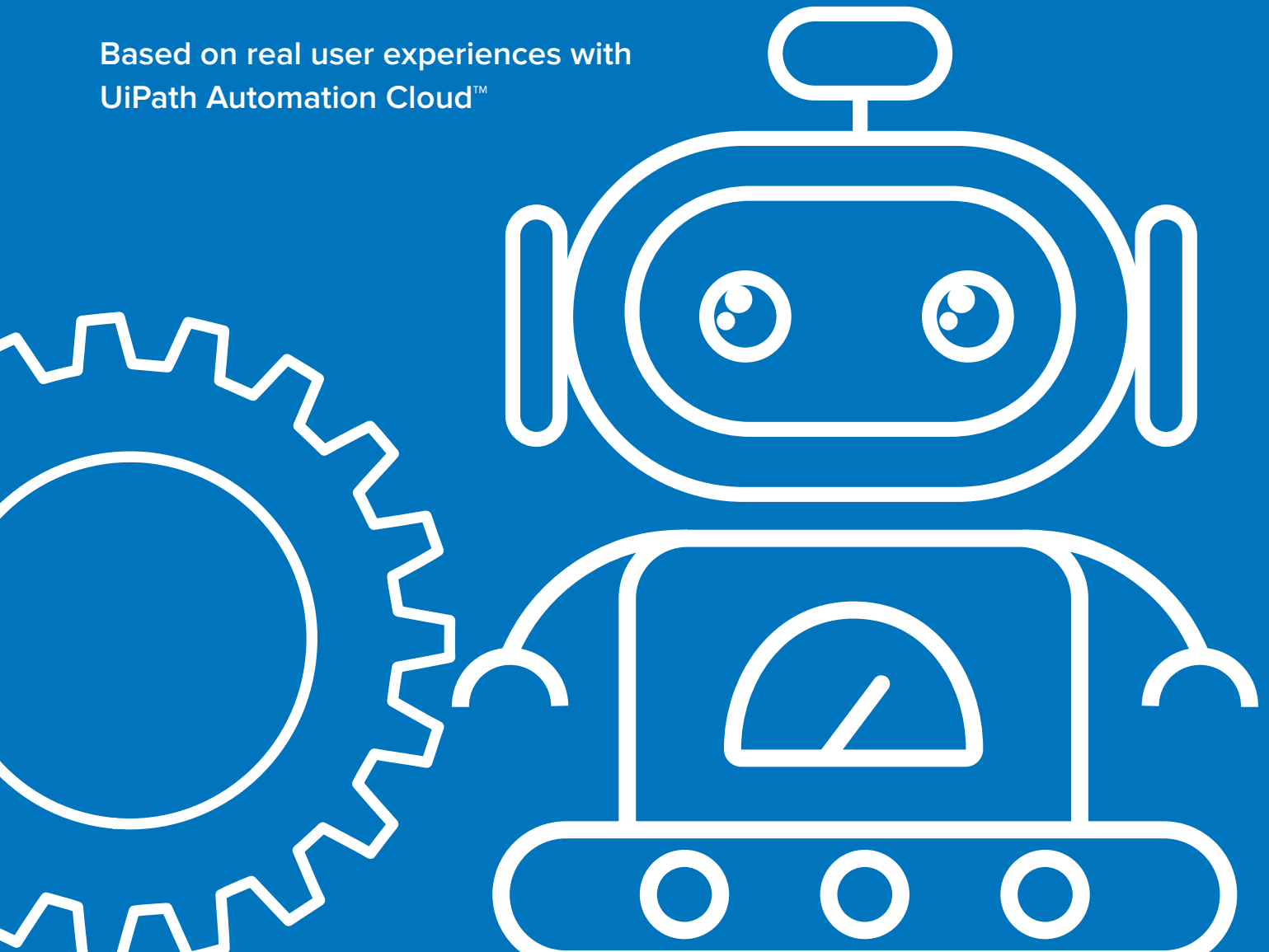


# Making the Move to Cloud-Based RPA: Key Considerations

Based on real user experiences with  
UiPath Automation Cloud™



# ABSTRACT

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Robotic Process Automation (RPA) system owners are starting to migrate to the cloud, which offers the advantages of flexibility and cost savings. This paper looks at key factors to consider when adopting cloud RPA or establishing a hybrid cloud/on-premises RPA deployment. These include speed, security, economics, scalability and integration. It is based on user experiences with UiPath Automation Cloud™, as described in reviews on IT Central Station.

