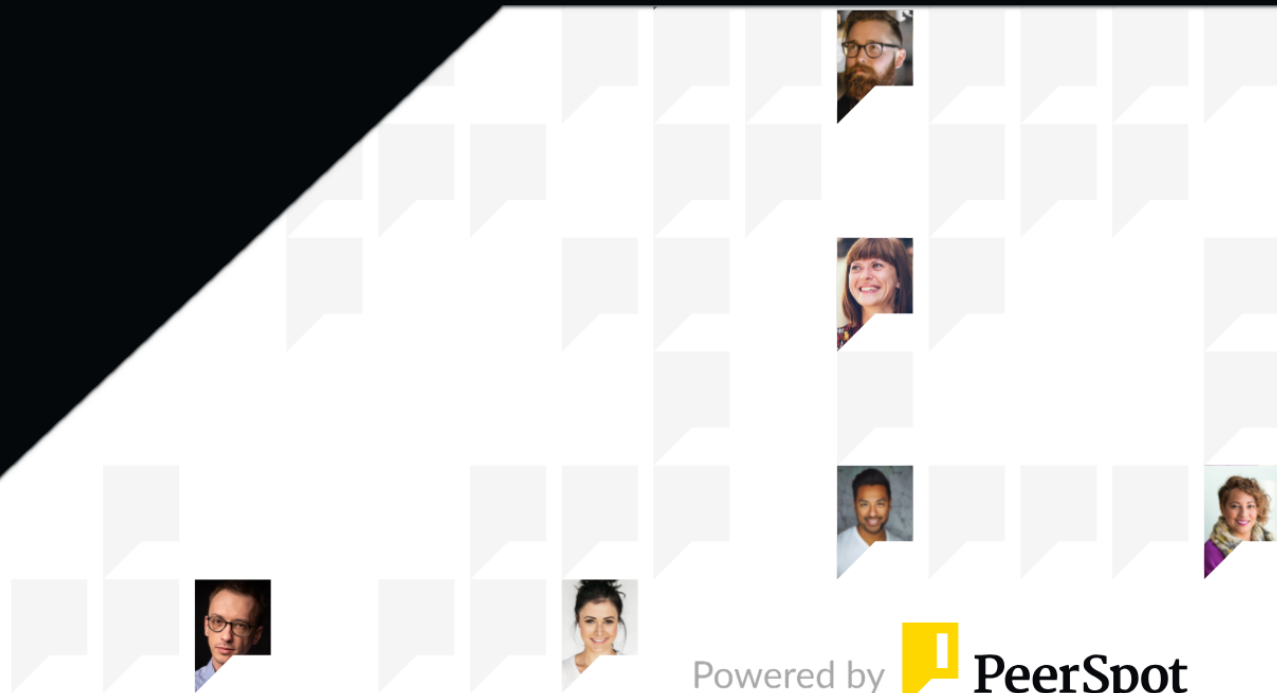




SS&C Blue Prism

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



SS&C Blue Prism

SS&C Blue Prism Recap

SS&C Blue Prism, renowned for its language capabilities and workflow design, supports detailed automation building, enhancing productivity. Despite some challenges like cost and limited integration, it offers substantial potential in automating diverse processes.

SS&C Blue Prism offers strong capabilities in document reading and a straightforward workflow design, making it accessible with basic BPM knowledge. Detailed automation design in the studio and effective monitoring in the control room are notable features. While facing higher costs and a steeper learning curve, it supports process mining and generative AI initiatives, crucial for industries aiming at transformation and activation services. Limited external system integration and lack of agile delivery encourage a strategic approach in its deployment.

What are the key features?

- **Strong Language Capabilities:** Essential for document reading and interpretation.
- **Straightforward Workflow Design:** Provides ease of use for individuals with basic BPM knowledge.
- **Detailed Automation Building:** Design studio allows comprehensive workflow definitions and scenario planning.
- **Effective Monitoring:** Control room supports detailed automation oversight.

What ROI should users expect?

- **Efficiency in Task Automation:** Automates repetitive tasks in back-office services.
- **Enhanced Process Integration:** Facilitates automation by integrating data inputs in insurance sectors.
- **Support for Process Mining:** Aids in generative AI initiatives and process transformation.
- **Complex Project Management:** Useful in managing large-scale migration projects.

