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2023 Guide

AP Automation Users Speak Out!
What People Love and Hate About AP Automation Software

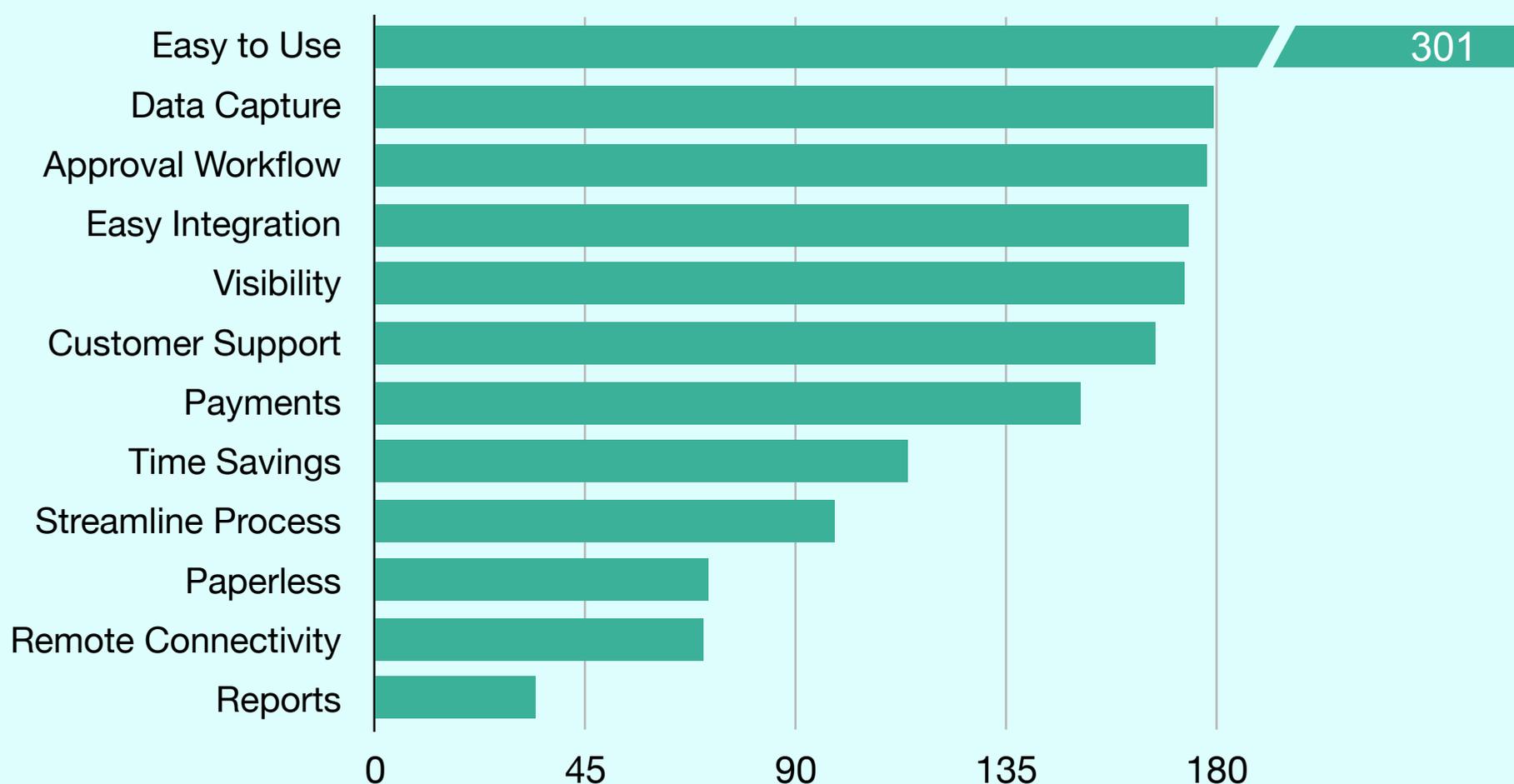# What Users Are Saying

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What businesses that use AP automation and vendor bill software say they love and hate

We did a deep dive into G2 and Gartner (Capterra and Software Advice) to see what people were saying about accounts payable software. Here's what we found:

