STRATEGIC MANAGEMENT MODEL FOR ROBOTIC AUTOMATION OF DOCUMENT PROCESSES USING UiPath PLATFORM

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Abstract

In the context of accelerated automation and robotization, the optimization of business processes through digital platforms constitutes an objective necessity for contemporary organizations. The UiPath platform emerges as a viable and sustainable solution, offering flexible robotic process automation (RPA) capabilities that can fundamentally reshape how organizations conduct their routine activities. This research aims to investigate the extent to which UiPath can enhance the efficiency of document information flows within an organizational context. The proposed strategic management model has been operationalized for the invoice processing workflow on the e-Factura platform, encompassing tasks such as data extraction, comparison with contractual values, and the management of notifications and approval procedures. The principal instrument employed in this study is the UiPath platform, which enabled the robotic automation of the invoice information circuit within the organization. The developed model is scalable and may be replicated for other types of documents and informational workflows, thereby contributing to the establishment of an integrated, automated, and robotized document management system. The originality of this research lies in the analytical approach to existing informational flows and circuits within the organization, aimed at process improvement, and in the demonstration of the numerous advantages arising from the integration of the UiPath platform into the organizational information system. The outcomes of this study are of particular relevance to both academic researchers and managerial practitioners in public and private sector organizations seeking to reduce operational costs and enhance the productivity of human resources.

Keywords: strategic management model; robotic automation; UiPath platform.

1. INTRODUCTION

In the current context of accelerated digitalization and the growing need for internal process optimization, organizations are increasingly faced with managing large volumes of documents and information. Traditional document workflows, reliant on manual processes, are often inefficient, error-prone, and time-consuming. Consequently, automating these workflows has become a strategic necessity for enhancing productivity and ensuring operational compliance. UiPath, a global leader in robotic process automation (RPA), offers a robust and flexible platform for the digitalization and automation of the entire document lifecycle within an organization (Sustenia, 2021). From automated document capture and classification to validation, routing, and archiving, UiPath enables the development of scalable solutions that significantly reduce processing time and eliminate repetitive tasks. This research investigates how the UiPath platform can be employed to automate document workflows within an organization, highlighting the key benefits of this approach, the technologies involved, and the necessary steps for successfully implementing the proposed model. The automation stages of the document workflow related to accounting invoicing

processes using UiPath are presented and explained in detail. The proposed solution not only simplifies and accelerates these processes but also ensures higher accuracy and a significant reduction in human error (Androniceanu et al., 2020). To facilitate the understanding of implementation using the UiPath platform, the study outlines its components and the features that make it a user-friendly tool for automating business processes (Dines, 2019). The research identifies the activities and sequences involved in the invoice lifecycle, from issuance to payment, and illustrates how human intervention is integrated within an automated system using UiPath. The relevance of this topic stems from the growing need for companies to improve operational efficiency and adapt rapidly to market demands. The research details the necessary steps for implementing automation using the UiPath Studio component. In the specialized literature, various authors have presented successful UiPath applications and demonstrated the positive impact of this technology across different fields (Androniceanu, 2024; Lăzăroiu et al., 2022; Peng & Chang, 2019; Stadler & Partners, 2020; Wang, 2020). The findings of this study contribute to the digital transformation of organizations, offering benefits in terms of efficiency, accuracy, and cost reduction. Based on the current state of knowledge, a model was developed for automating processes related to informational workflows in the accounting domain of an organization, using UiPath for invoice management.

