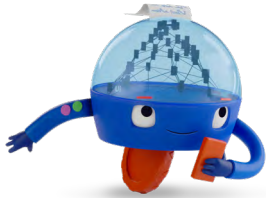![UiPath - The Foundation of Innovation™]

Identifying the Real Business Outcomes of Automation

The benefits of a business automation strategy often focus on cost and time savings. While vitally important to any organization, there's far more to this transformational approach. This guide uses real world examples to identify the strategic business outcomes that automation brings to all those using it.

Contents

How business automation is transforming organizations

Four vital business outcomes of automation

COST TRANSFORMATION	PROFITABLE GROWTH	MANAGED RISK & MAXIMIZED COMPLIANCE	IMPROVED EMPLOYEE & CUSTOMER EXPERIENCE

Digital transformation has become a central feature of business strategy for almost every organization, large and small. As this shift has taken place, many leaders have turned to automation solutions, such as the UiPath Business Automation Platform, to make digital transformation a reality while also dealing with wider challenges. These include spiraling inflation, a skills gap, Covid-19 after-effects, and supply chain issues linked to geopolitical unrest.

Automation seamlessly knits together systems, processes, and people to create truly digital workflows. Without it, digital transformation is often partial, with gaps occurring between tools and tasks, which leads to extra workloads.

There are endless advocates of automation's transformative power. For example, Jessie Coomber, Vice President Operations at ADT, says, "We really wanted to put digital assistants in the hands of customer service agents, field technicians, call center agents and field admins. That way, there's so much more room to improve the operational processes and enhance the customer experience."[1]

But automation isn't just about improving workflows. It has powerful, tangible business outcomes too. For example, the UK's Royal Mail Group was losing revenues because customer accounts weren't reinstated on time after receiving payments. Robots now manage this process in real-time, protecting revenue. Overall, this and other automations generated £22.4 million.[2]

For this and many more reasons, automation has become a top priority for business leaders everywhere. When the pandemic hit, it took on reporting duties for nurses so they could be with patients, and it kept the wheels of commerce turning when the world went into lockdown.[3] Often, leaders achieved this with intelligent automation, where AI and other disruptive technologies integrate with software robots.

Today, having learnt from these experiences, organizations are becoming increasingly aware of automation's benefits. They see it as a strategic asset delivering organizational performance rather than a tactical solution. It offers four vital business outcomes: cost transformation, profitable growth, managed risk and maximized compliance, and improved employee and customer experience.

This is reflected in the experiences of companies such as Coca Cola bottling company, CCI. Leyla Delic is its CIO and Digital Officer. She says, "Our customers are the center of our digital journey… At first, we thought of RPA as an interim solution. However, we soon realized that we had significant opportunities to improve customer and employee experience by leveraging RPA."[4]

This guide illustrates how organizations across the globe are achieving outcomes like this—and much more. It aims to inspire and ignite a passion for automation. There are so many trail blazers to mention. Now's the time to follow in their path and reap the rewards.

Business outcome 1: cost transformation

Making the most of your precious investments

Growth, value and success come from investment. This is a basic economic fact. Nations and businesses expand and thrive through carefully planned spending in the right places to deliver excellent public services or increase shareholder value.

Achieving this is fraught with danger. Invest in the wrong things and the return can be low or even negative. Worse, aiming to only cut costs can lead to retraction and recession. Businesses are therefore constantly looking to transform their costs into those which offer the greatest value.

Put simply, cost transformation means achieving better results, having spent time and money more wisely. This is the biggest business outcome an organization can hope for, because it has such a far-reaching impact.

This begs the question: what does cost transformation look like with automation?

The answer lies in comparing two scenarios.

Firstly, without automation (diagram A). Armies of people spend their time and effort on manual tasks, which bring little value to a business. Imagine people sitting at desks all day processing invoices. They receive emails, open attachments, read the documents, copy and paste figures into spreadsheets, move information around, and eventually authorize payments. None of this work creates value. In fact, it's a drain on budgets and is open to error.

The second scenario includes automation (diagram B). Instead of teams undertaking repetitive and dull tasks, all-day, automation can take over. It can check email inboxes, open documents, and use optical character recognition (OCR) to 'read' and extract data through communications mining. It can understand sentiment and route data to the right recipients or file information and ensure payments are made on time—all virtually, while being faster and minimizing errors. Meanwhile, employees are freed to undertake planning and higher value roles.

