



# Why High-Velocity Businesses are Upgrading from Bill.com to Tipalti

For successful businesses, finance plays a critical role in sustainable value creation by helping them scale efficiently and achieve healthy growth. Tipalti helps our customers by modernizing and streamlining their entire accounts payable operations—the #1 most time-consuming function in finance. As your business changes and scales, Tipalti grows with you.

Tipalti Prides Itself in Having: **26K** Payment Validation Rules, OFAC & Tax Compliance | **196** Transactional Countries | **120+** Operational Currencies | **6** Payment Methods | **98%** Customer Satisfaction



Tipalti enables **True Global AP**—multi-entity, multi-currency payments, and multi-FX (intercompany transfers) with different accounts payable process workflows—all in a single instance, providing a consolidated, real-time view with the controls you need.

For multi-subsidary businesses, customers need a separate instance of Bill.com for each subsidiary without a consolidated headquarter payer account, causing breakdowns in payment visibility, weakened financial controls, delayed payment reconciliation & financial close, and wasted time/effort managing various instances. **Tipalti handles multi-subsidary businesses seamlessly, all in one instance of the product** providing a consolidated headquarter payer account, as well as summary and detail-level payments information at the entity level, enabling faster financial close with better payment visibility for your business and strong financial controls with no wasted time or resources.

Tipalti's accounts payable solution scales with you. Whether you are a single or multi-country operation, our holistic platform approach helps our clients achieve **an 80% workload reduction in their AP departments**. With Tipalti, you'll have self-service supplier management, KPMG approved tax compliance, modern invoice processing, 3-way and 2-way PO matching, fast mass payments, payments reconciliation with your ERP, enterprise-grade financial controls (role-based security and audit logs, multi-factor authentication, SOC compliance, EU US Privacy Shield, 'Do Not Pay' blacklist, OFAC checks, VAT and tax ID document collection), and much more.

Tipalti leads the payments industry in reducing clients' use of paper checks and wire transfers, which can be costly and fraud-prone. Clients on solutions like Bill.com, use paper checks (over other payment methods) 80% of the time, while **Tipalti users pay by check only 5% of the time**. Our users can take advantage of more secure options like US and Global ACH by easily self-selecting those options in our supplier portal. Tipalti's built-in fee-splitting functionality allows you to incent payees to adopt safer, more efficient payment methods for your business and can significantly reduce the number of checks your team needs to cut.

Tipalti owns payables end-to-end. With our solution, clients **accelerate their financial close by 25% plus**. Clients achieve this acceleration by taking advantage of our direct integration to banks, leveraging our licensed money transmitters across the country, improving invoice processing workflows (with our 3-pronged approach of OCR, AI/machine learning, managed services and advanced approvals), and implementing deep ERP integrations with real-time syncing across supplier, invoice, payment execution and payment result fields at the subsidiary level, which allows for instant reconciliation, even with custom fields.

Tipalti is dedicated to leading the payments industry with a best-in-class customer experience. **For our clients, we are proud to share that we have a 98%+ customer satisfaction rating** due to our speed, responsiveness, and issue resolution. From answering product questions on-the-fly to troubleshooting complex integrations, our US-based phone and email support specialists are available daily from 6:30 AM–6:30 PM Pacific Time for all of our customers' needs. With an **average response time of less than 2 hours**, we strive to resolve issues quickly, so there is minimal disruption to your operations. Additionally, **you can access the Tipalti Knowledge Base 24/7** to learn more about a product feature or to troubleshoot your issue.

For our client's suppliers/partners, Tipalti provides automatic, proactive supplier email communications and a **24/7 supplier portal for better visibility into payment statuses**, which leads to better relationships with your suppliers and a dramatic reduction in supplier inquiries. The portal, combined with **Tipalti's 26K built-in payment rules**, helps customers realize a **66%+ reduction in payment errors**.

Last year, we processed more than 600,000 invoices. And this year, volumes are increasing so being able to keep up with this workload without adding headcount was the need of the business. We needed to build a scalable infrastructure to avoid having to hire a large AP staff. Our staff doesn't have to spend all day living in Tipalti. We can better allocate our time supporting the business as opposed to entering and coding invoices.

Shayon Donaldson  
Accounts Payable Manager



In our old system, Bill.com, it was difficult to create all of our payments. We work with a lot of international partners & suppliers, and we need to pay these people in different markets. If we can't pay them effectively, it limits our reach. We used to spend three hours a week making payments. Now, it's down to minutes, which has allowed us to reduce our payables workload by 95 percent.

Leslie Pesante  
Head of Finance