2. LITERATURE REVIEW ABOUT ROBOTIC PROCESS AUTOMATION

The automation of business processes through Robotic Process Automation (RPA) has become an indispensable solution for modern companies aiming to optimize productivity, reduce operational costs, and enhance overall efficiency. This technology is employed across both back-office and front-office departments, offering substantial benefits to a wide range of industries (Anwar et al., 2025; Aguirre & Rodriguez, 2017). RPA significantly improves the invoice processing workflow by ensuring speed, reliability, and precision in automated execution. As algorithms continue to evolve, organizations and society at large must adapt by developing new economic models capable of managing technological change (Ford, 2015). Automation should not be perceived as a threat, but rather as an opportunity to improve existing processes and allow employees to focus on strategic and creative tasks (Willcocks & Lacity, 2016). Technological advancements are moving toward increasingly complex solutions, where simple automations are enhanced through implementations that integrate humans, robots, and intelligent agents (Dines, 2019). A prominent example in this domain is UiPath, an RPA-based automation platform that supports companies in eliminating repetitive tasks and enhancing operational efficiency. UiPath can be utilized for activities such as document processing, email management, automated data entry, report automation, and integration with other applications (Hamilton, 2024). UiPath is not solely a tool for the business environment, but also for global public service management, contributing to the optimization of administrative processes and improving citizen engagement (Androniceanu, 2024a,b; Chesaru, 2020). In

this regard, automation has become a crucial factor in enhancing decision-making efficiency and enabling public institutions to better align with contemporary demands.

Business process automation via RPA represents a driving force behind digital transformation, enabling organizations to consolidate their business strategies sustainably. The adoption of such technologies not only minimizes manual workload but also improves regulatory compliance, reduces errors, and enhances the user experience. Current research suggests that RPA is not merely about automation; it is about efficiency, innovation, and progress. As technology evolves, both private and public sector organizations must adapt their processes by leveraging artificial intelligence and automation to build a smarter and more efficient work environment.

The automation of work processes represents a fundamental pillar of digital transformation, with the potential to revolutionize the way companies conduct their operations. A concrete example of an automation application is the management of electronic invoices using the UiPath platform. The primary effects of automating accounting activities through RPA include relieving the burden of repetitive tasks (Li et al., 2020). In the current context, companies must cope with an ever-increasing volume of electronic documents, including invoices. The manual processing of these documents is often time-consuming and prone to errors. Automating the process of reading and managing electronic invoices brings numerous advantages, including reduced processing time, minimized errors, and improved operational efficiency (Brandas & Minda, 2024). Developing an automation project for reading data from supplier invoices on the e-invoice website using UiPath introduces several novel aspects compared to traditional methods. Some of these include: (1) Complete integration of an automated process that includes reading data from invoices, comparing values, and automatically notifying discrepancies; (2) Use of verification algorithms to compare invoice values with contractual values and to check the time remaining until the due date; (3) Implementation of an automated workflow that requests manager approval for payments and notifies suppliers in case of discrepancies; (4) Automatic generation and sending of notifications via email to managers and suppliers based on the verification results; (5) Integration of advanced monitoring and reporting functionalities that allow real-time tracking of the status of automated processes and the generation of detailed reports; (6) Scalability to handle higher volumes of invoices and adaptability to include new checks and validation rules; (7) Possibility of integration with other existing systems and applications within the organization, such as Enterprise Resource Planning (ERP) systems and document management systems.

The ability to customize and configure the automation process according to the specific needs and rules of the organization. Implementing document management software is a crucial, necessary, and timely step towards creating a digital work environment (Cheng et al., 2022)..

3. PRESENTATION OF THE AUTOMATION MANAGEMENT MODEL AND ITS OPERATIONALIZATION STAGES USING UiPATH

By utilizing UiPath, the proposal is to automate the entire electronic invoice processing workflow, from reading invoices from the e-invoice website to sending email notifications, validating content, and approving payments. The proposed management model is operationalized for the information flow of invoices within an organization, encompassing the following specific activities:

▪ Reading invoices from the e-invoice website: UiPath is configured to automatically access the e-invoice website, download invoices, and extract relevant information such as the issuing company, CUI number, billing date, due date, and invoice amount.

▪ Data extraction: Using text recognition and Optical Character Recognition (OCR) tools, UiPath extracts necessary data from the electronic invoices and organizes it into a structured format.

▪ Comparison with contract values: The extracted data is automatically compared with the values from existing contracts stored in an Excel file. This comparison includes verifying the compliance of billed data with contracted data and applying other control criteria such as budget limits or payment terms.

▪ Email notification: If all criteria are met, UiPath automatically generates an email notification to the billing manager for payment approval. In the case of discrepancies, the RPA platform notifies the responsible departments to investigate and resolve the identified issues (Androniceanu, 2017).

