



**Spend Matters®**

# **NIPENDO VENDOR ANALYSIS**

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**AP automation solution  
overview, roadmap,  
tech selection tips,  
analyst summary**

February 2022

As [Spend Matters PRO](#) analysis of AP automation solutions continues, we have examined Nipendo's offering, which stands out for its RPA capabilities, its invoice validation process, and its governance and task management features.

Every time Spend Matters reviews a new AP automation solution, we get to see the creativity of the founders and developers. It's also enlightening to understand where they see the value creation that AP automation affords their customers.

The interesting point is that each vendor has a different vision and approach to cure the pain points of AP, but what makes you think as an analyst is that all of these AP solution providers have to serve so many different types of clients and use cases. There is no one size that fits all, and this review shows how Nipendo takes its own unique approach to addressing common AP automation pain points.

Here's why Nipendo matters:

- **To the market** – It offers a unique approach to AP automation that balances complex integration scenarios with advanced automation capabilities.
- **To customers** – Nipendo's multi-industry experience and proven ability to foster buyer-supplier collaboration make it a fit for many types of AP automation use cases.
- **To potential buyers** – Prospects in Nipendo's target markets will find the vendor suited to tackling complex deployments and automation challenges that vendors of a similar size might shy away from.

This Tech Review will give readers an overview of Nipendo's AP solution, a look at its platform and services, a brief description of its solution functionalities, a glimpse at its roadmap, a description of Nipendo's competitors and a summary with key analyst takeaways.

## Quick Facts: Nipendo

- ✓ **Founded:** 2010
- ✓ **HQ and offices:** Boston, Massachusetts; Netanya, Israel
- ✓ **Regions served:** North America, Europe, Middle East
- ✓ **Employees:** 100+
- ✓ **Customer:** 150+
- ✓ **Customers include:** Teva Pharmaceuticals, KLA, Intel, HP, Unilever, Kodak Alaris, IAI (Israel Aerospace Industries), Elbit Systems, Checkpoint, Netafim, KETER
- ✓ **Active users (buy side):** 2,000+
- ✓ **Active users (supplier side):** 50,000+
- ✓ **Main Industries:** Aerospace & Defense, Chemicals, Pharmaceuticals, Aggrotech, Electronic Manufacturing, Healthcare, Energy, Transportation, Construction, Plastics, Financial Services, Insurance, High-Tech
- ✓ **Website:** [www.nipendo.com](http://www.nipendo.com)

## NIPENDO AP AUTOMATION SOLUTION OVERVIEW

Nipendo covers the AP automation processes across all spend categories. The solution is based on a proprietary process automation, AI and rule-base engine with hundreds of preconfigured bots that automate end-to-end governance and compliance according to a customer's policies, rules and process logic. Nipendo's AP automation product supports all spend categories and all types of suppliers. It has a track record of over 90% adoption rate by suppliers and over 95% of total enterprise spend with all of its existing customers. Nipendo's AP automation bots perform the invoice reconciliation, error correction, discrepancy resolution for you while also replacing the human work around process fulfillment management.

AP automation is one of a wide range of additional products that are modular and can be easily added to extend solution boundaries and increase customer's value, such as Order Fulfillment Automation, Supply-Chain Management, RFX and Inquiries, Forecasting, Supplier Relations Management, Workflow and BPM, AR Financing and more.

## Platform and services

Nipendo is a cloud-based hyperautomation platform for procure-to-pay processes that is proprietary and is built over process automation and AI architecture. It has an interface based on its own web service using XML files to send and receive data.

The platform has an integration layer that consists of an advanced B2B mapping and conversion engine. The engine facilitates a connect-once-communicate-with-all, many-to-many paradigm. The mapping and conversion technology are supported by a content-based transformation and a business rules engine. The solution fully supports the conversion of any format to any structure.

On the account level, customers can configure and manage their users, approval workflows, process governance rules, dynamic forms, etc. On a user level, users can format and manage their own dashboard and system screens according to personal preferences.

