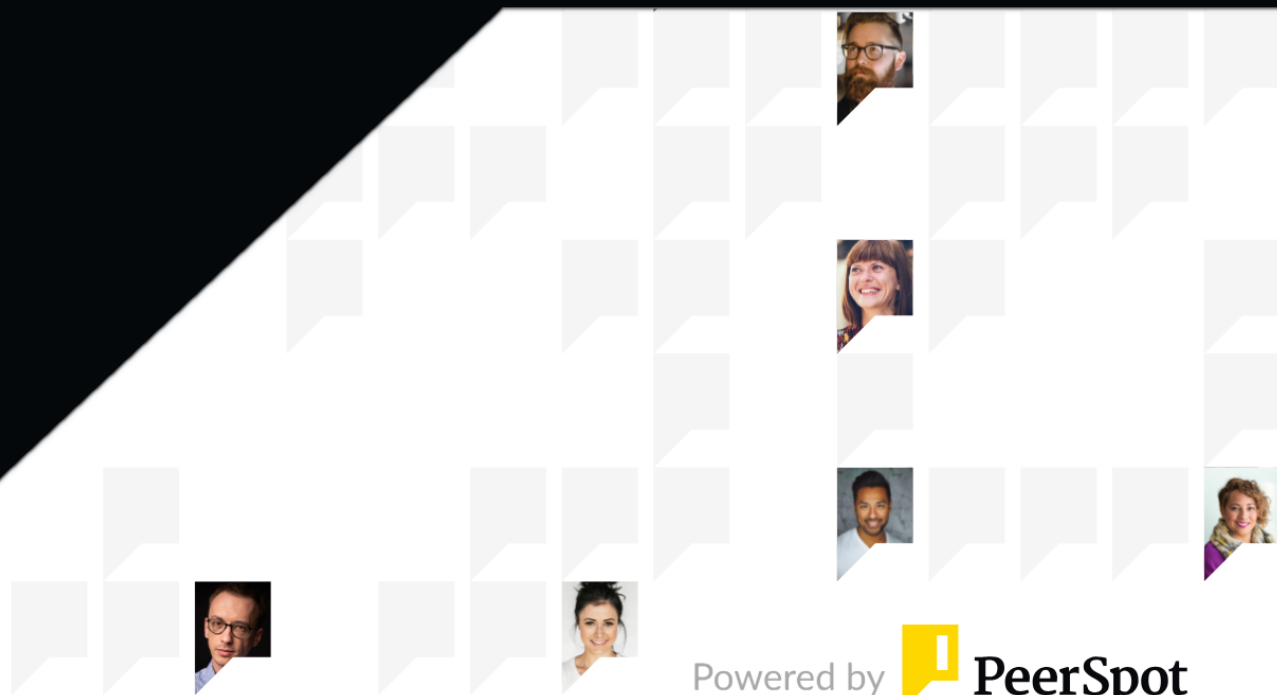




Workato

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Workato

Workato Recap

Workato excels in integration and automation with features like a drag-and-drop interface and extensive connectors for cloud applications, boosting productivity.

Workato's platform is designed for seamless enterprise integration, utilizing AI automation for simplified development. Non-technical staff benefit from its user-friendly, low-code/no-code setup, allowing efficient workflow creation. The extensive pre-built connectors facilitate connection with applications such as Salesforce and SAP, reducing manual tasks and optimizing automation processes. Although improvements are needed in customization and code-friendly features, its robust integration capability makes it a valuable tool.

What key features does Workato offer?

- **Drag-and-Drop Interface:** Simplifies workflow creation for users without coding skills.
- **Low-Code/No-Code Capabilities:** Enables non-technical staff to build integrations.
- **Extensive Pre-Built Connectors:** Eases integration with popular SaaS applications.
- **User-Friendly Design:** Provides accessibility to a broader range of personnel.
- **AI Automation:** Streamlines development with intelligent automation features.

What benefits do users find in Workato?

- **Enhanced Productivity:** Automation reduces manual effort and increases efficiency.
- **Improved ROI:** Integrations lower costs and enhance operational productivity.
- **Ease of Use:** Simple interface democratizes integration capabilities.
- **Cloud and SaaS Agility:** Supports various cloud applications for versatile use.