The stages of the invoice information flow automation process in the accounting field using UiPath Studio are as follows:

1. Defining the objectives and requirements for the model.
2. Evaluating the available technologies integrated into the proposed model.
3. Analyzing and documenting the process to be automated.
4. Designing the automation model and flowchart.
5. Integrating the flowchart within the flux diagram.
6. Developing and implementing workflows.
7. Implementing and monitoring the solution.

Each of these stages contains several specific sequences, which are presented and explained in the following sections of the paper.

3.1. Defining the objectives and requirements of the model

In the process of automating the information circuits and workflows related to electronic invoices in the accounting field, the following objectives are pursued:

▪ Reducing possible/probable errors in the information flow of invoices;

- Increasing operational efficiency, with automation allowing the rapid processing of large volumes of invoices, saving time and human resources;

- Improving control over the circuits and content of invoices;

- Increasing the transparency and accessibility of invoices within the workflow;

- Facilitating access for internal auditors to documents in automated processes.

The key requirements of the proposed strategic management model involve collecting necessary data from stakeholders, including information about the issuing company, issuance date, due date, CUI number, company account number, invoice value, and comparison rules.

3.2. *Evaluating the available technologies integrated into the proposed model*

The most well-known tools (platforms) for automation development in accounting are UiPath, Microsoft Power Automate, Blue Prism, and Automation Anywhere. After a careful review of the literature and studies, the UiPath platform was selected, as it offers numerous RPA applications in accounting, such as automating the supplier procurement and payment process, automating the billing process for customer collections, cost allocation, and cost calculation, and financial reporting (AutomationEdge, 2024). To implement the automation process for billing, a computing device with at least 8GB of RAM and the Windows 10 operating system is required. The Community Cloud version of the platform was installed, which is a free version ideal for experimentation and intended for individual developers and small teams. It includes access to UiPath Orchestrator, UiPath Studio, and other basic functionalities for managing and developing automations. The "Process" project type was chosen, and the template for "triggering automation in response to user events" was selected.

The platform's features are diverse and include: (1) templates for implementing complex processes through orchestration of services and long transactions; (2) templates for large-scale business processes; and (3) templates for transactional processes, which model the automation flow as a diagram. The components of the UiPath platform were utilized and aligned with the invoicing document flow presented below. Depending on the complexity of the activities, UiPath offers three possibilities for automation using the components shown in Figure 1, namely: UiPath Studio, UiPath Robot, and UiPath Orchestrator.

FIGURE 1 - UIPATH PLATFORM COMPONENTS USED WITHIN THE MODEL
Source: UiPath Components. Retrieved from here: https://www.edureka.co

UiPath Studio Component is an integrated development environment (IDE) for creating automated processes. It is used to build RPA (Robotic Process Automation) workflows through an intuitive graphical interface. The UiPath Studio component includes the following tools:

- A **drag-and-drop visual interface**, which allows users to design automated processes by dragging and placing activities into the workspace, thereby simplifying development and eliminating the need for advanced coding.
- A **record and playback function**, enabling the recording of user actions and transforming them into an automated workflow. This allows for fast automation creation and reduces manual errors.
- More than **300 pre-built integrated activities** for automating various processes (e.g., file manipulation, web interactions, database operations), offering flexibility and extensibility of automation functionalities.
- **Advanced data extraction options**, allowing data extraction from web pages, desktop applications, and PDF documents to automate complex data processing workflows.
- **Version control and Git integration**, enabling version tracking and collaboration among development teams. Git is an essential tool in modern software development, providing capabilities for branching, merging, versioning, and code restoration to previous states. This feature makes UiPath Studio a powerful tool for managing automation project versions and team collaboration.

UiPath Robot is the component responsible for executing the automated processes created in UiPath Studio. The robot can operate in attended or unattended mode. This component includes:

- **Attended Robot**: Executes automated processes under user supervision, allowing real-time interaction and control.
- **Unattended Robot**: Executes automated processes without user intervention, enabling continuous and efficient automation of repetitive tasks without requiring oversight.

