features that do not detract from the efficiency gains created by the technology.

In this context, the tech services Managing Director remarked, “I rate UiPath a ten out of ten because of multiple factors: ease of development, ease of maintenance, robust security, and a very good installed client base.” He then added, “The setup is relatively straightforward. It is easy for our clients’ security groups, their IT departments, their compliance departments, to understand.” A Health Systems Specialist at a government agency noted that UiPath “doubles productivity in records processing with high industry compliance.”

RPA can also contribute to stronger overall security for an organization. For instance, an RPA Developer at a tech services company uses UiPath to automate the process of getting reputation scores of different IPs and sending a mail for each IP which is found to be malicious, e.g. using McAfee ESM. This can be a laborious process to do manually. A Process Manager at Rimac Seguros, an insurance company with over 1,000 employees, similarly found UiPath to be useful for security accounts maintenance and regulatory reports. An RPA Developer at Syddansk Erhvervsskole, a university with more than 500 employees, simply stated, “It is saving us time through compliance.”



Improving Customer Satisfaction

Customer experience figures prominently into the CIO's mandate. It comes up in DX projects, but also in efforts to implement omnichannel customer relationships and other customer-facing technology programs. PeerSpot members thus raised the issue of customer satisfaction in their comments about RPA. The tech services Managing Director expressed his view on the matter, saying, "It [RPA] is transforming our clients' cost structures but, at the same time, it improves their time to market. It helps them to improve their employee morale, make sure that employees stay longer, and it helps them improve their customer experience."

"We automated that with a bot and other tools and the customer experience skyrocketed," observed a Solution Architect Support Manager at a financial services firm with more than 5,000 employees. A Project Manager and RPA Lead at a tech services company with more than 5,000 employees had a comparable experience, sharing, "We are in the early stages of implementing our robots, but at this stage, you already see things like our customer satisfaction." In his view, enhancing the customer experience came from RPA's ability to reduce customer response time from five hours to one hour.

Produces rapid time to value for clients, and a very good return on their investment

Conclusion

The CIO faces many pressures and stresses in the fulfillment of his or her mandate. In many cases, the solution comes down to efficiency: How much more efficient can the IT department become? Increased efficiency makes room for greater innovation and new ways for technology to enhance a company's overall competitiveness. RPA is emerging as a means to realize the CIO's complex mandate. It works by enabling end-to-end automation of tasks – driving efficiency along with cost savings. As UiPath users note, the solution can help improve customer satisfaction while supporting robust security and compliance. As the CIO's mandate continues to grow more challenging in the future, RPA will likely be a go-to resource to enable the productivity improvements required to meet the mandate.

About PeerSpot

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

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About UiPath

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