Collaboration functionality between all trading parties is done through a web application (supplier portal), mobile application (including push notifications), email interaction, and B2B interface for suppliers and customers. In addition, the platform enables internal and external users to collaborate using a business chat module to exchange notes and comments on any document type, including a structured Q&A feature that can be active on any document or process type. This chat enables suppliers and customers to ask questions and exchange requests regarding technical, logistic and financial issues.

Nipendo also offers a new self-service model that improves the user experience and saves time by automating supplier interactions. After a brief installation and setup process, users can onboard suppliers to receive POs and for immediate automation of buyer-supplier processes. The new model is a powerful efficiency tool that expedites what were once tedious interactions. It also increases supplier enablement, as Nipendo reports supplier adoption rates of over 90%.

Nipendo customers that use the self-service model download and install a plug-in, and after defining project parameters, the system automatically sends open and new POs to suppliers that are already on the platform. Suppliers that are not yet registered receive an automated invitation to register to receive POs. Nipendo offers a freemium pricing model for the feature, meaning that suppliers can use a free edition of the system if desired. After Nipendo's self-service model is fully installed and configured, interactions between buyers and suppliers among dozens of customary P2P processes can be automated.

The system supports many languages, including English, Spanish, German, Dutch and French. Adding a new language involves a short setup process.

All major currencies also are supported.

From a deployment perspective, implementation takes an average of 10 to 12 weeks. The interface to the customer's ERP is done using out-of-the-box interfaces common to ERPs (primarily SAP, Oracle and Dynamix). The business-processes automation is done using Nipendo's home-grown RPA system, where it implements automatic governance rules and validations robots.

The pricing model is a combination of a one-time fixed cost and a recurring monthly cost based on usage levels, measured by the annual number of transactions.