UiPath Orchestrator is a web-based tool used to manage and monitor the automation of processes (Hamilton, 2024). UiPath is a powerful and flexible tool that can help organizations optimize efficiency and reduce costs by automating repetitive tasks and workflows.

3.3. Analyzing and documenting the process to be automated

At this stage, the process mapping was carried out regarding the documentation of the current workflow for reading invoices, comparing values, and approving payments, and the critical points and areas (structures where there is a high volume of such operations) where automation can bring the greatest benefits were identified.

3.4. Designing the automation model and flowchart

During this stage, a detailed flowchart was developed for the automated process, including all critical steps and decision points identified throughout the current workflow.The flowchart for automating the invoicing process is structured as follows:

1. **Reading Invoices from the e-Factura Website**
   - *Open Browser*
   - *Type Into*
   - *Click*
   - *Data Scraping*

2. **Automated Data Extraction from Invoices**
   - *For Each Row*
   - *OCR*
   - *Write Cell (Excel)*

3. **Data Comparison with Contractual Information from Excel File**
   - *Read Range (Excel)*
   - *For Each Row*
   - *If (compare invoice data with contract)*
   - *Assign (non-conformities)*

4. **Applying Additional Control Criteria**
   - *If (verify budget limits and additional costs)*
   - *Invoke Workflow (internal approval)*

5. **Notification to the Accountant and Billing Manager**
   - *Send Email (non-conformity notification)*
   - *Input Dialog (request clarifications)*

6. **Approval by the Manager After Consulting the Project Officer**

   - *Assign (payment approval)*

   - *If (verify resolution of non-conformities)*

7. **Saving Data After Payment Execution**

   - *Write Cell (Excel)*

   - *Send Email (payment confirmation)*

In the following step, this sequence of activities included in the flowchart is uploaded and implemented within the UiPath Studio platform.

3.5.   *Integrating the flowchart within the flux diagram*

At this stage, all previously designed activities, as outlined in the flowchart created in the previous phase, are integrated into the UiPath Studio component. UiPath Studio provides a drag-and-drop functionality for building workflows. Activities represent the most basic actions in UiPath. A sequence refers to a series of actions that give structure to work tasks, for example, logging into an email account. There is also the possibility of using templates, depending on the tasks intended to be performed. Figure 2 presents the flow diagram associated with the invoicing automation process, integrated into UiPath Studio.
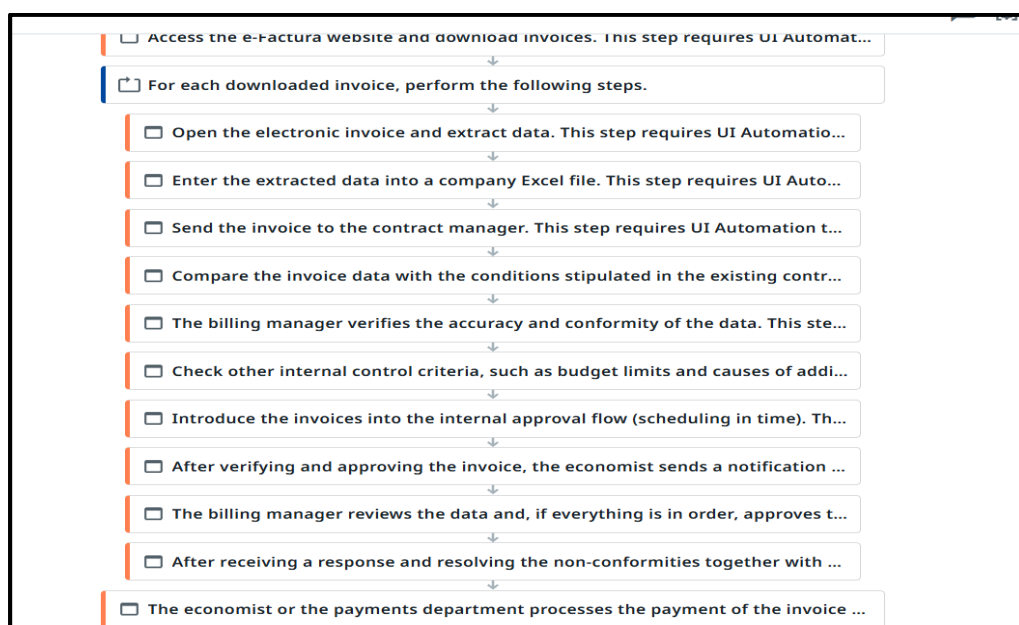

