2018 WINTER CUSTOMER SUCCESS REPORT

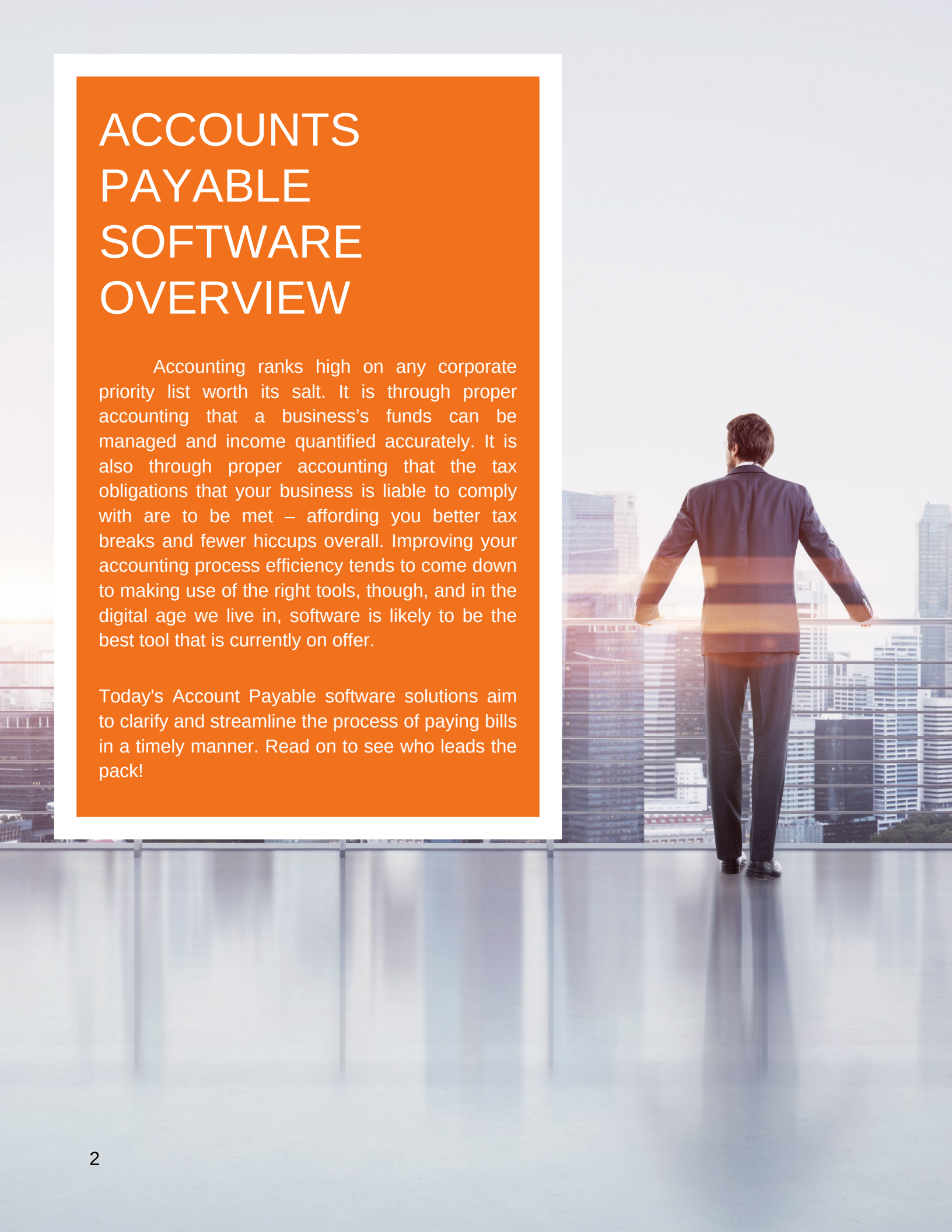
ACCOUNTS PAYABLE SOFTWARE CATEGORY



ACCOUNTS PAYABLE SOFTWARE OVERVIEW

Accounting ranks high on any corporate priority list worth its salt. It is through proper accounting that a business's funds can be managed and income quantified accurately. It is also through proper accounting that the tax obligations that your business is liable to comply with are to be met – affording you better tax breaks and fewer hiccups overall. Improving your accounting process efficiency tends to come down to making use of the right tools, though, and in the digital age we live in, software is likely to be the best tool that is currently on offer.