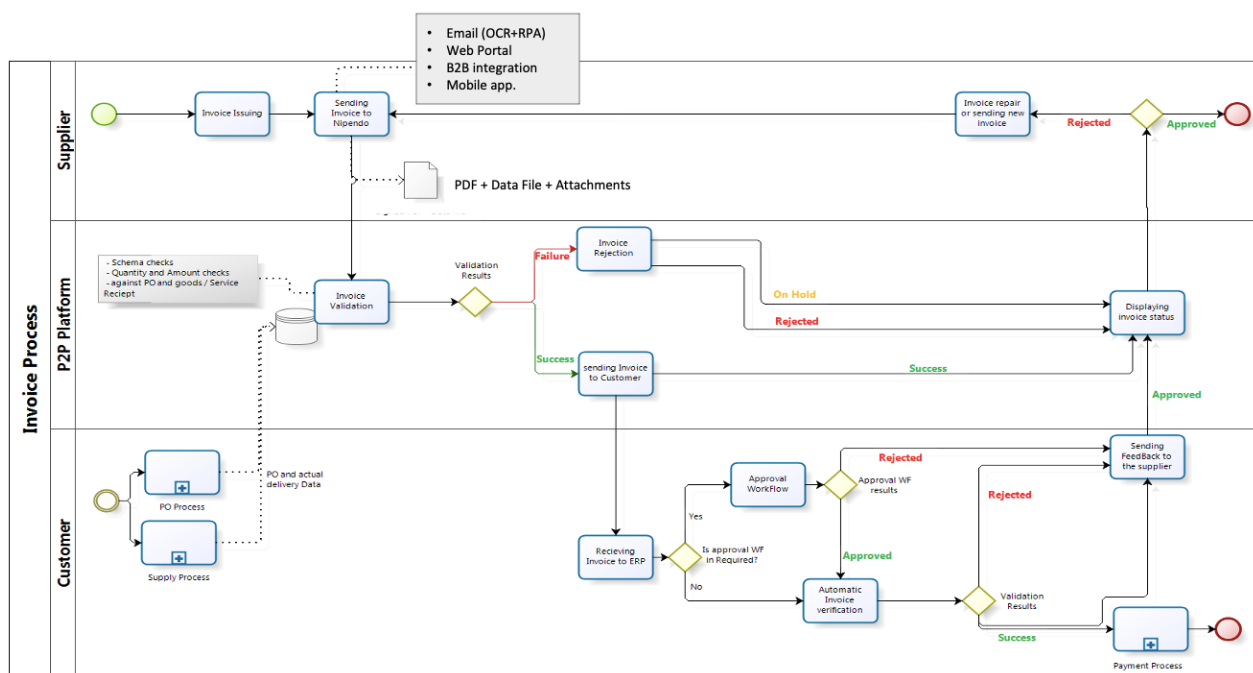
## Application

E-invoicing processes include invoice capturing/creation (B2B connection, Portal, Email, Mobile App, PO Flip, GRs Flip), invoice matching and invoice validation using a set of 250+ invoice validation robots (RPAs) with pre-configured business and compliance rules.

For invoice data extraction, Nipendo uses a combination of OCR (Google OCR) and RPA that double-checks the OCR engine's extractions.

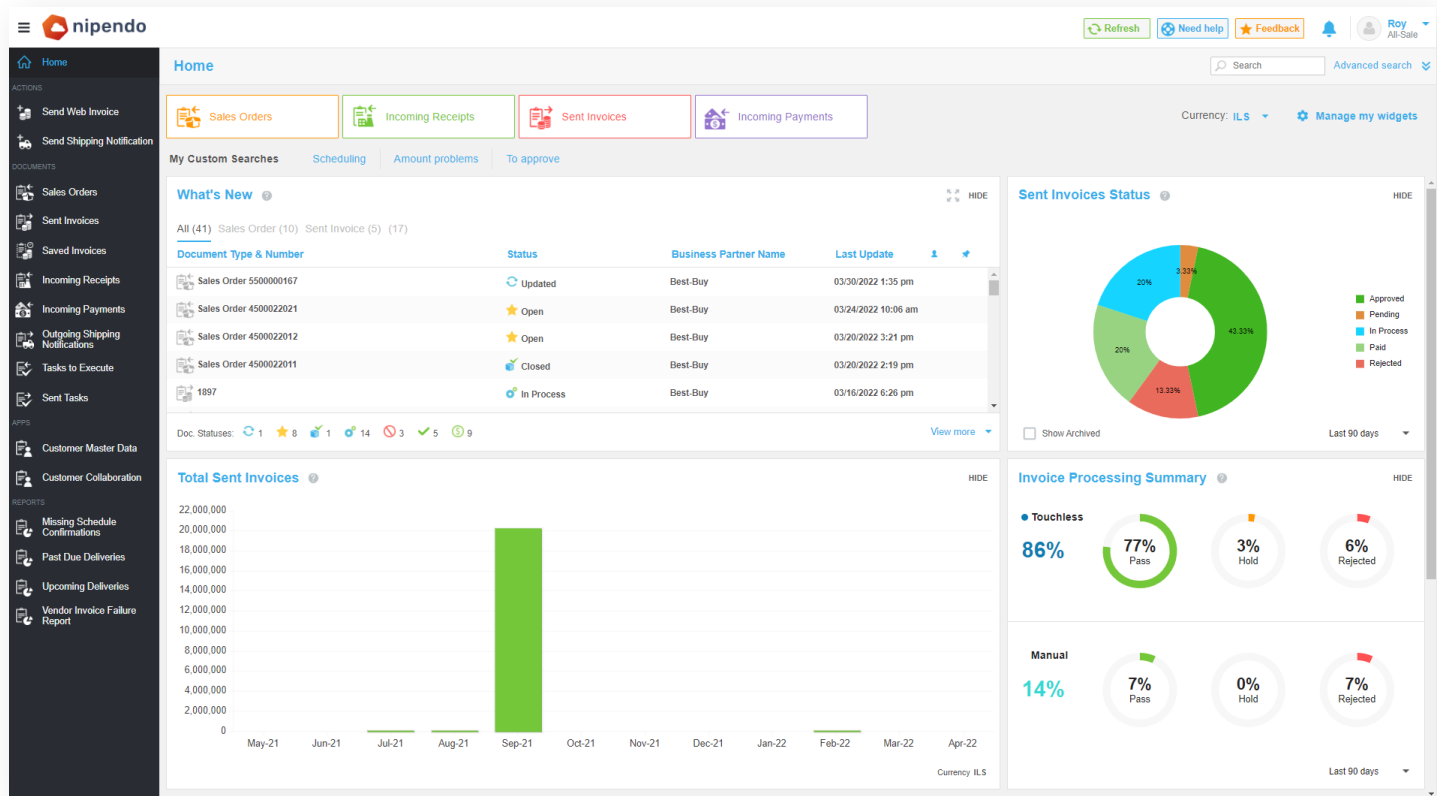
The process supports digital signatures and non-PO invoices. Non-PO data extraction is done similarly to PO-based invoices; non-PO content validations are done through approvers (no automatic validations using AI features).