In industries such as finance, technology, and healthcare, Workato facilitates integration and process automation across platforms. It's commonly used for onboarding, financial transactions, and data synchronization, leveraging pre-built connectors for streamlined operations. Enterprises in these sectors achieve greater productivity and data interaction.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Workato helps clients reduce costs while increasing productivity by automating business workflows and data integration, addressing their manual efforts which are time-consuming and prone to errors.”



AshishPatil1

Technical Consultant at IST Technology



“Workato has positively impacted my organization by improving processes overall, as it has saved time because it was easy to connect through the UI without needing technical, detailed coding experience.”



Mahesh Dave

Data Engineer at Acquia



“The best feature of Workato that I especially appreciate is its low-code, no-code platform, enabling us to primarily use these methods even when client's requirements are atypical.”



Validated user

Integration Engineer



“The delivery time has drastically improved using Workato because of its low-code feature and pre-built connectors which are very easy to use compared to MuleSoft.”



Shubhra Shrivastava

API Integration Architect, Sr Manager at Beauty Tech Retail Domain



“The features of Workato are very user-friendly.”



Validated user

Cloud Data Architect at a tech vendor with 10,001+ employees



“With Workato, as soon as an invoice is put in our vendor management system, we sync it within two to three minutes, providing a real-time experience.”



RaghavendraRaju

Senior Integration Engineer at Atlassian



“Workato allows us to streamline our operations by replacing multiple legacy systems with a single integrated platform.”



Kiran Vishwanath

Director at Infoteck Solutions

What users had to say about valuable features:

“There are several features I find best about Workato, with the first being its ease of use, reduced time to market, and their customer support.

It serves as a one-stop shop where you can maximize coverage on both the automation and AI side.

The initial setup of Workato is easy to use, and the customer support team ensures proper adoption of the Workato platform, helping us solve the right problems. We are getting benefits from it, adding business impact and value..”

DeveshGupta

Director, Enterprise Technology at a tech vendor with 501-1,000 employees

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“The best features Workato offers are the variety of connectors that allow you to connect to various sources and communicate with the sources, which stand out in my opinion.

Having so many connectors was valuable for my work because you get to rely on one tool to connect to multiple sources, so it's great to see one tool having a variety of connectors which help you stay in one ecosystem to connect to various sources.

Workato has positively impacted my organization by improving processes overall, as it has saved time because it was easy to connect through the UI without needing technical, detailed coding experience.

The time saved by integrating Workato has changed our team's workflow significantly, as we used to rely on our application development team to configure a Kafka connector for real-time data, but instead, we integrated Workato to push the data directly into our data warehouse, which saved a lot of time for our overall team..”

Mahesh Dave

Data Engineer at Acquia

[Read full review](#) 

“The most valuable feature of Workato is that billing is based on task actions; whatever actions we take on the Workato platform will determine the task consumption and billing for each workflow. More optimized workflows lead to less billing for clients. Furthermore, they have introduced a Copilot feature for automation, helping build recipes and code with simple prompts. Additionally, they are developing AI solutions for clients. These are some top features, along with various others implemented per client specifications, such as CICD implementation and runtime connection changes.

The benefits of using Workato for our customers include automating business workflows and data integration. By addressing their manual efforts, which are time-consuming and prone to errors, Workato helps clients reduce costs while increasing productivity. We implement solutions that enable seamless data integration between different systems, minimizing time-consuming manual processes. A positive impact we see is cost reduction, as manual efforts are significantly lowered. For example, in production support teams, manual processes are streamlined through CICD implementation, allowing for a seamless integration of different environments with minimal errors and faster deployment..”

AshishPatil1

Technical Consultant at IST Technology

[Read full review](#) 

“In Workato, I can see everything that goes behind the process. You can see how everything works, how the tool works in the background. If something goes bad and an error appears, I can see why it happened.

“The best features Workato offers, in my opinion, are the easy integration with many different types of tools.

“The Workato interface is so easy to use.

“Workato has impacted my organization positively by reducing errors, which is one of the most important improvements I can see, and one great thing is that in Workato I can do many things that the main BPA platform we use does not do. Error reduction has helped our team in Workato as we can see more details about the most common errors and what makes everything go bad. With this specific data, we can develop a new and better solution. Workato helped us to do this. We can see more details about the errors and solve them.

