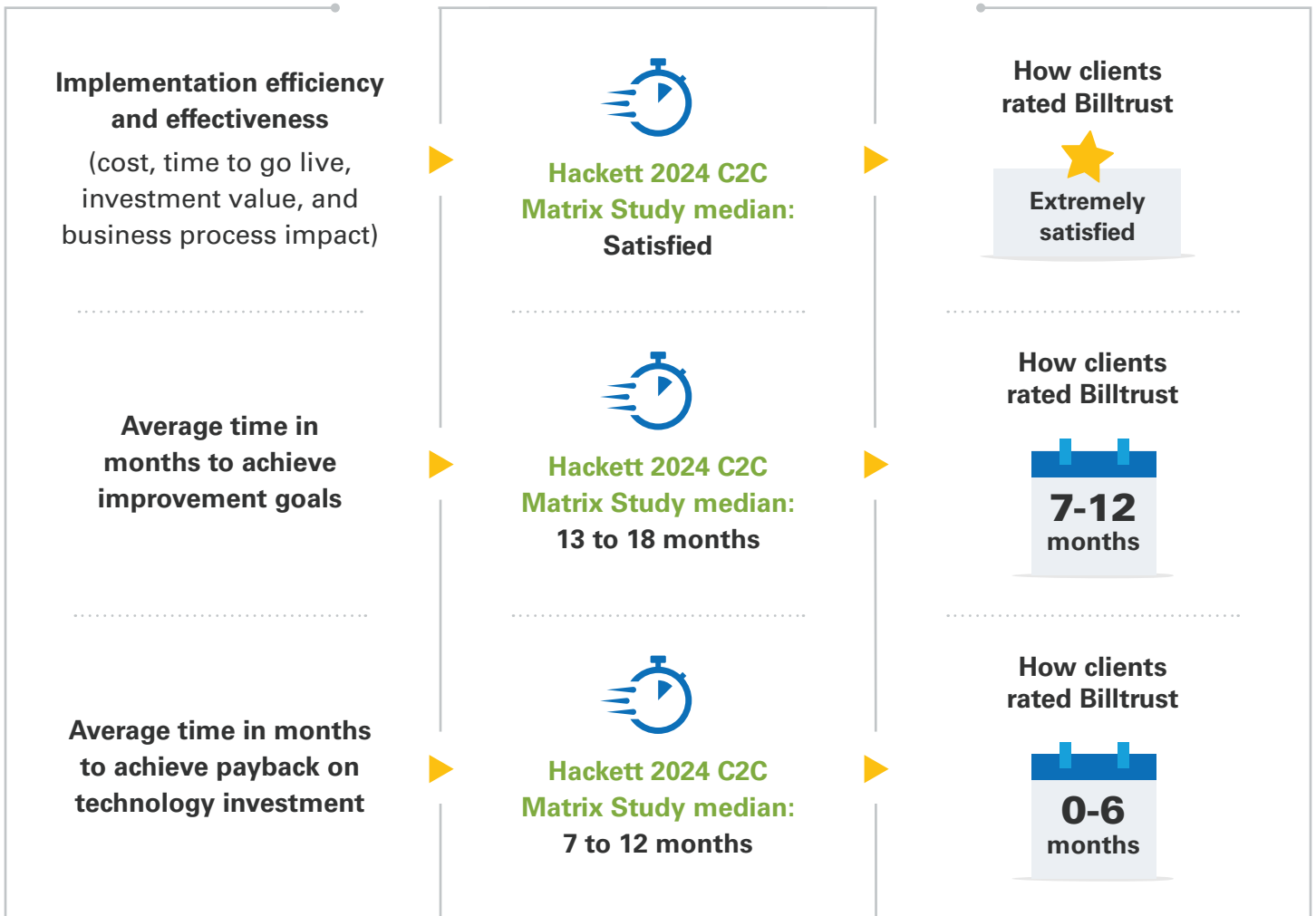


EIPP Value Realization Metrics – 2024 C2C Matrix Study

Billtrust has enabled customers to achieve rapid return on investment (ROI) and operational excellence on their billing/electronic invoicing presentment and payment (EIPP) technology investment. Billtrust employs an implementation team with both finance process knowledge and technology expertise; and prioritizes user-friendly training.



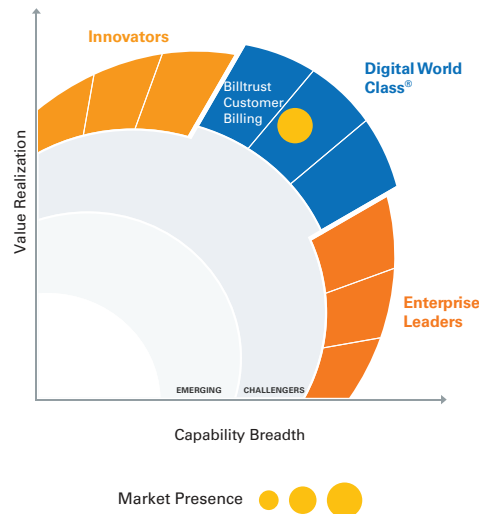
With over 5,000 implementations, Billtrust partners with its customers to transform their business processes, enabling them to achieve desired outcomes effectively, efficiently and with a timely ROI.

Hackett perspective | Billtrust

HACKETT VALUE PLACEMENT

- The Billtrust ecosystem includes order management (eCommerce), credit management, customer portals, customer billing, receivables, collections and disputes.
- The well-integrated platform delivers Digital World Class® performance in customer billing/EIPP.
- The credit software rated favorably with customers for implementation, experience and satisfaction metrics.
- Order management capabilities are e-commerce-focused and fit well in trade industries, including distributors, manufacturers and wholesalers.
- Billtrust is also the exclusive e-commerce and PIM provider for the IMARK Group of 1,500 independent distributors.
- The navigation is intuitive, and customer collections and payment history is just one click away.
- The platform leverages AI/ML for decisioning, predictive analytics, product recommendations and data cleansing.
- Billtrust takes a transformational approach with clients to maximize value, leveraging its services, engineering, customer success, education and support teams.

Digital World Class Matrix™



HACKETT CAPABILITY PLACEMENT

C2C Receivables Creation

Hackett assessment

- Billtrust delivers extensive implementation experience using a professional services team with both finance process knowledge and technology expertise.
- Billtrust provides a robust set of pre-build connectors for B2B and B2G (business-to-government) portals.
- Features excellent payment and presentment functionality along with strong customer self-service via a client-branded and configurable solution.

CUSTOMER BILLING CAPABILITY ASSESSMENT

Customer experience, self-service capabilities	●
Presentment functionality	●
Payment processing options, functionality	●
E-invoicing regulations compliance, controls	●

- WORLD CLASS
- CHALLENGING
- EMERGING

HACKETT COMMENTARY

“Billtrust’s suite of C2C process software features dynamic reporting and dashboards with modern looking and intuitive visualizations. Billtrust’s AI strategy includes providing cognitive workflows and prescriptive analytics, such as its innovative “Days to Pay” index derived by data within its data ecosystem.”