FIGURE 2 – IMPLEMENTATION OF THE INVOICE PROCESSING FLOWCHART IN UIPATH STUDIO

3.6.   *Developing and implementing workflows*

To develop the workflows in UiPath Studio, the following sequences were followed: (1) reading invoices from the e-Factura website; (2) automatic extraction of data from the invoices; (3) comparing the data with

the contracts from the Excel file; (4) applying additional control criteria; (5) notifying the billing manager and the project manager; (6) approval by the manager; and (7) saving the data after payment. The specific activities of each sequence are predefined in the UiPath Studio platform. Each sequence utilizes the predefined activities available in UiPath Studio, configured according to the requirements and needs of the process to be automated, as follows:

1. **Reading Invoices from the e-Factura Website**
   - Activity: Open Browser – Opens the e-Factura website.
   - Activity: Type Into – Enters the login credentials.
   - Activity: Click – Navigates to the invoices section.
   - Activity: Data Scraping – Extracts the list of available invoices.

Figure 3 illustrates the stages of the process, highlighting the parameters that were configured following the requirements derived from the process analysis and documentation.
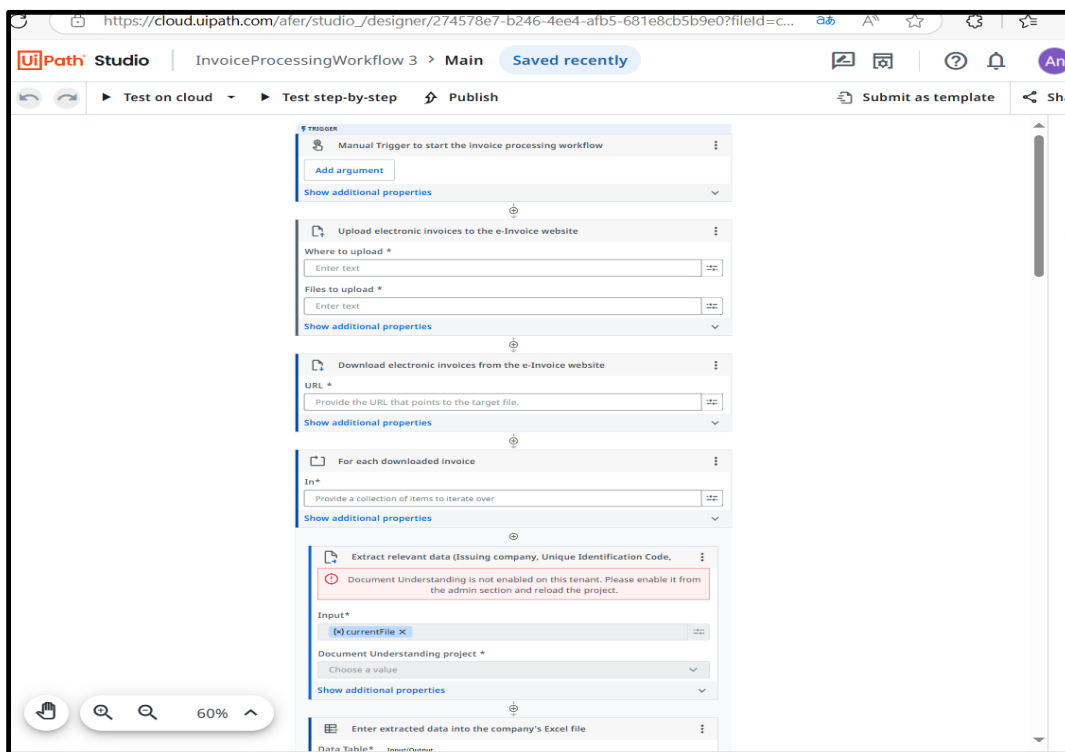