“Workato has improved a lot of my work because there I can develop many flows easier and faster. At this moment, I do not have anything that frustrates me..”

Isaac Viana

[Read full review](#) 

Don't information on the list at ProPacto

“The most valuable features of Workato include event streams that enable loosely coupled APIs and maintain reusable flows in the platform. We can bind multiple subscribers to them and have the same data supplied across multiple channels and multiple subscribers.

“Another valuable capability I am currently exploring is Intelligent Document Processing, which allows us to read PDFs and images and extract those details. This is especially useful for invoices and purchase order receipts.

“The recipe-driven automation in Workato is very impressive. For the same client project, we extracted purchase orders from emails and pushed them into the file system. The automation worked as expected, and we didn't face any issues with the Workato email connector.

“Regarding connectors, I have used approximately 20 to 30 connectors. The most useful was the Ruby connector, which allows us to run Ruby scripts and get the required output. This was particularly helpful during our integration when we extracted and implemented business logic for multiple complex transformation scenarios. Similarly, we can run Python scripts and JavaScript as well, making these useful tools for data transformation..”

Ajinkya

Senior Software Engineer at a computer software company with 201-500 employees

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“The best feature of Workato is the ability to create a flow, and the majority of the things are already available in the module, which I find valuable. Additionally, if we have a demand for a specific tool, we can connect with the support team, and they can provide us what we need. Another valuable aspect is that there are many things publicly present in their library to use, and if I need to create an integration for a particular system to another, there might already be something available created by other users in public repositories.

“The public repository helps me significantly because when I know the PRD document of the customer and understand their use case, I can look first in the public repository for something similar instead of creating everything myself, thereby saving my time. If I find something similar, I can take it as an example, utilize it in my personal flow, reduce my work on that particular task, and incorporate that chunk of flow into my own flow. Hence, the presence of numerous flows in public repositories is quite helpful.

“Workato has positively impacted my organization, depending upon the customer's preference for which tool to use. While some customers prefer Workato due to its good customer support, it's ultimately based on the customer's needs, and we can perform integration using various tools available in the market. Personally, I enjoy using Workato, and my company feels that it results in significant time savings since it is easy to understand and allows new team members to onboard quickly. My superiors appreciate it as it enhances speed and accuracy, allowing QEs to understand and test completed tasks easily.

“The positive impact on my team's speed and accuracy is evident whenever we start a new project, as new team members face challenges understanding how we use Workato. However, the best thing about Workato is the amazing and detailed documentation available on their website, which makes understanding and using the tool easy and fast. Even individuals without a coding background can contribute to projects quickly, as we have had freshers join with limited exposure to coding who can still catch up and integrate with projects swiftly..”

RahulSingh15

Software Engineer at a tech services company with 1,001-5,000 employees

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Other Solutions Considered

“I don't know about evaluating other options for Workato; the decision might have been made at a higher level, possibly by the DevOps team or business team..”

Maresh Dave

Data Engineer at Acquia

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“Before Workato, we used MuleSoft and custom integrations developed on a Java framework and Spring Boot. The leadership team decided to switch because MuleSoft was becoming costly and lacked the innovation expected following its acquisition by Salesforce..”

RaghavendraRaju

Senior Integration Engineer at Atlassian

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“I have used multiple tools for the same integration before Workato, but it was not a personal choice; it was driven by my organization's requirements based on customer needs. I prefer using Workato because it's user-friendly while other tools tend to have much complexity due to being very detailed integration tools suited for large systems Oracle and SAP. Each tool has its own strengths and weaknesses, depending on the customer's requirements and our development needs..”

RahulSingh15

[Read full review](#) 

Software Engineer at a tech services company with 1,001-5,000 employees

“As an integration team member, we mostly utilize the Workato platform over MuleSoft and Dell Boomi. However, in the future, there may be considerations to adopt one of those platforms in conjunction with Workato.

“From my experience, I highly recommend using Workato because it offers cost efficiency compared to other iPaaS technologies. The training process for newcomers is easier compared to using Dell Boomi or MuleSoft. Workato is simple enough to train individuals on, and its tool efficiency is enhanced when an experienced person manages it. Overall, I suggest businesses adopt Workato over alternatives such as MuleSoft and Dell Boomi..”