SS&C Blue Prism finds its application across industries. In service industries, it automates repetitive tasks while supporting migration projects. Within the insurance sector, it helps automate claims handling and pricing by integrating data efficiently. Companies use it when transitioning processes, such as upgrading systems from older versions to new applications.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“We have converted manual processes into RPA processes, leading to significant time, money, and quality savings.”



Anurodh Dharmawat

Assistant Consultant at Tata Consultancy



“I find the design studio, where I can build the automation, and the control room feature, which allows me to run and monitor the automation, to be the most useful.”



Gavin Beckett

Intelligent Automation Solution Architect at Digiblu



“The key feature of SS&C that I find valuable is the general workflow visibility.”



Ramesh Narsingu

Senior Consultant at Eviden



“Some important features include the language capabilities, which are crucial since RPA has to read the documents provided by the customer.”



Venkat Sivaprakash

Management Consultant at Accenture

What users had to say about valuable features:

“The best features SS&C Blue Prism offers, in my opinion, are its scaling, flexibility, and also the AI and automation.

“SS&C Blue Prism's flexibility is very helpful as it is easy to use. It can be used by everyone, so it is highly adopted in my organization. When it comes to automation, it helps to automate most of the tedious processes in my organization, saving time and cost, so it is a very helpful tool.

“SS&C Blue Prism also has a very intuitive and powerful user-friendly interface..”

Dan Clifford

Senior Technical Lead at upstage

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“The best features SS&C Blue Prism offers are that data manipulation and handling is very easy and user-friendly. Email handling is excellent, and we are able to automate this task easily. It is considerably secure in handling sensitive data credentials.

“SS&C Blue Prism has positively impacted my organization as it has saved a considerable amount of time, more than 5,000 hours of manual work so far. It has saved a considerable amount of money as well. If their costing improves, this metric will improve largely for all organizations. It requires very little coding, so instead of hiring new people trained in a specific tool, we are able to manage this with the existing workforce with a few weekend classes. This approach is very manageable..”

Royix Martin

Software Engineer at SGCodeWorks

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“The best features SS&C Blue Prism offers include storing information from emails in a standard data set, auto-reply to emails tailored to the email so that it does not feel robotic or generalized, simple and easy workflow creation, and a flow structure that is easy to read and can be directly used in presentations to customers and management.

“Additionally, performing repetitive tasks through automation, which would take a lot of time to do manually, has been excellent with SS&C Blue Prism, especially saving a considerable amount of time, along with rule-based digital and basic tasks.

“I have been able to save between twenty to thirty thousand USD per quarter with SS&C Blue Prism by improving communication to optimize supply chain operations, and I have saved two manpower positions per year by automating email communication..”

Ciciso Miriam

Information Technology Manager at Hay Group

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“In my opinion, the best features SS&C Blue Prism offers are that it is very effective. It offers a free trial and premium integration. It also offers workflow creation which is simple and easy. The flow structure is easy to read and can be directly used in presentations to customers and management. Additionally, it includes auto-reply to emails tailored to each email so that it does not feel robotic or generalized. Storing information from emails in a standardized data set is another great feature. The user interface is very intuitive and user-friendly.

“The user interface of SS&C Blue Prism is very intuitive and user-friendly, making it very easy to use all the features. It can be used by any kind of tech-savvy personnel.

“SS&C Blue Prism has positively impacted our organization as we were able to save at least \$10,000 USD per quarter by improving communication to optimize supply chain operations. It also saves two manpower per year by automating email communication..”

Combs Peterson

Technical Lead at Astek

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“The best features SS&C Blue Prism offers include powerful automation, easy-to-use process flow, and excellent integration capabilities. Data manipulation and handling is very easy and user-friendly. It is very secure, especially in handling sensitive data such as credentials.

“One of my favorite features of SS&C Blue Prism that stands out is its seamless integration with various systems. This includes features such as load balancing, encryption, audit, and spying modes. The capability proves to be a significant advantage when automating tasks across different applications and platforms, which saves a lot of time.

“The email handling feature is spot-on, and we are able to automate these tasks easily, saving a lot of time.

“SS&C Blue Prism has positively impacted my organization as it can easily handle a large amount of data, being very scalable. It also saves time through automation of email. It saved a considerable amount of time, more than 5,000 hours of manual work so far. It saved a considerable amount of money as well. The costing metrics will improve largely. It also requires very little coding. Instead of hiring new people trained in a specific tool, we were able to manage this with the existing workforce with a few weekend classes..”