Today's Account Payable software solutions aim to clarify and streamline the process of paying bills in a timely manner. Read on to see who leads the pack!



CUSTOMER SUCCESS SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:

1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:

1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public sources)
5. Engagement across all platforms

Company Score is affected by the following:

1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS



Market Leader (86 - 100)

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer (80 - 85)

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Leader.



Rising Star (75 - 79)

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

ALL VENDORS



Bottomline Technologies

Bill.com

avidxchange



DocStar

Procurify

CORCENTRIC

Tipalti

mineraltree
AP and Payment Automation

nvoicepay

Ariett



SoftCo

ANYBILL

Bottomline Technologies

MARKET LEADER

ABOUT BOTTOMLINE TECHNOLOGIES

Bottomline Technologies (NASDAQ: EPAY) powers mission-critical business transactions. They help them customers optimize financially-oriented operations and build deeper customer and partner relationships by providing a trusted and easy-to-use set of cloud-based digital banking, fraud prevention, payment, financial document, insurance and healthcare solutions. Over 10,000 corporations, financial institutions and banks benefit from Bottomline solutions. Headquartered in the United States, Bottomline also maintains offices in Europe and Asia-Pacific.

TRUSTED BY:

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MADISON MEMORIAL HOSPITAL

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RED DIAMOND Since 1906

STILLWATER

"We would not have been able to improve our productivity with our old resources and it would not be possible without the Bottomline solution. At the end of the day, we made a very good choice."

Dan Relihan
Director of Enterprise Applications, Assa Abloy

"The goal is to migrate every employee in our branches to use Bottomline because it's an easier and quicker process for prospective members. And the information we can capture in the 10-minute application process represents a tremendous amount of data."

Tyler Ross
Chief Marketing Officer, Vibe Credit Union

"We are very pleased with how Bottomline Technologies led this project within the cost and time. The product and the thin client user interface of GTCloud are highly appreciated by users."

Christian Meixenberger
Director, Banque Cantonale de Fribourg

"Bottomline Technologies is one of the few suppliers that provides an end-to-end solution like GTCloud that includes connectivity, formatting, reconciliation and electronic signature."

Laurent Guéraud
Project Director, SCOR

CONTENT	SOCIAL	COMPANY
93	62	100

TOTAL WEIGHTED SCORE: **91**

READ ALL 36 CUSTOMER SUCCESS REVIEWS FROM BOTTOMLINE TECHNOLOGIES USERS

Bill.com

MARKET LEADER

ABOUT BILL.COM

Bill.com saves companies more than 50% of the time typically spent on financial back-office operations by automating end-to-end processes. Bill.com ties together finance and accounting programs, banks, vendors, accounting professionals, and documents. The company is the choice of over 30 percent of the top 100 accounting firms. Bill.com was recently recognized as one of the San Francisco Business Time's Most Innovative Companies and proudly received a PC Magazine's Editor's Choice Award.

TRUSTED BY:

ACUITY

BURGER KING

FIVE GUYS BURGERS and FRIES

MORGAN & MORGAN CPAs Certified Public Accountants / Business and Personal Consultants

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"In the six months since I've been using Bill.com, I've realized an increase in revenue of at least 10 percent, and the potential for my business to grow beyond that is even greater."

Silvia Evans
President, Palm Beach Accounting & Financial Services

"There's no need to go back and forth with the versions, which saves time and prevents errors, and meanwhile, Bill.com syncs all the activity, so no matter when we log on, we're all looking at the same thing. Collaborating with Bill.com makes it easy for us to help our clients manage their cash."

Cathy Iconis
CEO & Client Finance Director, Iconis Group

"We were drowning in invoices and spending way too much time processing paper. I used to dread the weekly check runs when I would come in to my office and see a four-inch thick folder of paper invoices I had to go through."

Patti Randall
CFO, CourseSmart

"We knew when we adopted Bill.com that there would be an improvement to our internal processes. We have saved time and eliminated time-intensive manual steps related to bill pay. Now, our clients only have a few short steps. They get the notification, log in, pick and choose what they want to pay, and Bill.com does the rest."

