

KRYON

Kryon RPA

Review From A Customer

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

Review by a Real User

Verified by IT Central Station



Director at a tech services company with 10,001+ employees

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WHAT IS OUR PRIMARY USE CASE?

We use Kryon in a number of use cases. We have done a lot of work in the insurance industry, especially client-onboarding. We are also working on AML, anti-money laundering. Another use case is data extraction from invoices, using the Kryon platform.

HOW HAS IT HELPED MY ORGANIZATION?

To give you an example, we worked on a client-onboarding scenario. Client-onboarding, when run manually, was typically taking about 45 minutes for just one customer, because the process is so lengthy and because of the amount of information required. In addition, it was updating four systems and there was work done to match the systems, which required a migration piece. Now, with automation, we capture it once, in one system, and then onboard this information to two or three other systems. It now takes a maximum of about eight minutes, compared to the 45 minutes of work when it was done manually. It has definitely also helped our workforce embrace digital transformation. We have implemented this with onboarding processes, email processes, and the like. It has now spread to multiple LOBs and they're talking to us, including HR, finance, and more. The bots result in a lot of effort saved and that means we don't need to hire people to do certain jobs. It's saving money on FTEs. I estimate that when we run a business use case, the typical savings are four to five FTEs per month. In terms of business analysts' time, out of eight hours, typically four hours are saved. Operational efficiency has increased more than 50 to 60 percent. Finally, it saves us time when launching new automation processes, by about 30 percent.

WHAT IS MOST VALUABLE?

The best feature is its reporting. The core features of Kryon are the best. In addition, the number of commands it gives us to edit and modify is really good. It also captures screen activities and plays them back. I'm a technical guy, so it's very easy for me to do it. If I imagine giving this to a business guy, it is really amazing, because he knows what action he is going to perform.

WHAT NEEDS IMPROVEMENT?

With respect to web-based applications that we have, Kryon may not be able to do certain things in terms of technology and support. Also, there are limitations on integrations with other platforms like ServiceNow. There are some issues integrating. It's not a really an open system. The product, its design, etc., is really good, but they have to look at the openness, how to integrate with other products which are available in the market, as well as with our own solutions. You can do integration but it is not so easy. You have to build certain things to integrate. It's not like an open API is available. It's there but it's not really open compared to competitors.

FOR HOW LONG HAVE I USED THE SOLUTION?

We've been using Kryon for close to three years now.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The only challenge today is that when we migrate to a new version, there is a lot of work. We need to roll it back. Once migrated, we cannot roll it back easily. There are a lot of things that need to change. We've asked Kryon to build a complete package so that migration can easily happen from one version to another version. For example, 5.1 to 5.4 was really a nightmare for us. It was more to do with the number of assets we had. When they changed to 5.4, with the new enhancements, some of the scripts were failing after we migrated, and we had a whole list of issues. We had to reconfigure certain elements. It was effort. It was not an easy migration.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We are now doing close to 20 processes. It still works fine. There are no issues from the scalability point of view.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is there in some of the regions. In APAC it is good. One or two years back, it was not there. They've improved since then. They are able to support us if that is required.

HOW WAS THE INITIAL SETUP?

The initial setup took some time because there are a number of components. There is a server, Studio, etc., so it takes some time to set up properly. But once it is set up, it's easy to work with. But the initial setup requires some time. Setting up a server typically takes three to five days. We go through a process where we regulate things, we make sure we validate the software, and we that we have approval. Our implementation strategy was to first set up a pilot. After the pilot, we wanted to go full-blown. That's when we looked at infrastructure for development, testing, and production. We then started bringing a lot more LOBs in, to grow and develop.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We used Kryon consultants, and some of our team members also got trained and certified so that we could take over that piece. Initially it was a joint effort and after that we took over. Our experience with Kryon consulting was good. They follow certain guidelines, they don't allow any unwanted consultants to implement or do anything. They make sure consultants are certified in the product and that they have experience. That was good. That's how they start with all customers.

WHAT WAS OUR ROI?

If we look at the number of FTEs saved, there is definitely ROI from those savings. In fact, we are collecting metrics on that now, to know how much value we've had. Over the three years we have had close to \$300,000.

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

Our licensing cost is close to \$80,000 US per year and that includes the server, Studio, and both attended and unattended bots. There are no costs in addition to the standard licensing fees.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We evaluated a few solutions but Kryon was the platform we chose. We evaluated UiPath and Kofax. We found Kryon to be a good platform so we engaged it. It is easy to use, no integrations were required, there are no plugins to download. Our platform includes mainframe and client-server. At the time we were evaluating, UiPath was not really working out well. If we were to compare now it's a different scenario, but two years back it was a nightmare.

WHAT OTHER ADVICE DO I HAVE?

My advice is to follow the right set of instructions and best practices, even before you implement automation. Look at what is available, at how you do it. If you don't follow those instructions, you may find it difficult, but once you know exactly how to use it and what to do, it works. Have training properly done and after that start looking at implementation. It's really good for end-to-end RPA. The way we work is we do a discovery manually rather than using an automated discovery process. Once we identify a process and we run through a complete lifecycle of it. We then work on the design elements, how to run the exceptions, etc. We make sure that UAT is done, that it is tested well. We then make sure that the business users accept the process, how it's going to work. We then validate the bot, make sure we get a sign-off from them, and then we go to production. We do one week or two weeks off thorough checking on production to make sure there are no exceptions or issues. We then hand it over to the client to run it. In terms of the ease of use of Kryon for business users with no technical background, that's a key area. What we say to them is, if you're not familiar with Kryon and you want to automate, there is a basic, fundamental, one-day workshop. It will give you at least an idea of how to record, what the options are, what you should look for - the key things to learn about some of the elements of the Kryon platform. Then they're good to go. I see that users are then happily recording things and playing them back. So Kryon provides ease of use where they are not really struggling. If somebody knows Excel, that person can easily run Kryon. We have business users and we have some developers. It's a small team of five to eight people, including the business users. In terms of deployment and maintenance of Kryon, we currently have a very small number of processes. There is an agenda to grow big. We're looking at more than taking more 30 live so we are bringing in external consultants to help us do that job. We want to keep a lean team right now, because once we go live we will need to do more of the production support and maintenance of the bots. We will only do small-scale development in-house. If it gets to a complex level, we will get a team of consultants to help us. In terms of infrastructure, we have one guy dedicated to that right now. I would rate Kryon at seven out of ten. There are the migration issues and they need to support web-based apps.

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