Biwod Duncan

Account Manager at a manufacturing company with 5,001-10,000 employees

[Read full review](#) 

“The best feature of SS&C Blue Prism is that it is a flow-based automation tool consisting of processes and objects, with processes used for developing workflows and objects designed for building reusable components. The object interacts with your applications via Application Modeler, making it best suited for large-scale unattended automation, with strong security features such as role-based access management and credential management. It is particularly effective for BFSI and healthcare industries and is stable for long-running processes, providing different interaction modes such as browser mode, region mode, Java mode, SAP mode, and UI mode. Its architecture includes a resource machine, interactive client, application server, and DB server, allowing controlled access based on user roles to ensure proper functioning. You can develop objects in a flow that consists of various stages, dragging and dropping them as needed, and different stages provided by SS&C Blue Prism can be supplemented with coding in languages such as .NET or C#. One notable feature is the detailed logging, allowing logs to be enabled, disabled, or set to error-only mode based on development phases, which aids in memory management.

I rely most on the flow-based automation as it is easy to understand and aligns with actual business flows, simplifying automation definition. The variety of automation modes is also highly useful. However, I wish the Desktop automation had features that allow defining dropdown values in input stages, as this has required us to recreate automation in other forms, such as using radio buttons instead.

Feature-wise, I appreciate that SS&C Blue Prism is introducing Work HQ, providing Agentic AI solutions, and features such as SS&C Blue Prism Decipher, alongside a vast Digital Exchange resource pool and an effective customer support service. They are quick to respond to any doubts, providing proper solutions and raising unresolved issues as bugs for future versions, demonstrating a commitment to continuous improvement.

I would say the impact of SS&C Blue Prism on my organization is very effective. My organization is a service provider for a European client, and I have worked on that project for around seven years, with additional projects for two more years for

different European-based clients. These clients have strong belief in SS&C Blue Prism capabilities and our team's abilities. We have converted manual processes into RPA processes, leading to significant time, money, and quality savings. For example, one client conducts fraud analysis, and the bots we developed in SS&C Blue Prism have saved considerable time, helping to prevent fraud and criminal activities.

The metrics reflect considerable improvements, such as processing 70,000 invoices where previously a human took 15 minutes per invoice, while the robot performs it in two to three minutes. This translates to significant time and cost savings, as the robots saved the equivalent cost of around 30 human efforts across 250 robots in total. .”

Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

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Other Solutions Considered

“As a developer, I do not handle pricing or licensing directly, but my organization benefits from a strategic partnership with SS&C Blue Prism that facilitates supportive conditions and assistance for licensing and feature introductions, streamlining the upgrade process..”

Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

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“We also considered UiPath. For very detailed processes with many different cases and complex requirements, I would recommend SS&C Blue Prism. However, for simpler automation processes, UiPath might be more suitable..”

VikasKumar16

Technical Auditor at a financial services firm with 10,001+ employees

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“Before SS&C Blue Prism, I used WorkFusion and trained in UiPath; I find SS&C Blue Prism advantageous in areas such as security for unattended automation and its suitability for BFSI and long-running processes..”

Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

[Read full review](#) 

“I previously used the UiPath Enterprise RPA platform. It is a good tool but open-source, so it has a bit of limitation, but not that much. I would rate both products at par almost, but SS&C Blue Prism is more popular and famous as of now. It is very easy to be embraced by any team. It saves a lot of cost through automation and time. It is very easy to use, with almost no code needed to use it. That is why we switched from UiPath to SS&C Blue Prism..”

Biwod Duncan

Account Manager at a manufacturing company with 5,001-10,000 employees

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“Previously, we were using UiPath Enterprise RPA platform. The reason why we switched, despite UiPath being a good tool, was that it is open source, so it has some limitations. However, SS&C Blue Prism is more popular and famous as of now. Our team took that into consideration before making the final decision. It is also very easy to use with minimal coding. Additionally, it automates a lot and is easy to handle, saving time and money. Those factors were another big plus. That is why we decided to switch from UiPath to SS&C Blue Prism..”

Royix Martin

Software Engineer at SGCodeWorks

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ROI

Real user quotes about their ROI:

“The return on investment with SS&C Blue Prism is notable, particularly with the reduction in processing times for invoices and movement of employees to more strategic tasks, aided by the effective fraud detection capabilities that have pleased clients..”

Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

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“I have seen a return on investment with improved performance and work efficiency. I have more time to work on meaningful tasks since automation has been very helpful in automating repetitive and time-consuming tasks. It is scalable to the entire team and department, which reduces workloads..”