Cost transformation without and with automation
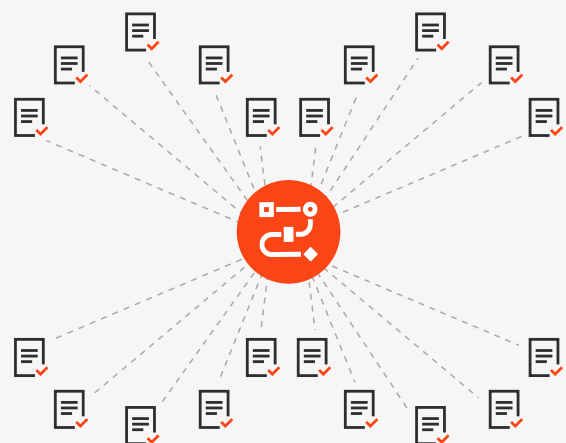

Diagram A: without automation

Diagram B: with automation

> **"If you want to drive valuable insights for the business, you need more bandwidth. It's not just [about] adding more people with the same skill set."**

JUNAID AHMED
Corporate Vice-President, Applied Materials

The first scenario is a typical, vital, yet very poor way to grow and invest. The second optimizes and improves processes, works 24/7, and allows people to innovate and add value by unleashing their ingenuity. The net cost is likely to be lower in the second case and the ability to derive a return on investment (ROI) will be higher. To put it another way, the cost has been transformed.

There are success stories like these happening everywhere. For example, U.S. manufacturer, Applied Materials, had a challenge in its finance department. The business was growing rapidly, and the finance team needed to keep pace, while offering better analytics to support better decision making—all without hiring new people.

By applying an automation strategy, the company saved 150,000 hours in one year.

Junaid Ahmed is Corporate Vice-President at Applied Materials. He says, "In finance, our head count growth is flat. If you want to drive valuable insights for the business, you need more bandwidth. It's not just [about] adding more people with the same skill set. If we just hired 100 people more, we could not do this."[5]

As a result, Applied Materials is achieving its key transformation objectives, including reducing transactional accounting and reporting cycles, doubling time available to support decision making, greater efficiency, deeper insights, faster decision making, and improved employee experiences.
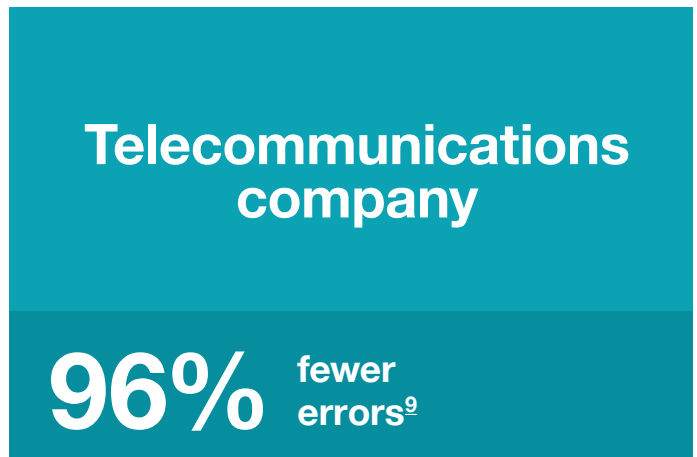
How automation helps enable cost transformation

Rising to the challenges of uncertain economic times often involves improving top line revenue while transforming an organization's cost base. This can be achieved by reducing effort spent on non-value-added tasks, cutting long processes with bottlenecks, minimizing employee attrition rates, lowering the number of human interventions in manual processes, and decreasing the costs of noncompliance owing to human error.

These steps can greatly improve profitability, and automation is a powerful tool that can help achieve all of them. Introducing automation into the workplace allows businesses to streamline processes and reduce the need for manual interventions. Additionally, automation can help extract and interpret data from structured and unstructured sources, allowing businesses to make more informed decisions, and to drive greater collaboration.

The result is more efficient and agile processes, with higher-value work and a greater focus on customers and business outcomes. Additionally, by improving employee engagement and process efficiency, automation helps organizations invest more in winning new clients and driving innovation. This all leads to profitable revenue growth, even without a significant increase in headcount.

