



Automation Anywhere (AA) Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Senior Analyst at a software R&D company with 10,001+ employees

**Jayaraj
Pachiyappan**

WHAT IS OUR PRIMARY USE CASE?

The primary use case is for the financial services industry where we do tax credit for different departments. We do automation for them.

HOW HAS IT HELPED MY ORGANIZATION?

If I have to go into an application and download the information to do some cleanup activity, then I have to do that by manually. This might take somewhere around an hour or an hour and a half. By using Automation Anywhere, I'm saving that time. I can use that time for a valuable purpose.

WHAT IS MOST VALUABLE?

IQ Bot is a valuable feature. It processes unstructured data to structured data. It helps me by making tasks less time consuming. It reduces the effort it takes versus manually.

WHAT NEEDS IMPROVEMENT?

I would like to have some of the features that I have seen for future releases. I'm using the outdated version, as compared to the current one. That's the reason I'm rating it as a seven out of 10. If I was using the latest version and all its features, then I might rate it a bit higher.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

In terms of stability, the tool is stable. I don't see errors occurring during the production or development stages.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Because I am using an older version, I am rating the scalability as a seven out of 10. I feel a lack of convenience when I try to scale it. When I use an upgrade version of Automation Anywhere and I don't feel this anymore, then I will rate the scalability better.



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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

We have reached out to Automation Anywhere when we deployed our system. I was not able to use a few of the commands and the system was overwriting a set of folders. Then, we got support from the Automation Anywhere tech center. I would rate the technical support as a 10 out of 10.

HOW WAS THE INITIAL SETUP?

Automation Anywhere is installed with a VM, then it will be handed over to us. That's how it works.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We have a center of excellence team.

WHAT WAS OUR ROI?

We calculate our ROI as FTE and dollar savings.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

It costs up to \$1,200 per license.

WHICH OTHER SOLUTIONS DID I EVALUATE?

No other competitors have the cloud-based feature that Automation Anywhere is launching with its A2019 version. I am excited to explore this feature more.

WHAT OTHER ADVICE DO I HAVE?

I recommend Automation Anywhere. This product makes my life easier. It has been a very robust product to use in all our segments.

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