Dan Clifford

Senior Technical Lead at upstage

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“I have seen a return on investment with SS&C Blue Prism, specifically massive time savings of one hour per person per week in HR and finance internally. All new joiners have had to have new SS&C Blue Prism licenses, which are a bit expensive. Additionally, I have noticed savings in time, especially on improved collaboration and quickly scaling..”

Combs Peterson

Technical Lead at Astek

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“It saved a considerable amount of time, more than 5,000 hours of manual work. It saved a lot of money, with 50 to 60% of our cost saved, especially through automation.

“Regarding return on investment, it is easy to handle and automate, saving time and money in a significant manner, especially through automation..”

Biwod Duncan

Account Manager at a manufacturing company with 5,001-10,000 employees

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Use Case

“My main use case for SS&C Blue Prism is to automate repeated tasks which don't require human intervention and to save time and cost through automation. A few HR processes have already been automated. A couple of accounting functionalities are in the process of automation. Once done, it will be able to handle this task without any hassle. We are offering clients the opportunity to include this in their own processes as well, and talks for this are in the finalizing stage..”

Royix Martin

Software Engineer at SGCodeWorks

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“My main use case for SS&C Blue Prism is to automate repetitive tasks which do not require human intervention. We primarily use it to automate repetitive tasks which do not require human intervention. A few HR processes have already been automated. A couple of accounting functionalities are in the process of automation. Once completed, it will be able to handle this task without any hassle. We are offering our clients the option to include this in their own processes, and talks for this are in the finalizing stages.

“A quick specific example of a task I have automated with SS&C Blue Prism is that it can very easily handle a large amount of data. There have been instances when more than 10,000 lines of customer data were processed overnight as bots divided work among themselves. Also, since it can handle emails as well, we do not need to worry about manually doing it later on to share the logs and results..”

Biwod Duncan

Account Manager at a manufacturing company with 5,001-10,000 employees

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“I have been using SS&C Blue Prism for the past five years.

“Typically, I use SS&C Blue Prism to help store critical information from emails in a standardized data set that allows my supply chain team to utilize the information swiftly and act accordingly. This has saved a considerable amount of time in communication and created more effective communication that helped to honor customer service agreements and increased customer satisfaction in my organization.

“While working in last-mile appointment-based supply chain deliveries to high-end customers, SS&C Blue Prism is critical because it allows my company to honor the appointments given to increase customer satisfaction and support sales. Since the appointments are spread throughout the day with limited manpower, we usually miss the appointment and spend a lot of time rescheduling and further delaying existing and future appointments. By automating email communication, we store the information and communicate with the concerned supply chain team so that they can take action simultaneously, optimizing supply chain operations and customer satisfaction..”

Ciciso Miriam

Information Technology Manager at Hay Group

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“My main use case for SS&C Blue Prism is to automate end-to-end processes. I use SS&C Blue Prism Cloud to automate end-to-end processes, and with it, I can quickly scale up or down according to my business needs. Currently, the scope of my use includes the automation of the following processes: data migration from existing legacy systems, capturing and structuring data from incoming requests, information aggregation from various sources, pre-processing input documents using algorithms, passing processed information and documents on to downstream activities and applications, and monitoring compliance and performance standards as per regulatory guidelines.

“A specific example of one process I have automated recently using SS&C Blue Prism is in project management, HR, and finance, where it helps save on average one hour per week in HR and finance. I also use it to verify invoices and use OCR to scrape printed documents into an Excel format. This task would usually be done by hand and would be time-consuming as well as tedious, but SS&C Blue Prism's capability allows for human intervention where necessary. It also integrates most of the tools and most of the processes, hence saving time and reducing human error..”

Dan Clifford

Senior Technical Lead at upstage

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“My main use case for SS&C Blue Prism is that I have worked for three clients in finance and customer service-based robots. I have worked for BFSI clients and have built around 30 robots in Enterprise SS&C Blue Prism and around three robots in Desktop SS&C Blue Prism. I have experience using different versions of SS&C Blue Prism from 4.2 to 7.3, including version upgrades. I have also imported various objects provided by Digital Exchange and built use cases for using Work HQ and Agentic AI, which provides Agentic AI solutions. Additionally, I have built a solution using AI Gateway.

For example, I built a reconciliation process for one of the European BFSI clients. In that reconciliation, there is banking data present on a website. We have to download that data, extract data from different sources, perform computations in Excel with some logic and formulas, and reconcile the data to provide a report to the customer. I have also worked on Citrix-based automation, automating highly secured applications in a Citrix environment using surface automation. I have developed some 24/7 robots for critical incidents, such as detecting hacker activities, where alarms are generated.