POSITIVE

- People loved software that was **easy to use** – by far the most important feature for most users.
- The next thing they liked was how automation could **relieve them of keying in invoice data**.
- **Having an automated approval workflow r**educed the amount of time they spent sending emails and tracking approvals on spreadsheets.
- Naturally they were happy when the **integration process went smoothly.**
- Visibility made a big difference, **seeing where invoices were in the approval process** and getting a handle on what payments were outstanding.
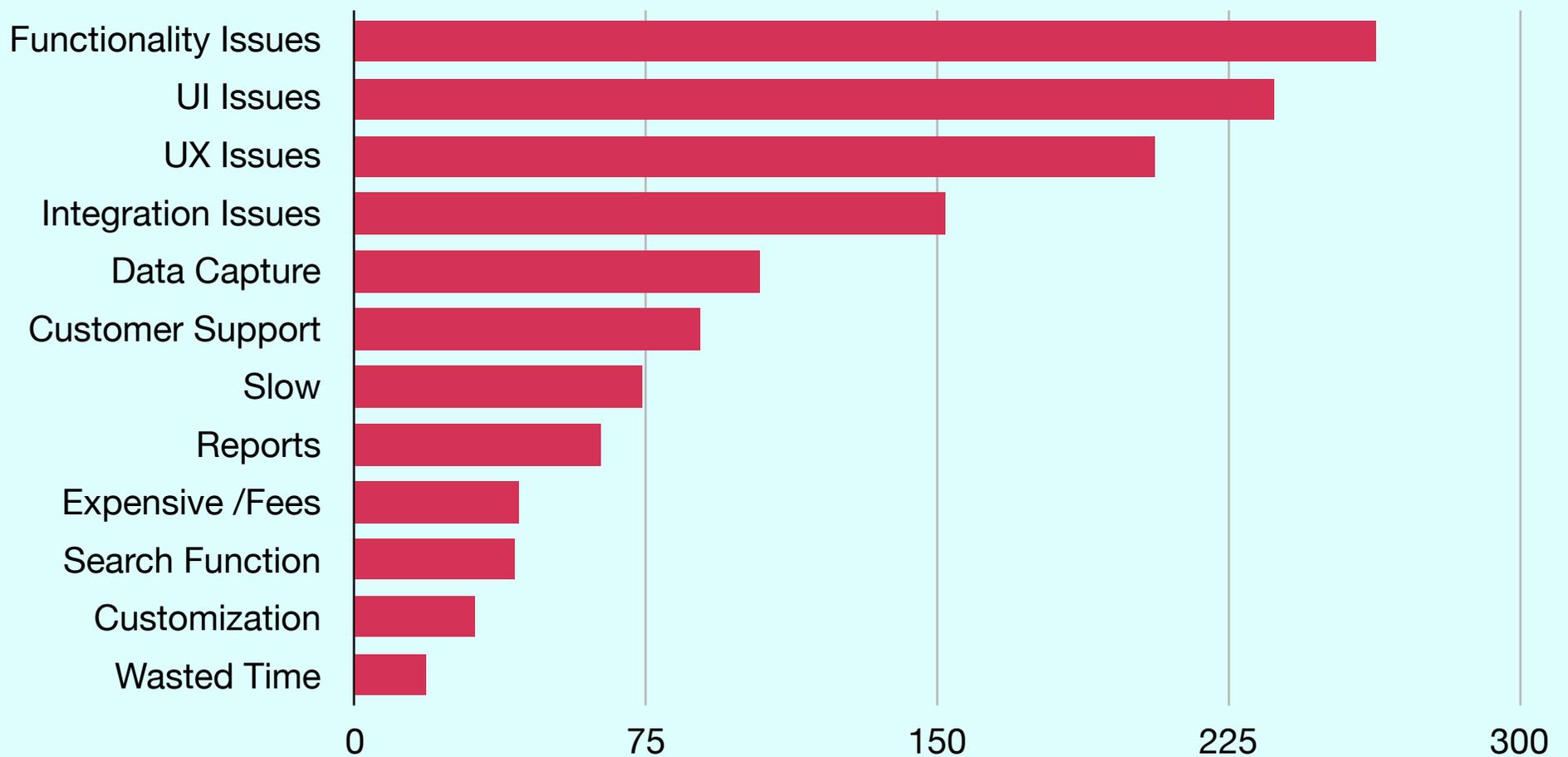
What Users Love About AP Automation Software

Category	Value
Easy to Use	301
Data Capture	~180
Approval Workflow	~178
Easy Integration	~172
Visibility	~170
Customer Support	~165
Payments	~150
Time Savings	~112
Streamline Process	~97
Paperless	~68
Remote Connectivity	~65
Reports	~33

(x-axis: 0, 45, 90, 135, 180)

*Based on 2,000 comments/data points in G2 and Gartner
Data is current up to the end of July, 2022
Users are all registered LinkedIn accounts.*

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What businesses that use AP automation and vendor bill software say they love and hate (cont'd)

NEGATIVE

- People were disgruntled the most by functionality issues (including UI and UX), and who wouldn't be if it gets in the way of smoothing out your day?
- Naturally if there were integration issues, a big sore point
- If the data capture software was not working properly capture was an issue
- Poor customer support was another area users complained about when it was not sufficient

What Users Complained About AP Automation Software

Based on 2,000 comments/data points in G2 and Gartner
Data is current up to the end of July, 2022
Users are all registered LinkedIn accounts.

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Integration

The data integration process can often seem overwhelming. Our industry standard Rillion Integration Engine alleviates this burden with powerful integration capabilities built into a straightforward, easy-to-use graphical user interface.

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Microsoft Dynamics 365 Finance & Operations

Microsoft Dynamics

Microsoft Dynamics AX

Microsoft Dynamics NAV

Microsoft Dynamics GP

ORACLE NETSUITE

sage X3

SAP Business One

UNIT4

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Ap Automation with Rillion saves time, lowers costs and improves efficiency for over 3,000 clients worldwide.

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