FIGURE 3 - WORKFLOW FOR THE SEQUENCE OF READING INVOICES FROM THE E-FACTURA WEBSITE
Source: Author contribution

2. **Automatic Data Extraction from Invoices**

In this sequence (2), activities are selected in UiPath that can be found in Figure 4

   - Activity: For Each Row - Iterates through each downloaded invoice.
   - Activity: OCR (Tesseract OCR or UiPath Document Understanding) - Extracts relevant data from the PDF invoice:

1. Issuing company

2. Unique Identification Code (CUI)

3. Invoice date

4. Due date

5. Invoice value

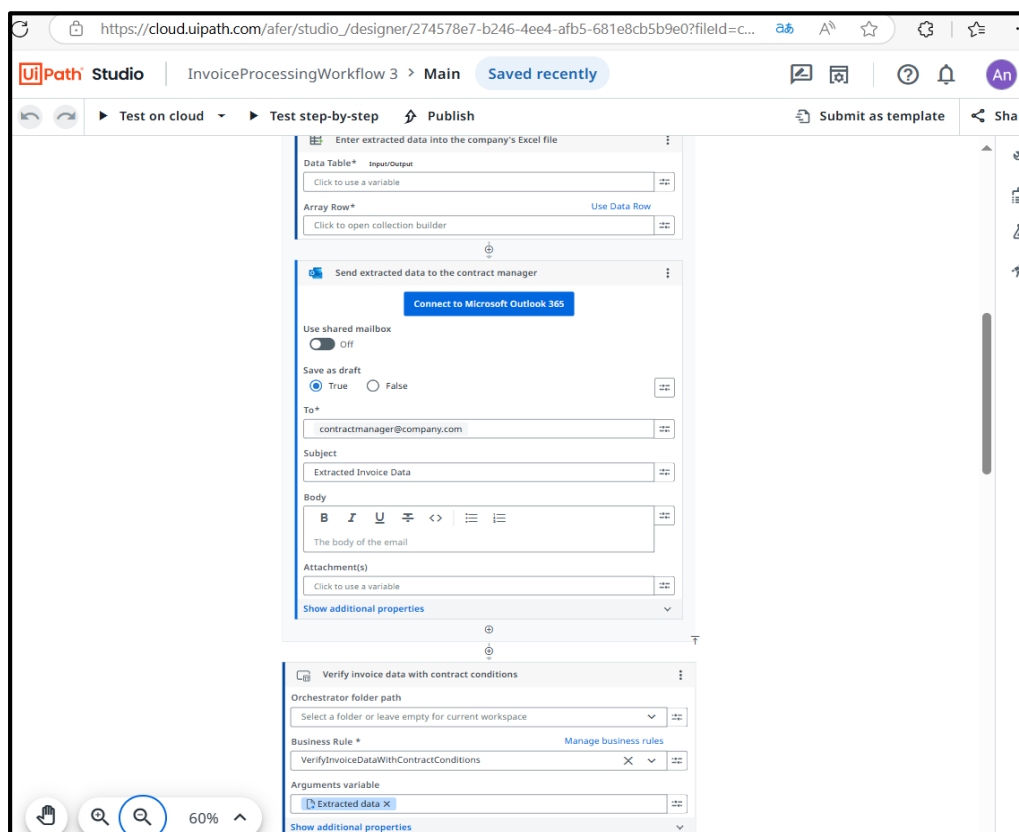- Activity: Write Cell (Excel) - Inserts the extracted data into an Excel file

FIGURE 4 - WORKFLOW OF THE SEQUENCE FOR AUTOMATIC EXTRACTION OF DATA FROM INVOICES
Source: Author contribution

Similarly, we continued with sequences 3, 4, 5, 6, 7, identifying the specific activities for each in UiPath Studio. The specificity is given by the values of the parameters set to activate the triggering activities following the process requirements.