## Solution workflow



Order management. Buyers communicate orders to suppliers enabling them to confirm/reject them at header and line level (PO creation is done in the ERP). Suppliers send order acknowledgement, schedule confirmation and shipping notifications. The platform has automatic follow-ups on order fulfillment, including alert notifications on missing confirmations and schedule confirmations, mismatches, past due deliveries and upcoming deliveries. Receiving information is left for capture via the ERP (information is integrated for three-way-match).

## Nipendo's Portal User Interface



Other Nipendo modules include:

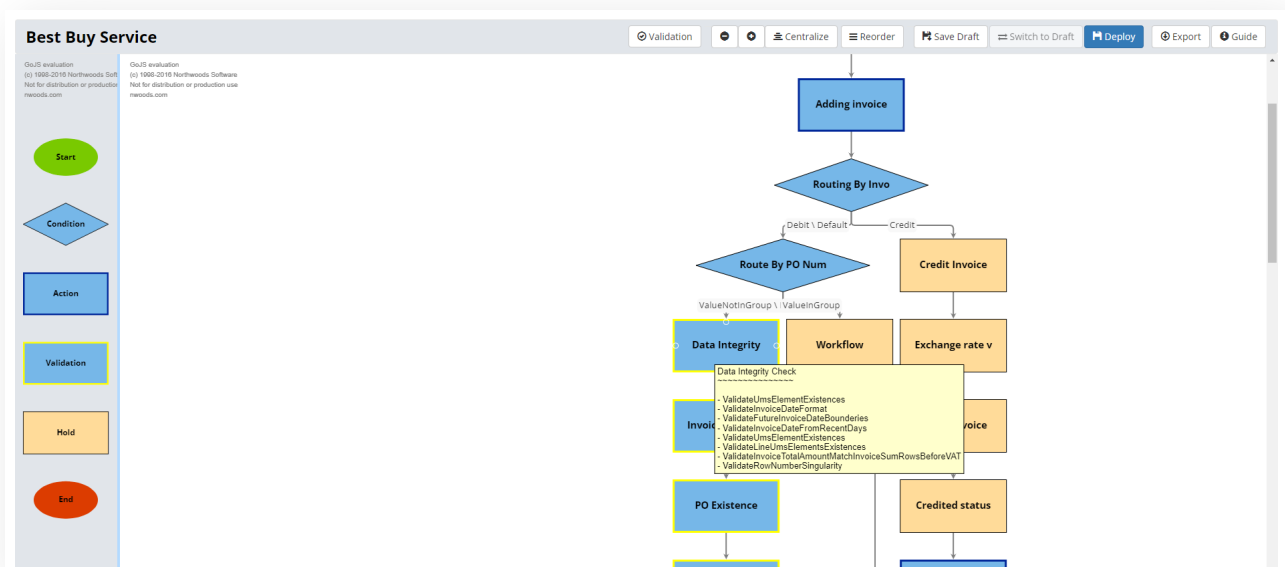
- **Dynamic discounting management console** – Suppliers can select an approved invoice to be paid early with a corresponding discount chosen by the supplier.
- **Opportunities management** – Buyers can search for suppliers according to categories, and suppliers can offer their services and goods and receive opportunities according to the buyers' requests.
- **RFX management** – Customers can send an RFX to their suppliers using the Nipendo platform. Suppliers will send and manage their responses in Nipendo.
- **Portal** – Suppliers can be registered to interact with buyers and manage their own master data; suppliers also can interact with buyers through B2B interfaces, EDI, XML, CXML and email.