Dennis Najjar
Co-Founder, AccountingDepartment.com

CONTENT	SOCIAL	COMPANY
93	98	75

TOTAL WEIGHTED SCORE: 92

READ ALL 78 CUSTOMER SUCCESS REVIEWS FROM BILL.COM USERS

avidxchange™



ABOUT AVIDXCHANGE

Serving more than 5,500 clients throughout North America, AvidXchange is an industry leader in automating invoice and payment processes for midmarket companies spanning multiple industries including Real Estate, Financial Services, Energy, and Construction. AvidXchange has been recognized as one of the 50 fastest-growing private companies in the Charlotte area for six consecutive years, ranked among Deloitte's Fast 500 this past year, and recently was named of the top 100 technology companies in North America by Red Herring. In the midst of record growth, AvidXchange has remained true to its most valued competitive advantage—its people.

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"The amount of paperwork involved with our manual process was becoming unmanageable and the process had too many stopping points resulting in little visibility to pending invoices and delayed in getting vendors paid. We found that AvidInvoice streamlined our AP process and increased overall efficiency."

Gary Hess
IT Manager of Business Services, Brandywine Realty Trust

"We have reduced our annual operating costs by over $430,000 using AvidXchange's AP Automation solution…and improved our accountability and compliance."

Warren Adair
VP or Information Technology, Shea Properties

"With AvidInvoice, electronic invoices are automatically pre-coded with our property information and sent directly to the right person for approval; this process alone is saving us significant administrative time and costs."

Ginny Carita
Vice President of Property Management, Advance Realty Group

"AvidInvoice has been the easiest software application and implementation that our team has ever experienced. The integration with our accounting system worked immediately and with little configuration."

John Olson
Chief Information Officer, Vedder Community Management

CONTENT	SOCIAL	COMPANY
90	70	70

TOTAL WEIGHTED SCORE: 86

READ ALL 45 CUSTOMER SUCCESS REVIEWS FROM AVIDXCHANGE USERS

DocStar

ABOUT DOCSTAR

DocStar is an award-winning developer of enterprise content management and automated accounts payable solutions for organizations of any size, supported by a highly responsive team. Available either on-premises or as a cloud hosted service, DocStar solutions allow organizations of any size gain control over documents, improve records retention and increase operational efficiency.

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ACUMEN BUSINESS SYSTEMS

City of Camden

CUNY THE GREATEST URBAN UNIVERSITY IN THE WORLD

CRESCENT CROWN DISTRIBUTING

MOHAWK

"They took the time to understand our process and what we needed to make the most out of the solution. We felt like they really cared about us feeling comfortable with the solution and the way we needed it to work."

Sandy Robb
Director of Accounting, DRA Imaging Inc.

"We've eliminated at least 70% of our file cabinets & are working on at least another 20%. By the time we are done, we will virtually eliminate our paper storage costs & paper-related expenses."

Jeff Berger
VP Business Operations & Technology, Lee-Smith, Inc.

"They have been absolutely helpful with implementation. They were there when we needed them – every time we call them. They help us with any kind of new challenges we run across. The experience has been great with DocStar there is nothing I can complain about at all."

Penn Foster
Senior Managers, Penn Foster Career School

"With the viewing rights we've given them in DocStar, the other departments can go in themselves and find what they need right away. We've actually eliminated all of our cabinetry, which opened up enough office space for us to add another, much-needed person to the department."

Traci Smith
Accounts Payable Supervisor, Wellmont Health System

CONTENT	SOCIAL	COMPANY
97	53	50

TOTAL WEIGHTED SCORE: **85**

READ ALL 49 CUSTOMER SUCCESS REVIEWS FROM DOCSTAR USERS

Procurify

TOP PERFORMER

ABOUT PROCURIFY

Procurify is a global leader in mobile and cloud-based purchasing. With users in more than 100 countries worldwide, Procurify empowers businesses to manage direct and indirect company spending and streamline the purchasing process. The ridiculously easy-to-use platform provides complete control and visibility of company spend.

TRUSTED BY:

alt school · Cornell University Founded A.D. 1865 · dubizzle · Hootsuite · University of Maryland

"Being able to use things on the fly, with an android app and apple app this was a huge selling point for us. We are able to use this not only on our office PC's and laptops but on our devices as well."

