**KPMG**

KPMG offers independent audit, tax, and advisory services, with over 275,000 employees operating in 142 countries. It thrives as a knowledge-based organization, where efficiency and impact drive success.

# KPMG evolves automation from RPA to AI agents for scalability and impact

## The Challenge

KPMG set out to streamline operations, eliminate inefficient processes, and reduce workload through automation. It first targeted manual recruiting processes to cut delays and bottlenecks while enhancing the candidate experience and reducing HR's effort. If successful, it would expand into other domains across the enterprise, advance into agentic AI, and scale automation's impact.

## $150M
**In future automation opportunities**

## $50M
**Reduction in back orders**

## $30M
**Cut from days sales outstanding**

We have tons of AI agents and skills available, but the process is yours. You decide what skills to use and where."

Vivek Khurana,
Executive Director, Automation and Gen AI CoE, KPMG

## The Turning Point & Solution

KPMG partnered with Automation Anywhere to automate tasks in its HR and F&A departments. Starting with automated interview scheduling, it quickly streamlined the hiring process and gained the confidence to scale automations to other tasks across the enterprise.

Early success fueled KPMG's appetite for even more impact from automation in more complex processes. With over 150 automations delivered, KPMG looked to advance, accelerate, and scale into new areas. It targeted training design and development, combining Document Automation and AI agents to understand internal knowledge and create new learning experiences—all orchestrated using the Agentic Process Automation System.

## Results & Strategic Impact

KPMG uses Automation Anywhere to automate HR, finance, and accounting processes for an impact of $90 million, with $150 million in automation opportunities ahead. As it scales, Agentic Process Automation accelerated its creation of AI agents that design and create new learning experiences autonomously, across systems, and using internal knowledge.

## What's Next

KPMG quickly evolved from RPA to AI agents that analyze and react to content. Now, agents use real-time knowledge across systems to tackle complex processes, and it's creating self-learning AI agents that predict and prevent future issues.

## Solution Highlights

**Automated:**
- Recruiting
- Hiring processes
- Training design and development
- Finance
- Accounting

**Products used:**
- RPA Platform, APA Pro Enterprise, Intelligent Automation- Enterprise Platform Bundle, Intelligent Automation- AAI Enterprise Knowledge, Intelligent Automation- Automator AI for Cloud-Base, Document Automation, Bot Creator, Bot Runner Unattended, Bot Runner Attended, Co-Pilot, Platinum Support
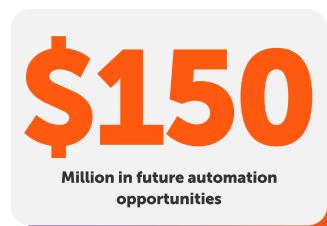
**Time to deploy:**
- Ongoing

## Customer Snapshot

→ **Industry:** Professional Services

→ **Region:** North America / Global

→ **Employees:** 275,000

## Impact at a Glance

**$150**
Million in future automation opportunities

**↓$50**
Million back orders

**↓$30**
Million days sales outstanding

**↑10x**
Data merging efficiency

**↑$9**
Million cross-sell opportunities

**↓0.1%**
Bad debt-to-sales ratio

## Start automating the impossible with AI agents

**Request a demo**    **Contact sales**

**AUTOMATION ANYWHERE**

## About Automation Anywhere

Automation Anywhere is the leader in AI-powered process automation that empowers organizations to drive productivity gains, foster innovation, improve customer service, and accelerate business growth. Learn more at www.automationanywhere.com

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