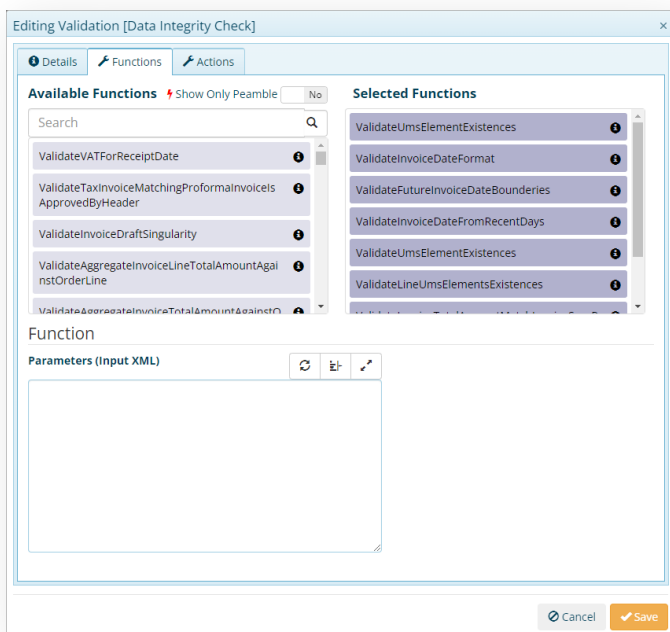
- **Analytics** – The platform uses its own reporting framework, although it also supports using third-party reporting frameworks. All analytics are descriptive, with drill-down features.
- **New supplier registration and document collaboration** – Customers can manage the registration of new suppliers to their ERP system. Suppliers receive an invitation to register via Nipendo, where they fill in required data and upload required documents according to the buyer's guidelines.

Some general features (with screenshots):

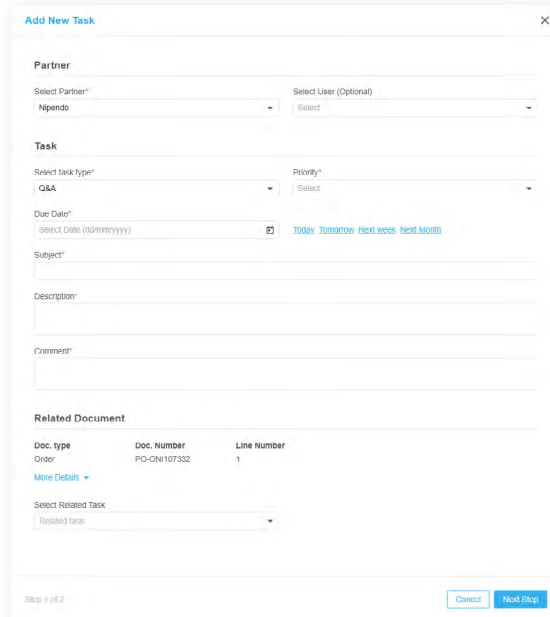
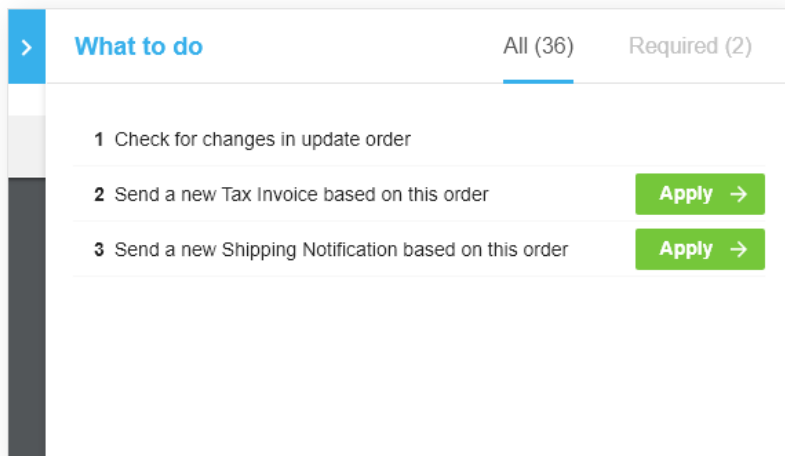
- A mobile app with similar features to the desktop environment
- A Q&A section
- A business chat for collaboration