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# INTRODUCTION

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As Robotic Process Automation (RPA) gains traction in the business world, system owners are starting to see potential advantages in moving to cloud-based RPA solutions. While not suitable for every RPA use case, the cloud offers a number of advantages, including flexibility and cost reductions. What does it take to be successful with RPA in the cloud? This paper offers insights, based on user experiences with UiPath Automation Cloud™ described in reviews on IT Central Station. Key factors to consider when adopting cloud or hybrid cloud RPA include being able move quickly, staying secure, focusing on economics, and selecting a solution that enables scalability and easy integration.

# Cloud RPA Use Cases and Hybrid Approaches to RPA

IT Central Station members are utilizing RPA in the cloud, and in some cases, hybrid cloud/on-premises deployments. For example, a Senior RPA Developer at a mining and metals company with more than 5,000 employees is using UiPath in the cloud to [automate business processes](#) like reporting that has to be repeated on a monthly basis. He's also having RPA robots handle automatic generation of invoices. This user prefers cloud RPA over its on-premises counterpart because, as he said, "It means that we have the latest version without having to upgrade the systems. We always have the latest version of the Studio, for example, and there's no disruption to our services."



A Senior Analyst at an energy/utilities company with over 10,000 employees uses cloud RPA together with ServiceNow for [maintaining tickets](#). He said, “Our task works to automate some scenarios such as software updates. In that scenario, there are some repeated steps. We use UiPath with Python scripting to automate those repetitive steps.”

Convenience and geography are what prompted a Senior Analyst at a tech services company with over 10,000 employees to favor cloud RPA. His team’s use case was for a credit-based client that required [UI automation for their application](#). They selected UiPath Automation Cloud™ because their team is spread across different geographical locations around the world. He shared that they had different RPA developers who were developing the script simultaneously and putting it on the system. He said, “Due to the cloud offering, we were able to move the bots to production using

a click of a button. We were able to get our prototypes into production very quickly.”

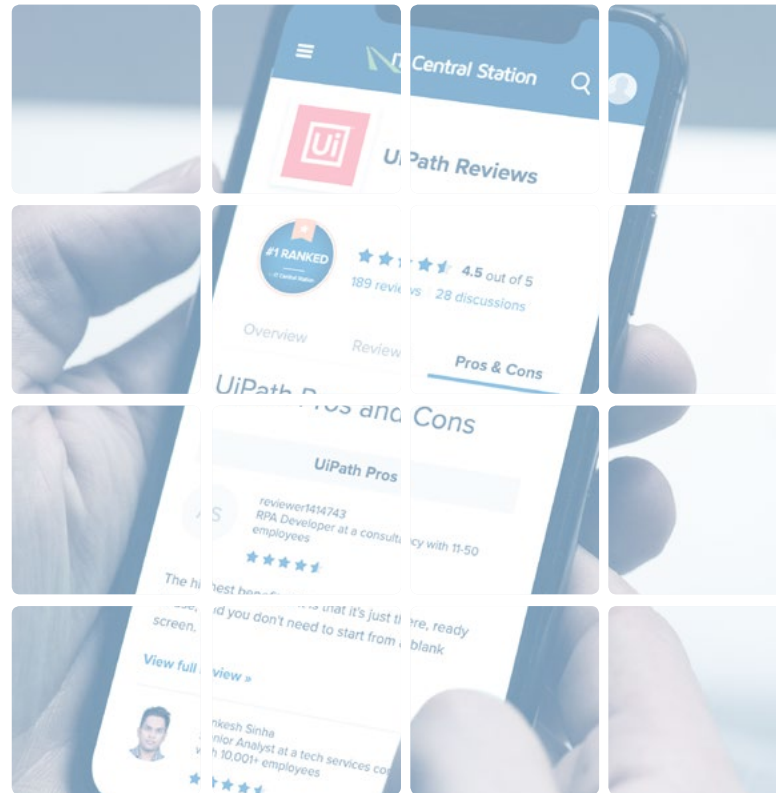
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**We were able to get our prototypes into production very quickly.**

For a Lead Engineer RPA at a computer software company with over 10,000 employees, the cloud RPA use cases involved business processes like [reconciliation and reporting](#) on SAP and Salesforce. He remarked, “Our most recent use case is related to documents, like the invoices coming from customers. We have to extract that data from invoices via different formats. For example, some are digital formats and some are scanned formats. So, we have to extract the data, which we are doing with the help of UiPath. We are using both attended and unattended automation.”