SpareBank 1 NORD-NORGE

80% speed increase[6]

Royal Mail

£22.4 million in added revenues[8]

Manufacturing company

50 years of manual labor hours saved in two years[7]

Telecommunications company

96% fewer errors[9]

Case study:
A royal automation success

Royal Mail Group (RMG) found a way to cut costs and hand time back to staff with automation—and it's been a huge success. It started in 2017 when the firm embarked on a digital transformation journey that began with a process simplification and automation program.

"Since kicking off, we've introduced RPA to six areas of the business," says Mike Hitchins, Program Lead at RMG. "These are operations, customer experience, finance, HR, commercial and fleet."

In the operations team, automation was used to change the way delivery office managers across 1,250 locations could complete tasks. Unattended software robots were introduced to extract data, automatically presenting it to managers in a standard format each morning, allowing them and their teams to focus on their key tasks—not admin.

Meanwhile, customer experience agents were using a range of archaic systems. "They were hard to navigate and took time to use," says Phoebe Woods, a Business Analyst at RMG. "This limited the ability of employees to provide a great experience for customers," she adds. Software robots were introduced.

"The robots make it easier to use systems so agents can concentrate on customers, not technology. They also reduce training time. Because the robots also pick up actions after calls, staff can be available for other customers. Furthermore, follow-up information sent by robots from the customer experience teams to delivery offices is in a standard format, so operational teams know exactly what they need to do."

These examples highlight just a few of the 85 automated processes implemented across the business. Together, the impact has been colossal. So far, they've delivered £55 million—that equals an ROI over 300% above expectations.

This includes £4.8 million in employee time saved, £22.4 million in additional revenue, £17.5 million in cost reduction/avoidance, and £10.3 million in capacity creation. At the same time, almost 662,000 hours of time have been handed back to employees. This has improved employee efficiency, satisfaction, and engagement.[10]

85
automated processes implemented across the business

£55
million in ROI, over 300% above expectations

Business outcome 2: profitable growth

Becoming a well-oiled machine

From the outside, successful businesses can appear like well-oiled machines, sucking in revenues and churning out profits effortlessly. But look under the bonnet and there are often sub-optimal processes and unavoidable challenges limiting margins, even in the best run organizations.

For example, many leaders will set strategies to grow in specific markets. Doing so might require investment in product development, manufacturing, distribution, marketing, and sales. Before long, a whole new set of positions and teams are created to fulfill these tasks. In doing so, the back office expands to support them. More HR people, finance professionals, and IT managers.

In short, to grow the revenues set out in the strategy, the growth in staffing and other expenditure spirals out of control, squeezing profit margins.

Even if this is avoided, there'll be other challenges to contend with. Such as staff turnover, which can hamper efforts—especially in areas such as customer service, where churn is notoriously high.

Automation is changing all of this. For example, Swedish firm Transcom offers outsourced customer care services for some of the world's most ambitious brands. To grow while maintaining margins, it's imperative to recruit and keep customer agents. "Getting an employee to stay for one extra month can have a huge benefit. The cost of attracting and retaining staff is very high," says Jakob Westgren, Head of Agent Experience at Transcom.[11] Research suggests it could cost between $10,000 and $15,000.[12]

He's retained staff with automation that makes agents' working lives easier. Some employees were tasked with receiving meter readings from a utility firm's customers. Done manually, "The agent must input this data into an SAP system, which takes 65 clicks and needs to be done live during the call. It was a four-minute manual process," Westgren explains.

> **"Getting an employee to stay for one extra month can have a huge benefit. The cost of attracting and retaining staff is very high."**
>
> **JAKOB WESTGREN**
> Head of Agent Experience, Transcom

92%

cut the process time per call

"We built a robot that could perform all the steps quickly on screen as agents asked for the information," Westgren continues. "This not only cut the process time to 20 seconds but allowed the agents to focus on the customers." Overall, this was a time saving of 92% per call and allowed the customer and agent to have a far better value-based interaction.

For Transcom, a robot will never take a person's job. *But it could very well keep one*. And that's of vital importance to its ability to run like a well-oiled machine and sustain profitable growth.