- The RPA design tool – process governance and process compliance configuration





- A “what to do” task management tool, which instructs suppliers on what function they need to perform, including automatic follow-up. This feature accelerates supplier adoption because the system instructs them on what’s required from them in every step of the business process.





## ROADMAP AND VISION

Nipendo's technology is in continuous improvement. Its roadmap is more focused on market awareness and presence. In North America, Nipendo is not yet well-recognized.

In the long term, Nipendo seeks to positively impact the competitiveness of enterprises by contributing to their digitization and to the accompanying efficiencies and cost-savings around the RFX-to-pay processes.

Based on its AP automation capabilities, Nipendo could compete against solution providers that focus on SME, the mid-size market and/or large enterprises, no matter the industry.

## TECH SELECTION TIPS

### Use Nipendo when...

- You're an organization looking for a robust AP automation solution to increase the value of AP activities, through invoice digitization and its matching and approval process.
- You're an organization with complex invoicing validation rules that are required to be automated with RPAs and AI technology to grow in efficiency and effectiveness.
- You're an organization looking for a robust AP automation solution with strong supplier onboarding and task management capabilities.

## ANALYST SUMMARY

AP automation can seem on the surface to be a simple area. Receive an invoice, capture and validate its contents, route it through approvals and make sure the vendor gets paid. In practice, however, accounts payable processes quickly explode into a web of complexity due to differing data standards, approaches accepted by suppliers and countless exceptions that arise.

Nipendo embraces and thrives in such complexity, seeing it as a source of opportunity rather than a technical barrier. While this approach also requires a bit of a learning curve for customers to fully understand its capabilities, Nipendo appears to be invested in overcoming this challenge as well.

So, what's our assessment of Nipendo's prospects, especially as it eyes an expansion out of its home market?



## GLASS HALF FULL

Nipendo has had the vision to invest in capabilities that make an AP automation solution stand out in this highly competitive market, such as its integration approach between buyers and suppliers (B2B connectivity and its portal), its process governance (task management) that instruct users (suppliers) the tasks to fulfill, and its 250+ pre-configured RPA rules to validate invoices using AI and ML to improve the outcome. Those are three major capabilities that make Nipendo a key competitor to consider for any AP automation business scenario – no matter the complexity.

In addition, we also find that order management, dynamic discounting and supplier registration capabilities give Nipendo the extra ability to cover all of the areas that a competitive AP automation solution needs to offer to the market.

We hope to add Nipendo to our AP Automation SolutionMap evaluation and ranking so we can do an even more-detailed analysis of its capabilities and compare it to peers.



## GLASS HALF EMPTY

A key opportunity for Nipendo is to gain more exposure and recognition in North America, something that Nipendo is already putting significant effort and investment into.

Nipendo likely has a more detailed roadmap than it's let us know – but, even though Nipendo considers its solution to be rich in capabilities, areas of opportunity exist, such as:

- Improving analytics by making greater use of the intelligence generated by Nipendo's applications and external sources; advanced analytics offer greater value to AP processes (advanced risk detection, benchmarks, recommendations), and treasury (cash flow and capital optimization).
- Improving its partners ecosystems for e-invoicing (e.g., tax compliance, government regulations, etc.) and supply chain financing.
- Assessing the idea of adding p-card programs and more advanced payment processing capabilities; getting invoices to the OK-to-pay stage (but not actually issuing payments) is sufficient for large and global enterprises, but with the competition in North America's middle market, not having processing payment capabilities (at least p-cards) could turn into a competitive disadvantage.

Spend Matters looks forward to following Nipendo's expansion in the marketplace and in its capabilities.

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