Validated user

[Read full review](#) 

Integration Engineer

“Boomi is a better fit compared to Workato. Boomi offers drag and drop features similar to Workato but provides more extensive customization options. It enables advanced API management and has more adapters than Workato, which is newer in comparison. Boomi provides better management of multiple development teams working on the same code and has a superior deployment cycle.

“We currently use both Workato and Boomi in different areas as needed.

“Boomi is more expensive than Workato. Workato is recommended for small to medium-sized companies, while Boomi is more suitable for larger companies with extensive data needs. The choice depends on company budget and size. For simple integrations and limited budgets, Workato is recommended. For large-scale companies with substantial data and budget, Boomi or MuleSoft would be more appropriate..”

Rajni Gaud Bhatt

Associate Director - Technology & Innovation

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“I have basic knowledge of MuleSoft. Initially, at the start of my career, I built some projects on MuleSoft, connecting Salesforce and NetSuite using MuleSoft Studio. Additionally, I have industrial experience with Salesforce Admin tasks for Sales Cloud and Service Cloud and some knowledge in CPQ from Salesforce. Currently, I work as a member of the integration and data teams, managing tasks related to both areas, including Power BI reporting.

“In terms of comparing Workato to MuleSoft or other iPaaS products, I find that Workato has a user-friendly interface compared to MuleSoft. MuleSoft includes many versions, while building recipes or programs in MuleSoft feels more complex compared to Workato. While MuleSoft is stronger in terms of available connectors and systems, I believe Workato has potential to be widely adopted as confidence in its use grows, similar to MuleSoft's current standing..”

Validated user

Integration Engineer

[Read full review](#) 

ROI

Real user quotes about their ROI:

We know that we've improved processes, replacing formerly manual tasks. Workato provided spreadsheets for ROI calculations, but we haven't taken the time to assess it.

Martin Rubens

Practice Manager at a consultancy with 201-500 employees

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The return on investment with Workato is notable. By replacing multiple legacy systems and teams with a single automated platform, organizations see significant cost savings and improved business operations.

Kiran Vishwanath

Director at Infoteck Solutions

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“I have definitely seen a return on investment from using Workato, notably in time saved and the reduced need for employees since it requires less time to understand and a handful of people can manage much larger integrations with this tool compared to others..”

RahulSingh15

Software Engineer at a tech services company with 1,001-5,000 employees

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“In terms of ROI, or return on investment, they mentioned that they charge for recipes based on time consumption. If we build callable recipes, those do not incur charges. For main recipes, there are charges, so by focusing on creating as many callable recipes as possible based on requirements, we can improve cost efficiency for the business..”

Validated user

Integration Engineer

[Read full review](#) 

“The setup is really straightforward. I got on a call with their support rep who walked me through the basics and the possibilities of Workato. I was able to set things up myself after that: connect my apps, create my steps and run the recipe.

The integration was done within a week, what we thought might take us two months to complete. We get much faster cash inflow since account reps can stay on top of their accounts in a much more efficient manner. With a cleaner database, we can now spend our time and effort doing marketing and bringing more business in. The developers can also focus on building our product and not worry about integrations.

It is hard to quantify the actual ROI, but it is definitely a huge productivity boost..”

Validated user

Co-founder and CEO at a tech company with 11-50 employees

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Use Case

“I am working as an integration lead, and we had a project where we implemented an integration for one of our clients. The use case in our project was to bring data from a source system, Shopify, where we transfer all dimensions and fact data to Snowflake. This integration was achieved through Workato..”

Ajinkya

Senior Software Engineer at a computer software company with 201-500 employees

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“My main use case for Workato is to do the maintenance of some BPA automation processes, building a recipe for everything in the process to make everything go smarter and faster. It works better than themselves.

“One of those weekly automation processes uses a lot of approvals in the process, and I use Workato to define these approvers, set them, and check if everything goes well..”

Isaac Viana

Don't information on the list at ProPacto

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“We use Workato for our G&A across finance, accounting, procurement, audit and compliance, HR, GTM which covers sales, marketing, customer success, as well as IT.