97%

less time writing reports

Automation can also reduce labor costs by allowing existing staff to achieve more as the company grows. For example, Vietnamese supermarket chain LOTTE Mart found that manual report writing sapped employees' time and energy. It introduced automation, which took on the task, completing each report in five minutes instead of 165—a 97% decrease. This has helped to free up employees' time, enabling them to spend more effort on enhancing customer service or conducting research on consumer trends.

"The result speaks for itself," says Hoang Ngoc Minh Nghia, Business Planning & Innovation Senior Manager at LOTTE Mart Vietnam. "Automation is now an integral part of our operations and many of our employees have expressed delight at the simple genius of using software automation in our work."[13]

How automation helps accelerate profitable growth

Automation is a powerful tool that can help businesses accelerate profitable growth.

By introducing automation into the workplace, organizations can improve customer engagement, increase productive innovation, and launch new services and products quickly. Using AI technologies to manage supply and demand, companies can also improve pricing and competitiveness.

The result is higher margin growth and expanding revenue streams thanks to a renewed focus on customer acquisition, retention and growth.

AMERICAN FIDELITY |||| ™
a different opinion

100% accuracy in customized content[14]

GENERALI

€80 million saved between 2019-2021[15]

BankDhofar

60% reduction in processing costs[16]

DWP Digital

15:1 ROI from automation since 2017[17]

UBER

Case study:
Uber coordinates global operations with automation

Uber has experienced exponential growth across the globe. One of the biggest challenges this presents is containing costs, especially staffing. "How do you contain that cost?" asks Chad Aronson, Global Head of Intelligent Automation for Uber.

Like most companies embarking on their automation journey, Uber started automating financial processes. After three years, it has more than 100 automations in production, which saves the company an estimated $10 million per year.

Automation has become an asset across the organization. For example, Uber Freight billing needed to standardize its vendor billing system. Starting with one customer and one shipper, Uber Freight now handles invoices for nearly 100 customers and shippers.

"We've been able to automate invoicing for over 80 customers across seven main portals that we use daily, which raises customer satisfaction as well as decreasing errors," said Kasumi Billington, Finance Operations for Uber Freight.

"We began managing less than 20% of our invoices through automation two years ago, and now we're able to issue over 70% of our portal invoices monthly. With a reduced number of errors, thanks to automation, team members can now focus on problem-solving rather than just transactional tasks."

Automated business processes have had a significant impact on Uber's operations and revenue. In London, for example, Uber Freight was at risk of losing its license to operate because it was scaling so fast it was having trouble tracking safety procedures. It took six weeks to build a bot to maintain start-to-finish tracking of all safety measures to satisfy regulators. If Uber had lost its freight license in London, it'd have cost 3% to 4% of the company's total revenue. To put this in context, Uber's global revenue for 2022 was $29,048 billion.[18]

Overall, automation has saved the business more than $22 million in three years, creating a return of 350%. As it's grown, it's been able to minimize the associated costs and therefore support profitability.[19]

100
processes automated across the business

$10M
estimated savings per year in financial processes

Business outcome 3: managed risk and maximized compliance

Watertight processes that protect a business

The burden of regulation across the globe keeps growing. Every sector must deal with it—at every level. For example, the General Data Protection Regulation (GDPR) affects all businesses in the EU, from the smallest of independents to the largest of corporates.

Meanwhile, highly regulated sectors such as financial services must deal with a complex web of issues, from anti-money laundering and fraud protection to spotting the proceeds of environmental crime and following government sanctions, such as those aimed at Russia.

Furthermore, organizations must illustrate an absence of rule-breaking, which is a high bar. Recent political climate changes have resulted in sanction lists being updated daily, with international and local regulations seeing constant evolution. This turbulence, coupled with new technologies such as instant payments, creates real operational challenges throughout businesses. Spotting and stopping fraud is increasingly problematic, and following new regulations is difficult unless processes and systems can be rapidly and accordingly transformed.

As a result, the projected total cost of financial crime compliance across financial institutions worldwide in 2022 was $274.1 billion alone, up from $213.9 billion in 2020.[20] Much of this will come from the need to employ large teams of people to gather data, manage processes and provide evidence. Add in other compliance costs and the impact is colossal.

Often, the only way to keep on top of this colossal challenge is through automation. Federal Bank, a leading Indian private sector bank, faced a new regulatory requirement related to managing and merging unique customer identification codes (UCIC) to identify customers.

