

KRYON

Kryon RPA

Review From A Customer

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Review by a Real User

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BI and Data Warehouse Developer at a financial services firm with 501-1,000 employees

BIAndWare660

WHAT IS OUR PRIMARY USE CASE?

We have legacy software in our company. Some processes in our company are being done manually. There are very routine jobs, processes where people are sitting in front of a computer and typing data. This software, Kryon, enables us to make these processes more automated. We program the software, we run the use case with the software and now, instead of things being done manually, they're being done automatically. It's helping leave all this old legacy software which doesn't have APIs. We wouldn't be able to do it otherwise.

HOW HAS IT HELPED MY ORGANIZATION?

We cannot get into this legacy software. There are no APIs. It would cost a lot of money if we wanted to develop something like an API. This software enables us to overcome this API problem, automate things, and do it relatively quickly. It's low-cost development. We're a bank. We get money transferred to the bank from other banks, but some of the data can be wrong. We know it's money coming to our bank, through a money transfer system in Israel of which we are a part. But if we cannot recognize which account number it belongs to, regulations require us to send the money back to the bank that transferred it to us. This happened every day. Until we had this Kryon RPA solution, there was a person sitting in front of a computer typing these transactions into the legacy system. It was all manual work and the person doing it would work, say, two hours a day doing these transactions. Now it's done automatically. So it's not just that we're saving the time of this person having to do this typing, but we have also improved this specific person's job satisfaction. She doesn't have to do this boring, hard work. Not only are we saving valuable time of our employees, but there is added value, like fewer typing mistakes.

WHAT IS MOST VALUABLE?

The recording feature enables us to record what we're doing, like typing or clicking the mouse, and to identify objects on the screen. We basically teach the program how to type, instead of a person. That's the most powerful feature. That's valuable for us because it's the only way we can automate this process.

WHAT NEEDS IMPROVEMENT?

I would like to see a better OCR solution. That's the main thing: identifying unstructured data, like all paper documents and data from pictures. Also, because we are in Israel - Hebrew is a hard language - we'd like it to better handle Hebrew.

FOR HOW LONG HAVE I USED THE SOLUTION?

We started using Kryon about six months ago in production.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We had some issues, but it's relatively stable. We didn't have any major issues. Their support helped us a lot. Some of the issues we had were because we didn't know how to work properly with the product. But it's working and it's doing its job. I'm relatively satisfied with the system.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We don't yet have a lot of processes in production, so I don't have experience with its scalability. I don't see any problem, why the product would not be scalable. But we don't have a mass of processes, so I can't say anything further. So far, we have automated six processes, about one process a month. Of course, we have plans to try to put through two processes a month into production. We're planning on doing tens of processes in the next year. We want even more, but that depends mainly on us.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is very good. They answer fast and they know what they're doing. We have had a very good experience with them.

IF YOU PREVIOUSLY USED A DIFFERENT SOLUTION, WHICH ONE DID YOU USE AND WHY DID YOU SWITCH?

We used nothing before Kryon.

HOW WAS THE INITIAL SETUP?

It's hard to say whether the setup was straightforward or complex. I think it's quite simple. But because of all the security requirements for data at our bank, we couldn't do it in a straight way. We had to go a very different way, so it wasn't so straightforward. I don't know if it's our fault, because of all the security issues we have, or if it's a product fault. Let's put it at 50/50. It took about a month-and-a-half, from the beginning of the deployment with Kryon, until we solved everything, and we could run our first process in a production environment. Our deployment strategy included internal meetings, trying to map the processes we wanted to automate. Second, we started negotiations with Kryon for buying their product. Then we started learning the tool and how to work with it. At the same time, we started installing it on our server in our company. After we finished the basic installation of the development studio, we started developing our processes. That was the month-and-a-half. We were installing the program and dealing with all the security issues. And at the same time, we mapped our processes and development. After we finished with them, we continued mapping and identifying the other processes in our company. Kryon has been advising us, not only about installing, but also by giving us best practices on how to map and how to identify the processes that we can automate in our company.

WHAT ABOUT THE IMPLEMENTATION TEAM?

Kryon assisted us with the deployment. It was a very good experience. They were really committed to our success. They were very informative and helpful. They solved the problems and the issues we had to deal with. I have a very positive opinion about them.

WHAT WAS OUR ROI?

We have definitely seen return on investment. We are checking it all the time. By the end of this year we will have returned the investment, and we will start gaining more. Most of the money goes to developers' salaries, people working at the bank, rather than the licensing. Including the salaries, we expect that by the end of this year, we'll return the investment.

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

For an unattended robot it's \$6000 a month. Right now we have three unattended robots.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We checked out Blue Prism and Automation Anywhere. Even though we have deployed Kryon, we are still checking other solutions. Maybe they will be valuable in different processes. We decided that Kryon would be the best, mainly because they have the most installations and production in Israel. They have quite a lot of experience.

WHAT OTHER ADVICE DO I HAVE?

I would highly recommend getting a commitment from the vendor - and not only from Kryon. It's hard to get the vendor's commitment and to know, when you sign the agreement, what the SLAs for dealing with your problems are, and how committed they are to you as a client. The second thing is that more important than the source of the RPA solution is the way your company handles the automation of processes. It's a very big issue in a company. Employees are scared they will lose their jobs. It's something you have to deal with no matter what the RPA solution: how you manage these changes in your company. Kryon and others have a very methodical way to do this by creating a center of excellence, etc. It's very important to do this even before you choose your vendor. You need to address peoples' fears, that's the main thing. A good organization will not send people away, but will find them more valuable things to do, instead of the very routine things that RPA can do instead of them. You have to address many people at many levels, that this is something that you have from now on. Every new product, everything you have, they should know that you have an automation tool that you can use. It's very powerful. It's helping make things more accurate and faster. It's a change, not just because people fear losing their jobs, but in many other aspects. Even management has to know about it, about the capabilities of these tools. The users are developers. We have two developers and I am a system administrator. This program is for developers who develop the processes. Once the processes are developed, we can replace business users in certain jobs. The three of us, and perhaps two others who are administrators of our VM machines and who deal with security issues, handle deployment and maintenance.