Damon Norris
Purchasing Manager, Legacy Traditional Schools

"The whole system has been amazingly useful for us. From start to finish, everything the system does is something we weren't doing in that capacity before."

Gabriel harris
Senior Associate & Head of Operations, AlphaSights

"Since we've implemented Procurify, I've heard nothing but good news about procurement, and I can think of no higher compliment for an operational platform."

Cevdet Samikoglu
CFO, Samumed

"Procurify keeps me organized and on top of purchasing requests, I don't need to hunt down paper POs and emails with requests, it's all in one place."

Joe Carlise
Director of Operations & Finance, Excel Public Charter School

CONTENT	SOCIAL	COMPANY
88	61	76

TOTAL WEIGHTED SCORE: 81

READ ALL 37 CUSTOMER SUCCESS REVIEWS FROM PROCURIFY USERS

CORCENTRIC™



ABOUT CORCENTRIC

Corcentric, a wholly-owned subsidiary of AmeriQuest Business Services, LLC., provides cloud-based financial process automation solutions that have revolutionized how the world's largest organizations manage and protect their financial assets. By connecting best practices with deep expertise, Corcentric's Accounts Payable and Accounts Receivable automation solutions enable organizations to reduce costs, streamline processes, and provide unmatched visibility executives need to make critical business decisions.

TRUSTED BY:

1st United Bank · ALL STAR ASSOCIATION · moran · UF UNIVERSITY of FLORIDA · WD-40

"Corcentric's configurable solution not only meets our own payable and receivable needs, it meets our supplier and member group needs as well. Corcentric is always there for us…so much so that we consider them our technology employee…and one that never calls in sick."

Jeff Hoogerheide
Chief Financial Officer, All Star Association

"I didn't have a year and a half for someone to customize a solution. Corcentric was amazing; we got up and running in about 75 days, and we got exactly what we wanted."

Helene Fischer
Assistant VP - Accounting Operations, Suburban Propane

"When you're relying on a human to manually input something, a lot of mistakes are made. We have a lot of voided and returned checks because the department didn't know to check the right remit address. Corcentric matches that remit address automatically, so exception handling has gone down."

Randy Staples
Associate Controller, University of Florida

"We were very pleased to find that we could get such robust functionality at our price point. COR360 has brought our Accounts Payable to a higher level of efficiency, and because COR360 is a scalable solution developed by AP experts, we are now able to enjoy the same automations that Fortune 200 companies enjoy."

Robert Ramirez
AP Lead, WD-40 Company

CONTENT	SOCIAL	COMPANY
86	53	71

TOTAL WEIGHTED SCORE: **81**

READ ALL 10 CUSTOMER SUCCESS REVIEWS FROM CORCENTRIC USERS

Tipalti

ABOUT TIPALTI

Tipalti provides the world's most powerful mass payments management solution, automating the entire process of making payments to global suppliers and partners. Tipalti provides one cloud system that includes white-labeled supplier onboarding, W9/W8 tax form collection and validation, payment method and currency selection, global remittance, early payments, payee payment status communications, payment reconciliation, and 1099 / 1042-S tax filing preparation reports.

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PULSEPOINT

ZUMBA fitness

"Reputation is central to our business success. Tipalti streamlines the entire freelancer payment process and enables us to scale our business. And it does so in a seamless fashion that enhances our brand."

Matt Cooper
CEO, Visually

"We wanted one system to pay our domestic and our international freelancers. Getting setup was a smooth experience, our freelancers appreciate the choice of payment and currency options Tipalti provides, and we no longer have to worry about partner payment headaches."

Elina Ayzenberg
Co-Founder, Outsource

"Our researcher community really appreciates the reduction in paperwork and increase in payment methods. Internally, we're extremely happy with Tipalti's service because it has significantly streamlined the payment process, and it has made us much more scalable."

Eric Baer
VP Product and Technology, Article One Partners

"By implementing Tipalti's solution we were able to completely automate the collection of W-8/W-9 forms from 100 percent of our publishers, with no time invested by us. We also achieved complete compliance with OFAC regulations."