Doing so manually would have been extremely time-consuming—and a deadline was approaching. "Early projections showed that this project was going to be so large that it could require as many as ten employees, and up to a year to complete," says Roshni Majeed, Assistant Vice President and first RPA champion at Federal Bank.[21]

> **"The UiPath robot helped us get it done in 50% of the time it originally took. We were able to get this important project done in six months."**
>
> **SHALINI WARRIER**
> Chief Operating Officer, Federal Bank

50%

less time to complete new regulatory requirement

>65%

time savings for data reconciliation

"The UiPath robot helped us get it done in 50% of the time it originally took. We were able to get this important project done in six months," added Shalini Warrier, Chief Operating Officer at Federal Bank.

Meanwhile, the Indian network of hospitals, Max Healthcare, faced challenges in processing large volumes of patient transactions while guaranteeing the accuracy and security of documents. This is a huge challenge considering it has 14 hospitals with 29 specialties and over 2,300 leading doctors. It adopted automation to streamline high-volume processes like claims processing, data entry, and reconciliation for government healthcare schemes.

"We were doing lots of activities manually," recalls Yogesh Gupta, Sr. VP Finance & Accounting at Max Healthcare. "Therefore, accuracy and frequency were a challenge; people were not able to complete activities on time." The organization began using automation and there was no looking back after that.

The impact has been a 65%-75% time saving when dealing with two major projects: Data Reconciliation for Central Government Health Scheme (CGHS) and Data Reconciliation for Ex-Servicemen Contributory Health Scheme (ECHS). This was a huge undertaking across 29 hospitals.

How automation helps manage risk and maximize compliance

Businesses today face numerous challenges with compliance and regulations, resulting in financial and reputational loss.

The ever-changing regulatory landscape further complicates matters, requiring constant monitoring and updates. Additionally, manual data aggregation for audits and human errors can cause businesses to miss contractual obligations, leading to further legal implications.

Automation can play a crucial role in managing these challenges. By implementing a platform that quickly incorporates new compliance rules, businesses can keep up with evolving regulations and reduce the risk of non-compliance. Automations with logging and auditing capabilities can also provide accurate and robust tracking of critical processes, guaranteeing that no details are missed.

The business impact of automation in risk management and compliance is significant.

By reducing risk and minimizing negative outcomes, organizations can focus on more complex cases requiring human ingenuity, leading to more effective decision making. Complete compliance with relevant regulations and internal audits helps avoid fines and suspension of service, thus maintaining a positive reputation.

Overall, automation can drive efficiency, reduce costs, and increase customer trust, ultimately leading to greater success in today's competitive business landscape.

(H·F) HEALTH FIDELITY

1.2M records processed by 14 robots (200 a day)[22]

FEDERAL BANK
YOUR PERFECT BANKING PARTNER

50% shorter turnaround time of a critical compliance process[23]

✚ MAX Healthcare

>65% less time processing data across 29 hospitals[24]

B·A·L

10,000 hours of work saved over 6 months[25]

Case study:
HIPAA-compliant extraction of 1.2 million records (and counting)

Health Fidelity is a software firm transforming risk adjustment in the healthcare industry with solutions for those organizations that participate in Medicare Advantage Affordable Care Act (ACA), Medicaid, and Medicare Accountable Care Organization (ACO) programs.

The company uses natural language processing (NLP) technology to extract valuable insights from patient charts and electronic medical records (EMRs) to help its clients successfully manage clinical and financial risk.

Traditionally, clinical records are underused in risk adjustment because it can cost up to $15 per record for manual chart retrieval. Using automation, Health Fidelity offers its clients a faster, more economical way to automatically extract all medical records from remote electronic healthcare records (EHRs) in a secure and HIPAA-compliant manner without disrupting providers.

"We extract physician-to-patient transcribed documentation from a number of EMRs," says Joe, Bonazza, Director of Data Integration at Health Fidelity. "This can include document types such as progress notes, consultations, discharge summaries, and more. It can be hard to find the right information in clinical charts, yet using a manual approach to extract meaningful information tends to be costly, labor-intensive, time-consuming, and error-prone."

"We quickly determined that UiPath and its RPA technology could give us a better way to extract members' clinical documents, and do it in a HIPAA-compliant manner with little to no involvement from our clients' technical resources," Bonazza adds.