I would like to add that I have recently used Desktop automation where I developed three robots for a BFSI-based European client, which involved automating a mainframe application. .”

Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

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“My main use case for SS&C Blue Prism includes that it helped a lot in storing critical information from emails in a standardized data set that allows our supply chain team to utilize the information swiftly and act accordingly. It saved a lot of time in communication and focused on more effective communication that helped us honor customer service agreements and increase our customer satisfaction.

“In a specific example of how SS&C Blue Prism helped with storing email information and improving communication, while working in last-mile, appointment-based supply chain deliveries to high-end customers, it was very critical that our company honors the appointments given to increase customer satisfaction and support sales. Since the appointments are spread through the day with limited manpower, we usually missed the appointments and spent a lot of time rescheduling and then further delaying existing appointments and future appointments. With automating email communication, we were able to store the information and communicate with the concerned supply chain team so that they could take action simultaneously and optimize supply chain operations and customer satisfaction.

“We also use SS&C Blue Prism for auto-reply to emails tailored to each email so that it does not feel robotic or generalized..”

Combs Peterson

Technical Lead at Astek

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“My experience with pricing, setup cost, and licensing is that the licensing can be a little bit expensive compared to other alternatives such as UiPath RPA. The setup becomes easy and seamless when I have undergone the learning curve..”

Dan Clifford

Senior Technical Lead at upstage

[Read full review](#) 

“My experience with SS&C Blue Prism's pricing, setup cost, and licensing is that the cost can be high, especially for organizations working under a tight budget, so the price could be more pocket-friendly and user-friendly. The setup is fairly simple. If you could do away with the coding, it would be perfect..”

Royix Martin

Software Engineer at SGCodeWorks

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Customer Service and Support

“I have reached out to customer support a few times, and they have been responsive and proactive. I would rate the customer support of SS&C Blue Prism nine out of ten..”

Ciciso Miriam

Information Technology Manager at Hay Group

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“My experience with SS&C Blue Prism's customer support is that the support is good and with time, online support in other forums is becoming available as well..”

Royix Martin

Software Engineer at SGCodeWorks

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“Customer service for SS&C is satisfactory yet could use improvement. We have encountered delays in support response, but ultimately they provided assistance in resolving issues..”

Ramesh Narsingu

Senior Consultant at Eviden

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“They are quick to respond to any doubts, providing proper solutions and raising unresolved issues as bugs for future versions, demonstrating a commitment to continuous improvement.

Our team manages security and compliance by storing data for five years, archiving logs older than seven days while maintaining backups, and implementing strict logging practices. We use Credential Manager for secure storage of credentials, limiting access based on defined rules for user environments. .”

Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

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“We occasionally write emails to them if we're unable to understand some log files or error messages. Generally, we are able to handle the errors ourselves, but we contact them when necessary.

“They are very responsive. We have never experienced a case where we sent a message to the support team and didn't receive a reply. They provide very detailed responses that enable us to handle any issues effectively..”

VikasKumar16

Technical Auditor at a financial services firm with 10,001+ employees

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Other Advice

“My advice to others looking into using SS&C Blue Prism is that it is easy to use. SS&C Blue Prism has an amazing user-friendly interface which is very easy to use if you have prior experience working with [RPA](#). It becomes a mess if you have too many ongoing projects, but it is quite good for people who are new to the industry. I would rate this product an 8 out of 10..”

Combs Peterson

Technical Lead at Astek

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“I calculated the 5,000 hours saved through SS&C Blue Prism by doing a consideration and comparison between our previous tool, which was UiPath Enterprise [RPA](#) platform. I can now calculate that we have been able to save 5,000 hours of manual work so far.

“My advice to others looking into using SS&C Blue Prism is that it is a good tool that has enabled us to handle a large amount of data. It saves time and cost through automation. Therefore, it is a great tool.

“SS&C Blue Prism is very secure in handling our sensitive data credentials, and we have peace of mind. I would rate this product a 9 out of 10..”

Royix Martin

Software Engineer at SGCodeWorks

[Read full review](#) 

“I would rate SS&C Blue Prism a nine out of ten.

I assign a nine because there is room for improvement, particularly in AI and ML capabilities and related newer features such as Work HQ, which could benefit from more widespread use.