Wherever we need process automation, APIs, reverse ETL, event-based automation, intelligent document processing, or need to build AI agents, that's where we are using Workato.

Currently, I cannot share the exact count of users, but it includes the COE (Center of Excellence) and several lines of business including the marketing and HR departments..”

DeveshGupta

Director, Enterprise Technology at a tech vendor with 501-1,000 employees

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“In my previous organization, I worked with Workato for around two years and I've got the chance to use Workato for almost a year, integrating some of the sources with our product.

Our main use case for Workato was that we were getting some data from an API from our customer and pushing that data into our product, integrating Workato to pull in the real-time data.

We also wanted to trigger some kind of real-time notification with the exact count or data we were sending by email, and it was great to get a live report on email..”

Mahesh Dave

Data Engineer at Acquia

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“I have used Workato for almost six months in my company to integrate different platforms using this Workato tool.

“The main use case of using Workato is that Workato is an integration platform, whereby if I want to integrate one platform with another, such as integrating SAP with Freshworks, I have to use Workato as a tool to integrate these two platforms with each other.

“The process of integrating SAP with Freshworks using Workato is pretty straightforward, and I really appreciate Workato in terms of integration because it is very simple and user-friendly when it comes to coding, and most of the part is a non-coding part. When there is complexity in functionality for one system, we have to do the coding on Ruby, which is also a fun part. I have used many integration tools other than Workato, and I find Workato quite easy to understand and fast compared to Integration Hub of ServiceNow, which is quite detailed and a little complex. Therefore, I found Workato easy and the speed is quite good..”

RahulSingh15

[Read full review](#) 

Software Engineer at a tech services company with 1,001-5,000 employees

“The usual use cases for Workato include real-time data processing from either SFTP or SAS, and we have implemented multiple use cases for our clients in the past 3.5 years. For example, the employee data processing, where they use Workday to hold employee details, is the source for us to integrate data from Workday to multiple target systems, such as communications through Slack or meetings via Zoom. We also utilize ITSM tools such as remedy force services and several other core systems, syncing employee master data on a daily basis for onboarding, offboarding, and data changes.

Another use case includes the security systems, where we implement badge access for new onboarding or visitors coming to the office. We have integrated various systems, from Workday to JumpCloud to Genentech and ITSM tools such as Freshservice. As a middleware, Workato helps us automate business workflows and reduce manual work, thus enhancing productivity and efficiency. Additionally, we have another client for whom we implemented financial transaction data integration from SAP to Kupa and different systems, showcasing Workato's role in data integration and business workflow automation.

Real-time data synchronization is being used for multiple clients, where many SAS applications have real-time triggers. In Workato, we have triggers to receive data from sources, whether from an ERP system or any other system, and we have successfully implemented that real-time data sync.

We use many of the pre-built connectors in Workato on a daily basis. There are numerous connectors that enhance our interaction with Workato. The number of connectors we typically use depends on the use case; for complex use cases, more connectors are required. It entirely depends on business requirements and specifications, so we cannot define a specific number of connectors..”

AshishPatil1

Technical Consultant at IST Technology

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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.

The initial setup was straightforward and fast. Connecting components took some time depending on the authentication method, such as OAuth 2.0 or JWT, but overall, it was easy.

Badreddine Fathi

[Read full review](#) 

Data Integration Consultant at a tech services company with 501-1,000 employees

For me, it was easy as I have strong experience in data integration, but for new people with basic knowledge of integration, it is also quite user-friendly.

Validated user

[Read full review](#) 

Cloud Data Architect at a tech vendor with 10,001+ employees

The initial setup was facilitated by a partner who helped us to quickly learn and implement Workato. We focused on specific tasks while some development was carried out by the partner and later handed over to us.

Martin Rubens

[Read full review](#) 

Practice Manager at a consultancy with 201-500 employees

“The initial setup of Workato was straightforward, and I didn't face any challenges. This was due to the training materials shared by the Workato team, which were really helpful..”

Ajinkya

[Read full review](#) 

Senior Software Engineer at a computer software company with 201-500 employees

“The initial setup is straightforward; there is not really any setup unless you are migrating from a previous tool. Even if you are migrating, it is just building from scratch basically..”