It's been highly successful. "To date, we have extracted more than 1.2 million clinical documents using UiPath robots and RPA technology," said Bonazza. "Creating this automated ingestion path is really enhancing our data services' ability to pull clinical information from a wider variety of locations faster than we could manually."

1.2M
clinical documents extracted using UiPath robots and RPA technology

200
average number of member documents extracted per day

Business outcome 4: improved customer experience and increased employee engagement

Putting people first

All technologies are tools—to be used by humans to improve their lives. From the invention of the first cutting stones 3.3 million years ago[26] to the introduction of generative AI, these innovations exist to serve people.

Automation is no different. It has one goal—to put people first and improve their existence. For employees, this often means being released from mundane work to concentrate on tasks that bring fulfillment to them and value to the business. It also provides time to investigate the possibility of re-skilling or up-skilling.

Javier Castellanos, Head of the Robot Factory at telecoms giant Orange, says, "We have a wealth of talent in the company and the robots are allowing us to bring this out and leverage it, by freeing us from those tasks that we all know have to be done but do not satisfy us either personally or professionally."[27]

There's little doubt that Castellanos' thoughts are echoed by almost every worker the world over. No one wants to spend a large proportion of their life doing dull, menial tasks that bring about very little job satisfaction. For example, there are many instances of highly qualified financial services professionals working in shared services centers as little more than data entry clerks.

For customers, automation can revolutionize their experience with a brand. It starts by improving relationships because employees have more time for customer contact.

They can better determine customer needs and anticipate or respond to demand while also having data at their fingertips thanks to automated data collection.

It can also speed up responses. An automation can receive an enquiry, compile a response by extracting data from multiple systems, assign a salesperson, and provide a reply. This makes sure customers get what they want while businesses don't miss a lead. Or in the public sector, citizens get the services they demand.

Employees at the UKs Department for Education (DfE) and Education Skills Funding Agency (ESFA) have adopted automation to make their time increasingly productive. One of its software robots is called Arnold, jokingly referencing Arnold Schwarzenegger and his role as The Terminator. Yet the job he does couldn't be more important.

"Arnold is able to read the 60,000 emails we receive each month and classify which team needs to handle them before adding the details to our CRM system," says Sophie Stewart, Lead Data Scientist and RPA Lead at the DfE. "Previously, these emails were queued in an inbox for two and a half days, which has been reduced to four minutes. Considering the messages might contain crucial information about a child protection issue, the impact this makes is huge."[28]

When the stakes are so high, having a fast response can't be underestimated. It's not just a matter of improving customer experience, but changing lives for the better.

> ## "We have a wealth of talent in the company and the robots are allowing us to bring this out and leverage it."
>
> **JAVIER CASTELLANOS**
> Head of the Robot Factory, Orange

How automation helps improve employee and customer experience

Businesses face numerous challenges regarding delivering a positive experience for their customers and employees.

Restrictive processes and systems can hinder self-service, resulting in slow resolution times and low satisfaction levels. Additionally, multiple systems that don't communicate with one another can make it difficult for customers and employees to have positive interactions.

High levels of employee burnout and frustration from mundane and repetitive tasks can lead to a loss of time, motivation and productivity—ultimately increasing employee churn.

Automation can play a crucial role in addressing these challenges. By streamlining systems and processes, organizations can enhance the overall customer and employee experience. Furthermore, involving employees in the automation plan can increase engagement and motivation while also shortening training cycles and improving time to value.

The business impact of automation in improving employee and customer experience is significant.

Moreover, businesses that use automation to improve employee experience can attract and retain the best talent, becoming an employer of choice, while customer satisfaction can be increased through improved interaction, support and service, driving loyalty and revenue growth.

Overall, automation can drive efficiency, reduce costs, and improve customer and employee satisfaction, leading to greater success in today's competitive business landscape.

AMERICAN FIDELITY
a different opinion

100% accuracy in customer content[29]

CARGLASS®

99% positive technician experience with UiPath Apps[30]

NOS

7x customer onboarding for faster discount card approval process[31]

NOS

40 skills development for internal staff converted to automation developers[32]

Case study:
RPA improves the lives of citizens for the City of Copenhagen

Delivering excellent customer service is at the heart of every government institution. At the Municipality of Copenhagen, this means empowering staff to handle growing workloads while staying within strict spending guidelines.