We monitor the health of our SS&C Blue Prism robots using an internally developed health monitoring robot that checks resource machine health and reports any issues. We extract data about processes executed, scanning for exceptions to alert human controllers when necessary.

In my organization, we utilize [MS SQL](#) databases with SS&C Blue Prism, as well as support for Oracle DB. SS&C Blue Prism also facilitates REST API integration, enhancing compatibility with other applications. .”

Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

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“Regarding my main use case, SS&C Blue Prism is working on its own AI and machine learning. However, SS&C Blue Prism's existing integration with [Google Cloud](#), Amazon, and Microsoft AI is incredibly potent.

“My advice to others looking into using SS&C Blue Prism is that if you need to save time through automations, especially when automating repetitive and time-consuming tasks, reduce human errors, and save on cost, then SS&C Blue Prism is the right tool for your organization.

“I have additional thoughts about SS&C Blue Prism as it has been a great tool and a game-changer. It improves my performance and work efficiency. It has been very scalable to the entire team and department. It has enabled me to complete more tasks and projects on time thanks to the automation capability of SS&C Blue Prism. I have given this product a rating of eight out of ten..”

Dan Clifford

Senior Technical Lead at upstage

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“People new to automation will find it a bit tedious at the beginning because object recognition methods will take a while to catch on.

“I would rate SS&C Blue Prism a nine out of ten. I did not give it a ten because it is easy to handle and automate. It saves time and money in a significant manner. It also requires less coding, so instead of hiring new people trained in a specific tool, we were able to manage this with the existing workforce with a few weekend classes. It is very scalable.

“My advice to others looking into using SS&C Blue Prism is that it is very scalable. It can handle a large amount of data. It can handle emails as well, so users do not have to worry about manually doing it later on to share the logs and results. Although people new to automation will find it a bit tedious at the beginning because the object recognition method will take a while to catch on, everything falls into place eventually.

“If you are looking for a great tool to automate your repetitive tasks that are time-consuming and costly, then SS&C Blue Prism is the solution. It saves time and cost. My overall rating for this product is nine out of ten..”

Biwod Duncan

Account Manager at a manufacturing company with 5,001-10,000 employees

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“On a scale of one to ten, I would rate SS&C Blue Prism an eight.

“The reason I deducted those two points for SS&C Blue Prism is due to the cost, as it could be a bit more cost-effective and friendly, especially for small organizations. I chose an eight because it helps with process flow and is very easy for a non-technical person to understand, allowing project managers to simply view the flow and grasp the process using standardized icons that are easily distinguishable, in contrast to other tools in the same category, which can be more complex from merely observing them.

“To others looking into using SS&C Blue Prism, I recommend it as it offers incredibly simple and vastly complex automation that can also be somewhat cost-effective, especially for mid to large enterprises. It saves massive amounts of time, one hour per person per week in HR and finance internally. Through automation, I have been able to reduce errors and save time and cost, so it is a must-have tool in any organization that employs remote workers, as it is accessible from a web browser.

“SS&C Blue Prism is also beneficial for organizations needing to quickly outsource part of their process automation without having to purchase additional software licenses and requirements. My overall rating for SS&C Blue Prism is eight out of ten..”

Ciciso Miriam

Information Technology Manager at Hay Group

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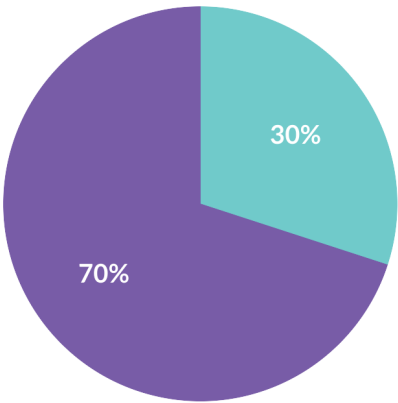
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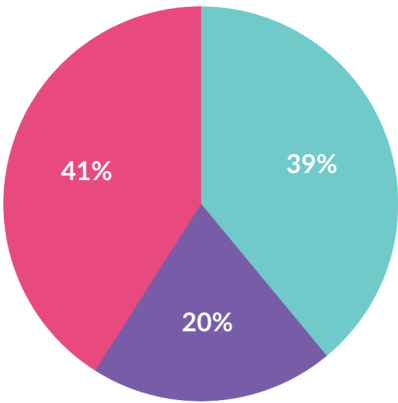


Company Size

by reviewers



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 Large Enterprise  Midsize Enterprise  Small Business

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244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944