Yariv Davidovich
President, Infolinks

CONTENT	SOCIAL	COMPANY
89	68	46

TOTAL WEIGHTED SCORE: **80**

READ ALL 30 CUSTOMER SUCCESS REVIEWS FROM TIPALTI USERS

mineraltree®
AP and Payment Automation

TOP PERFORMER

ABOUT MINERALTREE

MineralTree provides the easiest to use Accounts Payable (AP) and Payment Automation solutions for finance professionals at growing organizations. MineralTree streamlines AP, giving customers unparalleled visibility and significant cost savings in an affordable, integrated platform that is guaranteed secure.

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amc · Hollywood Wax Museum · Mashable · SnapApp · WISTIA

"Not only are we saving money—eliminating thousands of dollars on temporary workers, printers, ink, paper and more—but we're also freeing up valuable time for our staff."

Andrea Lloyd
Director of Programs, JustGive

"MineralTree Invoice-to-Pay streamlines the payments process and brings it into the modern, digital era. It brings you powerful benefits with no trade-offs or downside – none."

John Wagner
CFO, EverQuote

"As the CFO of a lean team, I needed to ensure my time was not being spent on manual tasks while empowering my team to focus on value-added activities. With MineralTree, we can now easily manage accounts payable by auto-routing approvals, scheduling payments ahead of time and supporting our mission to go paperless. And it's all synced with our Intacct ERP."

David Parrack
CFO, Community Food Bank of Eastern Oklahoma

"There was no way we could continue with the Accounts Payable process we had in place. We needed mobile access, invoice capture, and payment execution. It's great that MineralTree can handle everything we need and integrates directly with QuickBooks."

Kristi DeLozier
Accounting Specialist, Express Locations

CONTENT	SOCIAL	COMPANY
87	62	60

TOTAL WEIGHTED SCORE: **80**

READ ALL 106 CUSTOMER SUCCESS REVIEWS FROM MINERALTREE USERS

nvoicepay

TOP PERFORMER

ABOUT NVOICEPAY

Nvoicepay transforms the massive and expensive effort that goes into paying suppliers into a simple automated solution. Nvoicepay optimizes payments for enterprises with intuitive cloud-based software, comprehensive supplier services and the strongest security in the industry. Enterprises which use Nvoicepay automate all payments, unlock resources and immediately reduce their accounts payable costs by 75%.

TRUSTED BY:

Batteries+Bulbs glassdoor lyft qualtrics REFINERY29

"My favorite part about the solution is the ability to be able to sign checks wherever I want. I can do it anywhere in the world: from my home, in another branch, and that's been amazing for me."

Gina Walker
CFO, TEC Equipment

"Nvoicepay has provided us with efficiencies in how we process credit card payments. The time savings for our AP clerks in processing credit card payments amount to about 20 to 25 hours per month."

Lori Carpenter Rice
Senior Accountant, Appalachian Regional Healthcare System

"Nvoicepay is incredibly accommodating. No matter what the obstacles or challenges are, they find a way to accommodate our needs."

Sam Rotter
CFO, Multifamily Management Services

"Nvoicepay has allowed us to further streamline the AP process and reduce inefficiencies and double-work throughout the organization."

Kristin Torres
Finance Coordinator, City of Cleburne

CONTENT	SOCIAL	COMPANY
91	70	50

TOTAL WEIGHTED SCORE: 81

READ ALL 35 CUSTOMER SUCCESS REVIEWS FROM NVOICEPAY USERS

Ariett®

TOP PERFORMER

ABOUT ARIETT

Ariett is the leading provider of Purchasing and Expense Management Software that reduces costs for organizations and improves employee productivity by automating Requisition & Purchase Order Management, Accounts Payable Invoicing, and Travel & Expense Reporting on a single, unified application suite. Ariett deliver innovative web-based business software that is offered in the Microsoft Azure Cloud Software as a Service (SaaS) or On Premise.

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"Ariett enables us to adopt a fully operational requisition and order process and ensure that the majority of our spend is approved in advance; this will provide a much tighter cost control mechanism."

Richard Bennett
GAIN Corporate Controller, GAIN Capital

"...I'm extremely satisfied with Ariett's solutions! Their sales, support and implementation teams have been great! They made the transition simple and painless and they treated us very well...the way you want to be treated as a customer"

Denise Dawes
Manager AP & Commissions, Just Energy

"It couldn't have been any easier, Ariett's implementation and customer service teams were very helpful and they deserve high marks. Implementation went really well and was quick and painless".