Rasmus Lund Stisager, RPA Team Leader at the Municipality, says, "Copenhagen has to serve a growing population with the same or a reduced budget and because of this we are always looking for new ways to automate and do things smarter."

Automation was an ideal technology to help meet this obligation as it allowed Copenhagen to streamline its processes and deliver better citizen services.

"Our Municipality is highly digitized. But we could see that RPA offered us something new. It was able to go through data, work between systems, and skip integrations. That was new. We could see that many of our general administration and shared services processes were suitable for RPA," says Rasmus.

Today, Copenhagen has automated over 75 of its processes across its seven committees. It's assembled a digital workforce of six unattended and 50 attended robots. The council and its citizens are beginning to see the benefits.

For example, the council must respond quickly to requests for citizens who want to know exactly what information it holds on them. This is a very time-consuming process. It requires accessing multiple systems, consolidating information, redacting sensitive information, building a report and sending it to the citizen. It can take an employee up to 10 hours to complete the task and there's potential for error and omission.

A robot cuts the time in half and provides highly accurate information. This automation is starting to be rolled out to all committees, with one reporting that it alone has freed almost 8,500 hours per year—the equivalent of six full-time employees—to help meet the growing demand for its services. Rasmus says, "Improving our processes leads to faster response time and better service delivery."[33]

75
processes automated across seven committees

8,500
hours freed per year—the equivalent of six full-time employees

Achieving business outcomes to drive organizational performance

Automation is changing the world. It's proven itself again and again as one of the most revolutionary technologies regarding the way organizations operate. Increasingly, leaders are noticing it as a strategic asset, not just a smart way to optimize specific processes.

As the case studies have shown, it can enable higher revenues and profitable growth. Happier customers and employees. A permanently transformed cost structure. The ability to, at long last, use digital technologies to their fullest potential. And far greater efficiency, speed, and responsiveness.

It's all being delivered with a single platform: delivering fast, resilient, automation-fueled transformation. This is the UiPath Business Automation Platform.

Next steps

We hope we've inspired you with these stories. Whether they're from huge household names or organizations you've just learnt about, one thing binds them together: they're realizing true business outcomes that really matter. Now it's your turn, because it's not a matter of if, but when.

When the time comes, we're here to help.

Get in touch →

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18 Macrotrends, Uber Technologies Revenue 2017-2022

19 UiPath, Uber Coordinates Global Operations with Help from UiPath RPA

20 Lexisnexis Risk Solutions, Global True Cost of Compliance

21 UiPath, Federal Bank Partners with UiPath to Meet a Nearly Impossible Compliance Deadline

22 UiPath, HIPAA-Compliant Extraction of 1.2 Million Records (and Counting)

23 UiPath, Federal Bank Partners with UiPath to Meet a Nearly Impossible Compliance Deadline

24 UiPath, Max Healthcare Improves Efficiency with UiPath Robots

25 UiPath, The Leading Global Corporate Immigration Firm Ups Its Automation Commitment

26 Science, World's oldest stone tools discovered in Kenya

27 UiPath, The Orange Robot Factory Leverages RPA to Fulfill CEO's Vision for Business Transformation

28 UiPath, Employees Leading the Robot Revolution at the Department for Education

29 UiPath, UiPath and DataRobot Help American Fidelity "Drop the Drudgery"

30 UiPath, With UiPath Apps, Carglass Grows Sales and Employee Satisfaction

31 UiPath, RPA Brings Simplicity and Quality to Customers and Employees at NOS

32 UiPath, RPA Brings Simplicity and Quality to Customers and Employees at NOS

33 UiPath, RPA Improves the Lives of Employees and Citizens for the City of Copenhagen

About UiPath

UiPath (NYSE: PATH) is on a mission to uplevel knowledge work so more people can work more creatively, collaboratively, and strategically. The AI-powered UiPath Business Automation Platform combines the leading robotic process automation (RPA) solution with a full suite of capabilities to understand, automate, and operate end-to-end processes, offering unprecedented time-to-value. For organizations that need to evolve to survive and thrive through increasingly changing times, UiPath is The Foundation of Innovation™. For more information, visit www.uipath.com.