# Key Considerations for Adopting Cloud RPA

What does it take to make cloud RPA a success? According to users on IT Central Station, a cloud RPA solution should make it possible to move quickly in RPA execution. The solution’s integration capabilities need to be robust. Scalability is critical, as are security, compliance and the ability to drive positive economic outcomes.



## Being Able to Move Quickly

“The fact that this is a SaaS solution means we are able to [innovate much faster](#) when it comes to automation,” said the energy company Senior Analyst. He added, “We have been able to complete use cases in as little as one month. The speed is much better because we’re doing it in the cloud.” The Senior RPA Developer at the mining and metals company similarly found that “having the cloud-based version allows us to [be at the latest version](#) of UiPath Orchestrator and different products without having to take care of the upgrade process.”

The product’s portal enables Senior RPA Developer’s team to consider more complex setups. To this point, he said, “In the past, I would never allow certain configurations because they would either be a security risk or it would just create more problems than solutions. Now with the current interface, especially with what they will be adding in the future in terms of more governance from the platform, they just enable you to do more complex things. It allows you to go a little bit beyond what the normal scope would be.”

Being able to move prototypes, which were

in PoC stages, [very quickly](#) into production was what mattered to the tech services Senior Analyst. He explained, “There has been more collaboration happening because of the cloud implementation. Because we have different geographical locations where in RPA bots are getting developed, at the end of the day, everything is pushed into Orchestrator Cloud. From there, we can execute it. In terms of collaboration, this has been very helpful.” Figure 1 depicts this worldwide workflow.

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**We have been able to complete use cases in as little as one month.**

In particular, he added, “As part of this Automation Cloud™ offering, we didn’t have to waste any time after we got the business nod, saying, ‘Hey, you guys can go ahead and implement this full-fledged solution.’ Since the

orchestration capabilities are there, the moment we received an email from the business, we shot out an email, ‘Hey, we are getting these pieces and have already created the credentials. Tomorrow, you can get the ball rolling in terms of solution development.’”

## Integration Capabilities

RPA is, by definition, very integration oriented. A cloud RPA solution has to integrate with and optimize the capabilities of the entire UiPath Platform. In this context, the tech services Senior Analyst observed that the most valuable feature of UiPath Automation Cloud™ is Orchestrator. He said, “Even if we have the RPA developers spread across different geographical locations, we are able to get the bot ready and pushed into Orchestrator, where [any non-technical guy](#) can come in and run the process.”