Allan Ferguson
Controller, Pheasants Forever

"The Ariett Touch interface made it extremely easy to do what we wanted to do. We found that we did not have to go into extensive training; even people who were reluctant at first were able to pick up Ariett and run with it."

Brian Green
Vice President of Finance and Operations and Chief Financial Officer, Consumer Healthcare Products Association(CHPA)

CONTENT	SOCIAL	COMPANY
86	60	50

TOTAL WEIGHTED SCORE: 80

READ ALL 141 CUSTOMER SUCCESS REVIEWS FROM ARIETT USERS

SoftCo

RISING STAR

ABOUT SOFTCO

SoftCo is a provider of financial process automation solutions that increase productivity, reduce costs, and ensure organizations meet their compliance obligations. SoftCo is a global organization with offices in the USA, Ireland, the UK, and the Nordics. SoftCo is ISO 27001 certified, a Microsoft Gold Partner, and an AWS Advanced Technology Partner. SoftCo has one million business users worldwide across all industry sectors. Their approach is to understand their customers' businesses, the challenges they face, and deliver solutions to meet and go beyond their expectations. This approach, combined with the experience of the SoftCo team, is often quoted by their customers as the reason why they forge long-term partnerships with SoftCo.

TRUSTED BY:

Argos, experian, Irish Mainport Holdings – The Mainport Group, Sunny Delight Beverages Co., William Tracey – Recycling & Resource Management Group

"The benefits we've seen since we started working with SoftCo means we've got a strong return on our investment."

Philip Adams
Head of Group IT, Mercury Engineering

"With the SoftCo system, we've increased reimbursements and we've reduced costs - and that's good for our bottom line."

James Bowden
Director- Financial Services, Saint Peter's University Hospital

"We have confidence in SoftCo, it allows us to bring a much more compelling proposition to our clients – it's very much a feather in our cap."

Peadar Murphy
Head of IT, Capita

"SoftCo has transformed our AP process; invoice approval times have reduced from three weeks to just three days."

Pat Quirke
Group Finance Director, Mainport Group

CONTENT	SOCIAL	COMPANY
87	60	59

TOTAL WEIGHTED SCORE: 79

READ ALL 15 CUSTOMER SUCCESS REVIEWS FROM SOFTCO USERS

ANYBILL

RISING STAR

ABOUT ANYBILL

Anybill was created in 2001 to transition any AP transaction to an automated solution. Anybill provides accounts payable automation infrastructure for the small to medium business market (SMB), as well as tax payment services for some of the world's largest corporations and organizations, encompassing a variety of industries. Anibal's cloud-based platform automates the accounts payable process and provides clear controls, robust reporting, and data integration with accounting solutions.

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"Anybill's automated AP solution is a great asset. Our internal efficiency gains have created opportunities for employees and managers to work more strategically. We were able to reallocate a full FTE resource to more productive accounting activities. Processing AP is no longer a dreaded chore, but now actually an easy task."

Debbie Varga
AVP, Lincoln Trust

"For us, the business benefits are clear. Our AP staff productivity has increased dramatically and we can manage growing invoice volumes without adding staff. Equally important to us. is our reputation in the community. AP automation gives us confidence in our payment processing. Prompt and accurate payments are important to any organization's community standing."

Chris Hutson
Chief Financial Officer, Texas Tech Federal Credit Union

"Anybill's accounts payable automation solution is so versatile. I have actually used it real time to approve an entire week's check run on my laptop while sitting in an airport! The system saves time—not just mine, but all users."

Charles Robinson
Vice President, Finance, Operations and Strategic Planning, The Alliance of Automobile Manufacturers

"AP is not the Council's core business. But it is Anybill's. Putting the Anybill accounts payable automation solution in place has simplified life around here. I'm a huge fan!"

Ken Crerar
President, Council of Independent Insurance Agents & Brokers

CONTENT	SOCIAL	COMPANY
83	46	52

TOTAL WEIGHTED SCORE: 75

READ ALL 14 CUSTOMER SUCCESS REVIEWS FROM ANYBILL USERS