

Paymode Customer Survey Results

Bottomline Improves Accounts Payable Performance

Hear Customers Explain How

We surveyed our customers to learn more about why they selected Bottomline for automating accounts payable, and how the solution helps their AP team achieve better efficiency, security and visibility from invoice to payment.

Here's why customers love Bottomline and the Paymode network.

TOP 5 CHALLENGES CAUSING CUSTOMERS TO SEEK OUT BOTTOMLINE

1. Over-reliance on paper checks to pay vendors
2. Manual processes which were slow, costly, and error-prone
3. Difficulty keeping up with AP processing volume
4. Insufficient rebates on AP spend
5. Lack of visibility into invoices and payments

60% of customers reported that paper checks were a top sore spot, when asked what challenges impacted their AP organization before using Bottomline's AP Automation solution and Paymode network.

"With Paymode, there are no more checks for AP to sort, stuff, and mail."

Accounting Supervisor,
Large Enterprise Healthcare Company

"Paymode lowers our cost and time involved with paying vendors, eliminates our maintaining supplier bank info, and removes the risk of lost checks. AP also earns rebates by paying digitally."

Accounting Supervisor,
Large Enterprise Healthcare Company

"With Paymode, there is much less manual processing and faster payments."

Accounting Associate,
Medium Enterprise Healthcare Company



BOTTOMLINE + PAYMODE > COMPETITION

Customers gave Bottomline strong ratings across twelve important criteria critical to their business success.

When asked how Bottomline compared to other solutions previously used or evaluated, 100% of customers said Bottomline ranked higher when it came to "ease of use," "digitizing AP processes," and "overall value."

RATED BOTTOMLINE AND PAYMODE AS BETTER



"I've been a Bottomline customer for 11 years and believe they offer one of the best fully integrated AP automation solutions."

Accounts Payable Analyst,
Medium Enterprise Construction Company"

"We chose Bottomline because Paymode verifies the banking information of our vendors. We no longer are responsible for maintaining vendor banking details."

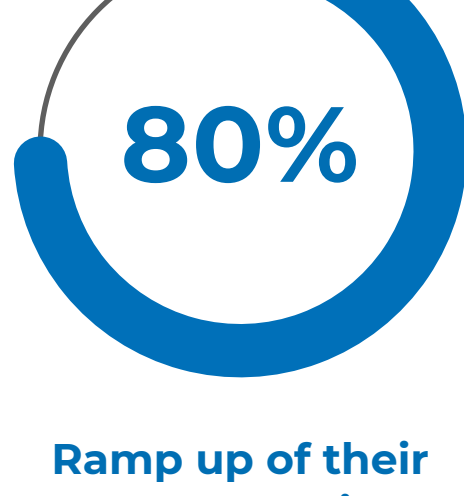
Accounts Payable Manager,
Large Enterprise Healthcare Company"

Learn More



Bottomline Helps AP Teams Get Ahead of Invoices and Payments

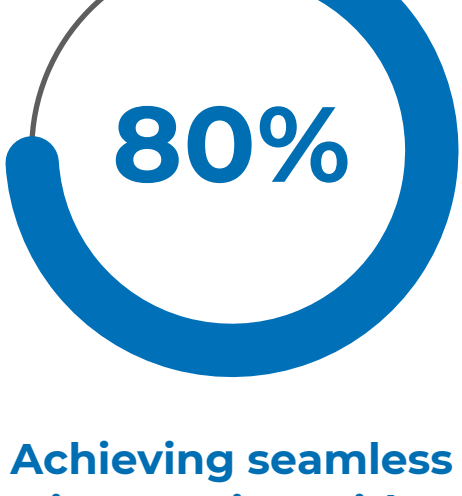
When asked to rate solution capabilities, our customers overwhelmingly agree that:



Ramp up of their AP automation solution was quicker than expected



Using Bottomline improves straight-through AP processing



Achieving seamless integration with their ERP and banks is simple



Get easy and robust status updates and rollup of AP spend

"We have been a customer for over 10 years. Our Bottomline solution has allowed us to rid ourselves of paper and storage cabinets and improve AP productivity.

With invoice automation, we get visibility of in-process invoices and can see file attachments in our ERP system.

The Paymode payments network has allowed us to make approximately 40% of our payments by ACH."

– Accounting Director, Large Enterprise Industrial Manufacturing Company"

SIGNIFICANT AP PERFORMANCE GAINS

Customers were asked how much their AP performance has improved since adopting Bottomline's Paymode. The majority said they have improved several key metrics by more than 50%.

6/10

customers lowered AP processing costs by over 50%

8/10

customers earned over 50% more cash-back rebates

6/10

customers reduced paper check payments by over 50%

"Paying vendors electronically using Paymode means less manual work for the AP team. We have reduced paper checks by approximately 50% using Paymode."

Accounting Supervisor,
Large Enterprise Healthcare Company

"Bottomline was chosen because they had the best invoice workflow solution of the companies we reviewed who could integrate with our ERP.

We chose Paymode for making payments because we did not want the security risk to store vendor banking information ourselves."

Accounting Director,
Large Enterprise Industrial Manufacturing Company

Why not try Bottomline and the secure Paymode network for yourself?

Reach out to us today to get started!

*Based on survey of Bottomline Customers

Start Today