3. Compare data with contracts in the Excel file

- Activity: Read Range (Excel)- Read data from the Excel file with existing contracts.
- Activity: For Each Row - Iterate through each contract.
- Activity: If - Compare invoice data with those in contracts:

  1. Price and quantity compliance
  2. Compliance with payment terms and contract clauses

- Activity: Assign - Set variables to mark non-compliances.

4. Applying other control criteria

- Activity: If - Checks budget limits and causes of additional costs.
- Activity: Invoke Workflow - Integrates the internal invoice approval flow in case of non-conformities.

5. Notify the economist and billing manager

- Activity: Send Email (Outlook) - Sends automatic notifications via email, notifying the economist and billing manager of non-conformities.
- Activity: Input Dialog - Requests clarification from the project manager and contact with the issuing company.

6. Approval by the manager

- Activity: Assign - Sets variables for payment approval after clarifications.
- Activity: If - Checks if all non-conformities have been resolved.

7. Saving Data after Payment

- o Activity: Write Cell (Excel) - Saves the status of approved invoices to the Excel file.
- o Activity: Send Email - Sends a payment confirmation email to the relevant parties.

After the actions are placed on a template, it is configured according to the requirements. In the configuration stage, variables can be created/deleted, and arguments can be managed. In the process of operationalizing the designed and tested model, human resources are required to be involved in the following activities: monitoring the process and intervening only in cases of nonconformities received from the RPA, resolving nonconformities by collaborating with the invoice issuer, verifying and validating the invoicing, and approving the payment of the invoice (Androniceanu et al., 2020). The integrations with other systems and applications required for the automation process depend on the availability of management for scalability. Therefore, the solution was further tested to ensure the accuracy and functionality of the automation model according to the defined requirements.

3.7. *Solution implementation and monitoring*

During this stage of the process, the following activities are carried out: (1) launching the automation solution; (2) monitoring the robots' activity and the solution's performance using UiPath Studio; (3) collecting user feedback for adjusting the solution and improving performance and efficiency.

The seven stages of the automated billing activities process in the accounting domain ensure the development and efficiency of document management within the organization, providing multiple advantages, which are presented below.

3.8. Efficiency of the billing process automation model

The main advantages of the new model implemented with UiPath Studio are as follows:

- Significant reduction in the time required to process invoices, from 2 hours to approximately 5 minutes;

- The ability to automatically and instantly verify contractual conditions, which previously took a day;

- A reduction of approximately 30-40% in organizational costs, as a result of eliminating manual, repetitive tasks that were time-consuming and resource-intensive;

- Reduction of human errors and delays in the invoice processing workflow;

- Prevention of penalties and additional costs due to errors and delays;

- Minimization of human involvement in repetitive tasks in the invoice operationalization process;

- Easy generation of financial reports and analyses based on data collected and stored in Excel;

- Management of a large volume of invoices without affecting performance;

- Limiting physical access to sensitive data, ensuring the confidentiality of information;

- Ensuring a high level of transparency in the invoice operationalization process and notifications;

- Reduction in time for evaluating and paying invoices.

The strategic management model designed and operationalized with UiPath can be generalized and replicated in other organizations. Automating the invoice management process with UiPath brings benefits in terms of efficiency, cost reduction, and optimization of human resource usage. Implementing such a system can transform the way companies manage invoices and contribute to improving operational performance. The main limitation of the model is its approach to a single accounting operation, for which the multiple advantages of automation and robotization using UiPath Studio have been demonstrated. Future research will consider other information circuits related to other important documents in the activities of public and private sector organizations.

4. CONCLUSIONS

Process automation using UiPath significantly contributes to improving document management within an organization and reducing costs associated with various types of activities. The proposed and tested management model contributes to the development of the field of knowledge, both theoretically and practically. The presentation and explanation of the stages of the implementation process of the model offer the opportunity for experimentation by other researchers in different organizations and for activities other than the operationalization of invoices in the accounting field. Applying the model in any type of

organization generates multiple advantages, as demonstrated in the research conducted. by using UiPath for automating the invoicing process, organizations can benefit from increased efficiency, reduced errors and costs, while ensuring data security and compliance.

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