Amy Jorde

[Read full review](#) 

Principal Consultant at Grail Automation

“The initial setup for Workato is relatively straightforward because it is a cloud application. The Workato team provides the necessary support for setup; we just need to specify our requirements, and they will create the access for us..”

AshishPatil1

Technical Consultant at IST Technology

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Customer Service and Support

“We have communicated with Workato's technical support in the initial days. I would rate the technical support from 7 to 7.5; it may also depend on the different people we interact with, but I would rate it up to 8..”

AshishPatil1

Technical Consultant at IST Technology

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“I would rate Workato's technical support a 10 out of 10. The customer service has improved significantly over the last two years, making it easy to approach them without ticketing. They provide immediate assistance through a chat option on the platform..”

RaghavendraRaju

Senior Integration Engineer at Atlassian

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“The customer support team is always willing to help. The first line does not know as much as the higher tier support, but they are able to figure it out and they are really nice about it and communicative..”

Amy Jorde

Principal Consultant at Grail Automation

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“I have not contacted their support team until now. We have been using the pre-built connectors. We will be working on some SDK features as we are trying to explore that. We have a few vendors we are trying to connect and build custom connectors with..”

Shubhra Shrivastava

API Integration Architect, Sr Manager at Beauty Tech Retail Domain

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“We contacted Workato's technical support several times last year. With an advanced support model, the speed and response time were good. However, exact resolutions took time due to their need to understand issues and hand them over to other team members, along with time zone challenges. The support was good but not excellent.

“The support rating is eight out of ten..”

Rajni Gaud Bhatt

Associate Director - Technology & Innovation

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“I interacted with technical support regarding an issue where we needed help with a memory limitation. We reached out, and they informed us about the maximum memory limit for our connector. We were looking to increase the memory size, but that wasn't possible. I'm looking forward to how they can improve this size limitation for higher volume integration.

“Based on my experience with the technical support, I would rate them a 9..”

Ajinkya

Senior Software Engineer at a computer software company with 201-500 employees

[Read full review](#) 

Other Advice

“I have been working with clients for Workato implementation, focusing on consulting and implementing solutions for their business needs. We automate basic workflows and handle various complexities to seamlessly integrate different SAS applications and other applications. Regarding the pricing of Workato, I don't have much knowledge because I haven't purchased it; that information primarily comes from their implementation team that handles client solutions. My overall rating for Workato is 8 out of 10..”

AshishPatil1

Technical Consultant at IST Technology

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“My advice for others looking into using Workato is to thoroughly review the Workato documentation, as it is very detailed, good, and easy to understand.

“I think we have covered almost everything regarding Workato.

“On a scale of 1-10, I rate Workato a 9..”

RahulSingh15

Software Engineer at a tech services company with 1,001-5,000 employees

[Read full review](#) 

“My advice for others looking into using Workato is to check the Workato marketplace for available connectors if you have multiple sources to connect; it's an easy tool to work with, with a user-friendly interface and a variety of options for customizations.

In my previous company, we were just a customer of Workato.

I haven't been offered a gift card or incentive for this review.

I think Workato is a great tool.

On a scale of one to ten, I rate Workato a seven out of ten..”

Maresh Dave

Data Engineer at Acquia

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“My advice to others looking into using Workato is to read the documentation of the platform to know how to use the actions, how to use the tasks, what to input, and what comes in the output. I think that by reading this documentation, you can understand faster how the platform works and do many different things more quickly.

“At this moment, we are a reseller of Workato, but we do not have close contact.

“I was not offered a gift card or incentive for this review, and I have no additional thoughts about Workato before we wrap up.

“On a scale of 1–10, I rate Workato an 8.5..”

Isaac Viana

Don't information on the list at ProPacto

[Read full review](#) 

“I work with the client through conference calls, so our architect handled the purchase. I haven't utilized real-time data synchronization in my project.

“For metrics and KPIs regarding AI-driven insights, I check dashboards where I monitor task usage and dependency graphs.

“I haven't utilized any AI capabilities in my project yet.

“I cannot comment on Workato's compliance with industry standards.

“I haven't been working with anything else other than Workato in the last 12 months. I can confirm my availability over call or email.

“Overall rating for Workato: 8 out of 10..”