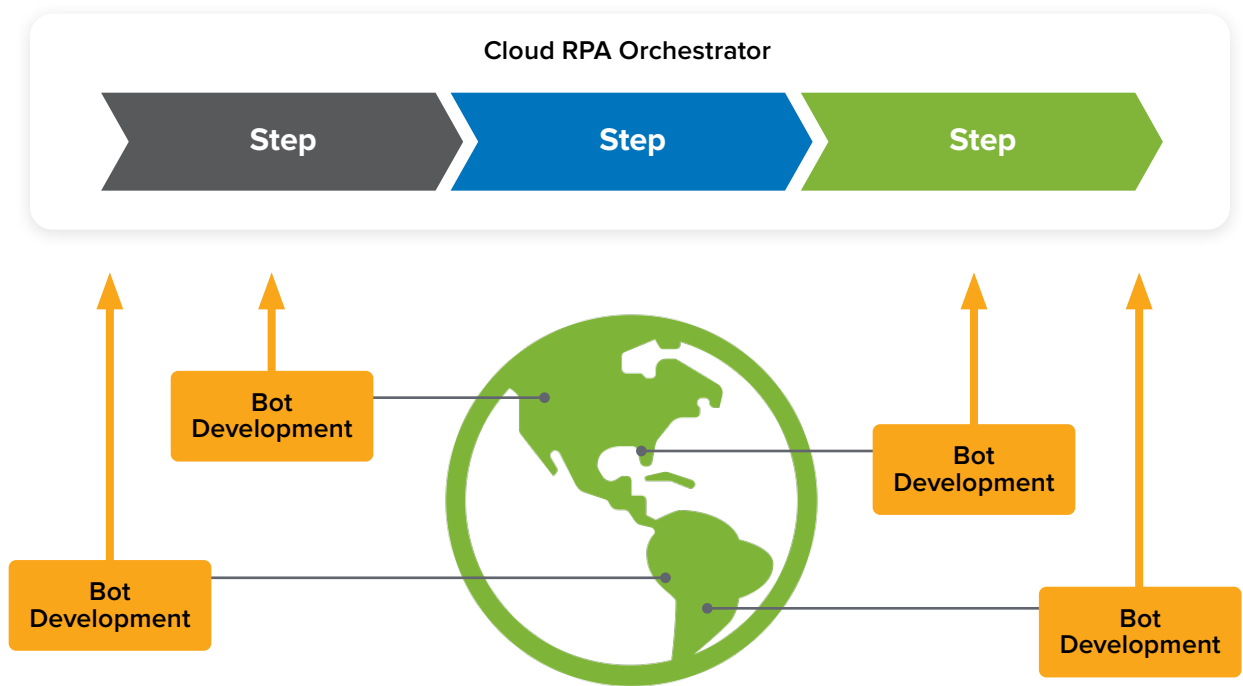


Figure 1 – Bot developers around the world can all contribute bots easily to a single cloud-based RPA orchestrator.



Integration with Enterprise Resource Planning (ERP) solutions stood out to a Robotics Engineer at Siemens Industry, a manufacturing company with over 10,000 employees. He related, “UiPath provides [lots of integration](#) to our ERP application and lots of new updates are coming out day by day. It helps us to automate our tasks.”

Other notable comments about the importance of integration included:

- “One of the most valuable features is its ability to [allow us to integrate](#) any external script’s code or any other scripting file.” - Intelligent Robot Developer at a computer software company with over 1,000 employees
- “UiPath provides [good integration](#). It’s easily integrated with other solutions, whether web-based or desktop applications. Whatever your use case, you can automate it via UiPath. It’s very easy to learn.” - RPA Solution Expert at a non-tech company with over 10,000 employees

## Scalability and Reliability

A cloud RPA needs to be able to scale. Indeed, that’s one of its main perceived advantages. It must also be reliable. According to the tech services Senior Analyst, UiPath Automation Cloud™ is [very easy to scale up](#). The software company’s Lead Engineer echoed this sentiment, saying, “This solution is [very much scalable](#). If you are working in a small or large organization, it doesn’t matter. It is very much scalable, up to anything. We have a team of around 100 to 120 people in RPA automation, in which 60 or 70 users have the developer license.”

The Robotics Engineer at Siemens Industry, who uses the Assistant to handle all the robots’ actions, simply stated, “We are [scaling and tracking](#) it. That is very important for us. The scalability features of UiPath are awesome.”

## RPA Economics

Economics are a key factor in the decision to adopt RPA. It’s no different for cloud-based RPA solutions. They must deliver a desired financial outcome if they are to be considered successful. The energy company Senior Analyst spoke to this point when he said, “UiPath has also helped to [reduce the amount of maintenance](#) work related to our automation operations. It has a feature to keep the different automatic tasks monitored. That monitoring helps us if there’s any problem in an automation. We get notification that there is a problem.” In terms of cost savings, he revealed that “before we implemented one of our automations there were around 100 people taking care of the task. Using UiPath, we have automated that task and we have saved the fees of 100 people.”



**Using UiPath, we have automated that task and we have saved the fees of 100 people.**

“In the last two years, since implementing automation, we have [saved more than 21 FTEs](#) [Full-Time Employees],” said an RPA Solution Expert at a company with over 10,000 employees. He added, “We have saved a lot of employee time, so that they can spend their time on more valuable tasks, and we have saved some budget as well.”

## Security and Compliance

Security is a further consideration for organizations taking RPA to the cloud. With RPA, after all, sensitive data may be leaving the organization’s domain and heading to the cloud to be part of automated processes. As custodians

of that data, the company using cloud-based RPA needs to be diligent about security and compliance. The solution must provide sufficient security and compliance functionality to realize that objective.

[Granular, role-based access control](#) and management are security features that loom large for the energy company Senior Analyst. This is because his organization has many different user roles. He elaborated, saying, “Our manager has a much higher role, so that if there are some changes in an automated step, there are permissions from that higher authority. Otherwise, low-level employees could make changes without informing the higher levels and there could be a lot of conflicts.” The solution helps them avoid this risk. Figure 2 offers a visualization of role-based access control.

He went on, noting, “This way, we don’t allow the lower-level employee to make any changes without proper permission from the higher authority. The solution’s single sign-on is also important because without it, a user ID and password could be compromised by a third-party

or hacker. Single sign-on gives us another level of security when logging into UiPath. It’s very important and a good security feature.”