Ajinkya

Senior Software Engineer at a computer software company with 201-500 employees

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“I have experience in the automation space for more than 18 years, and I have worked on multiple integration platforms including JCAPS, [Oracle SOA Suite](#), [Oracle Service Bus](#), [BPM](#), MuleSoft, [Boomi](#), and [SnapLogic](#).

With Workato, you can automate any use case, but before implementing your use cases, I suggest understanding your processes better.

Try to optimize the processes and make sure you have good data quality because with Workato, you can automate any complex process, but if you do not optimize your processes or work on your data quality, it will be garbage in, garbage out.

I would recommend this product to other people. I rate Workato an 8 out of 10. I believe if they offer [RPA](#) capabilities, it will become a Swiss army knife to solve all automation use cases.

Work on the process, data quality, and then focus on the automation..”

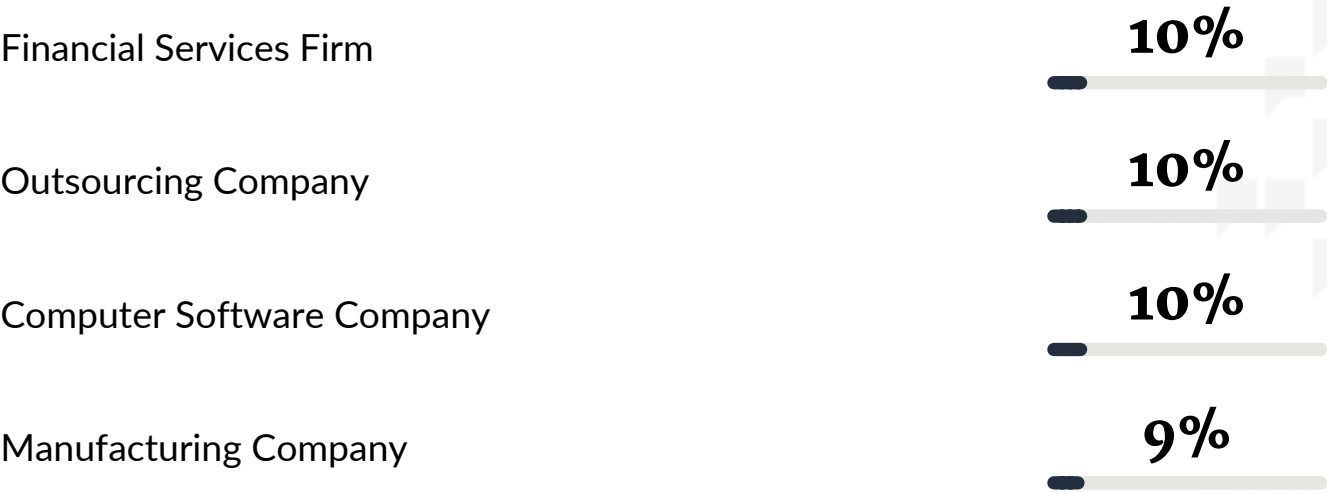
DeveshGupta

Director, Enterprise Technology at a tech vendor with 501-1,000 employees

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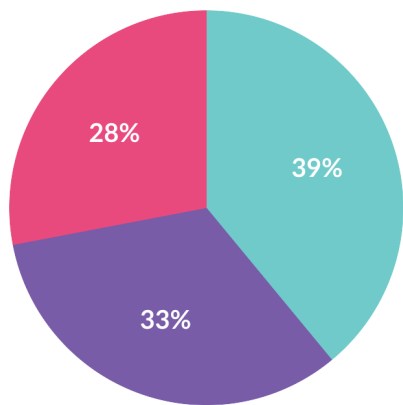
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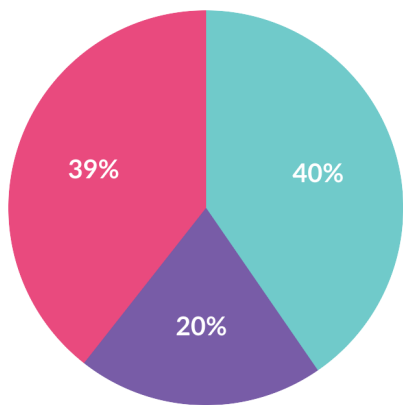


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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