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The mining and metals company actually suffered a cyberattack in 2018, a situation where cloud RPA helped significantly with a return to operations. Their Senior RPA Developer described what happened. He said, “We already had an RPA team and during that cyberattack, all of our systems went down. Our SAP provider cut our access to it, leaving us with a limited number of users. It was not a big enough team to deliver on to our clients all of the orders that were being received. What we did with UiPath in that crisis scenario in a couple of weeks was that [we created a process for order automation.](#)”

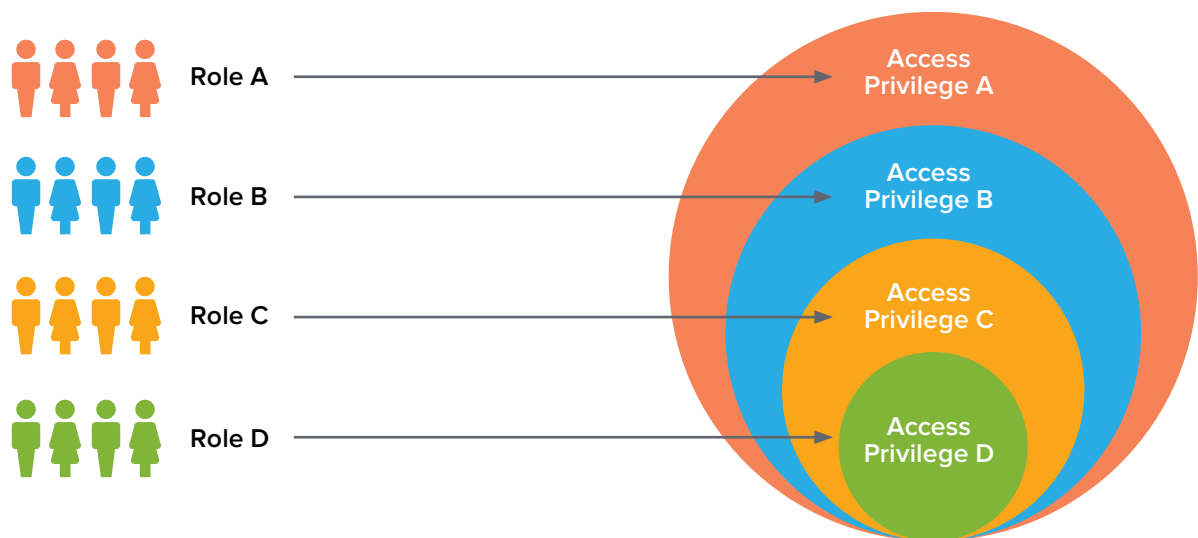


Figure 2 – Granular, role-based access control.

This order automation solution, built on cloud RPA, had limited access to SAP. However, its robot users were capable of working 24 hours, seven days a week. “We started to process all of the orders that were coming from the rest of the company,” he added. “This is probably something that you could not have done with more classical solutions.” This user also values the [granular and role-based access control](#) and management of UiPath Automation Cloud™, as well as its SOC 2 certification.

For the tech services Senior Analyst, “UiPath provides granular, role-based access control and management, which is very important as part of the monitoring. When we [want to drill down](#) on why there is a failure, we need to do a root cause analysis as part of understanding on why

this particular bot failed and what could be the reason: Is it because of some kind of data issue? Is it because of an issue from the product? Then, we need to reach out to their support teams. Is it because of an incorrect implementation of the bot or feature that we want to get implemented as part of the solution?” UiPath helps them determine what is happening and how to address the issue.

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# CONCLUSION

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RPA has a natural place in the cloud, offering many advantages to system owners. Making RPA work in the cloud, as well in hybrid architectures, requires somewhat different thinking about security and scalability. The right solution will enable the cloud RPA initiative to move quickly and deliver value to the business in a rapid timeframe. It should make the inevitable application integrations flow as smoothly as possible. Economics also matter, with business-facing outcomes driving the choice of solution. With a cloud RPA solution that can deliver across these dimensions, the overall RPA program should thrive in the organization—in the present as well as looking forward into the future.

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# ABOUT UIPATH

UiPath has a vision to deliver a Fully Automated Enterprise™, one where companies use automation to unlock their greatest potential. Only 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 scale digital business operations at unprecedented speed.