

Partner Case Study

Building Lasting Relationships and Successful Outcomes with BT Partners

Here's how BT Partners and Stampli partner together for the best client experience in AP Automation

About

BT Partners was started in 1991 to help its clients understand, select, and deploy technology to enable them to compete and prosper in a fast-changing world. BT Partners' leadership team had experienced firsthand how unpleasant procuring and deploying the right technology can be when you work with the wrong partner. They were determined to make sure that their clients had a better experience with technology consulting and strive every day to deliver value beyond the client's expectations.

The company has succeeded by prioritizing the value it provides to clients. Through elite partner standing with several business management solutions, executive analytics and managed IT services, the company helps clients select & get the most out of their technology. Their consultants are deeply invested, offering practical expertise & seamless support for a client's business needs. In addition, BT Partners carefully selects technology partners with products that can enhance a client's ERP environment.



5x

**faster approval time
for BT Partners clients**



100%

**confidence in the
Stampli team**



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David Thikoll, Sage Intacct / Practice Director



The Vetting Process

Partners must share BT Partners commitment to customer service excellence

Partnerships are a vital component in the way [BT Partners](#) does business. BT Partners vets out their partners carefully, as they consider them extensions of their team. They have a “dream team” approach as a unified front presented to the client. Their partners must share the same commitment to customer service excellence that BT Partners maintains. They must honor the commitments they make, both to BT Partners and to their clients. Most importantly, partners’ solutions must contribute to the long-term value they help each client build in their ERP.

BT Partners introduces hands-on experts whose products complement the solutions they offer, such as a highly integrated AP automation system. They could add deeper horizontal functionality or specialized vertical functionality to a business, depending on what’s needed.

Why BT Partners Chose Stampli

Success deployments and client satisfaction are paramount

“The partnership with Stampli squarely aligns with the BT Partners philosophy and values. I’m focused on successful deployments and long-term client satisfaction, and Stampli plays right into my model. We place trust in their partner team to treat our clients respectfully and provide superior customer service and support. Stampli has earned my trust so that I don’t have to sit in on every meeting,” explained Thikoll.

He continued, “we have found their AP automation software to be very user friendly and were impressed by the many capabilities available to configure their product for specific customer use cases. Stampli’s AP automation platform integrates beautifully and seamlessly with Sage Intacct,” said Thikoll. “A big issue for clients is internal controls. Clients need control, visibility, and insight into what they’re buying. Stampli is a highly customizable system that issues, controls, and processes credit card transactions, like invoices, all inside the user’s application.”

With Stampli, businesses have improved communication & collaboration with their clients, vendors, internal approvers – anyone involved with purchases & invoicing. This allows for faster responses from everyone involved and leads to an impressive statistic for Stampli users – a 5x faster approval time. The solution also allows full automation of accounts payable with audit-ready histories stored & available for download at any time.

“Stampli is highly focused on offering the most powerful AP Automation platform, and constantly looking for ways to upgrade and enhance their application so they continually align with customer’s needs. A recent example of this is when Stampli added the functionality of ‘PO Matching’, automatically searching for a PO to match to the invoice resulting in less hours of manual work for our clients.”

Thikoll continued, “most of the AP players are focused on handling the payment part. Stampli, unlike other vendors, has the option to use the software to capture the invoices and route them for approval, but you’re not forced to use their payment services. This gives the client the flexibility of other options for their payments.”

“Putting relationships over transactions is so important in this business.”

David Thikoll, Sage Intacct / Practice Director

Bottom Line

Lasting relationships and successful outcomes

Satisfied customers are especially important to BT Partners because they tell their friends and colleagues about them, and referrals are a continuing source of BT Partner's business. The partnership with Stampli helps to solve a client's technology and business challenges, creating lasting relationships, long-term value, and successful outcomes. Thikoll stated, "We enjoy working with Stampli because we know that they have the same core values and lofty standards of service. They are extremely customer centric. The professionalism of the sales cycle management by Stampli has been vastly superior to others. I have 100% confidence in the Stampli team...Stampli is part of our value proposition to clients."

"During the discovery process with a new client, we assess and seek to address workflow requirements, identify an opportunity to recommend partner solutions, and often bring the partner directly into the conversations. We believe our partnerships allow us to be better at what we do—and they provide the technology that allows our clients to be better at what they do,"

David Thikoll, Sage Intacct / Practice Director

Measuring Success

"There are ERP solution providers out there that focus primarily on sales, measuring their success by how much of a certain product they have resold throughout the year. At BT Partners, we measure success by our clients' success, using their trust and satisfaction as a yardstick. Our partners are in a position to play an important role with our clients, which is why we are so careful in choosing who we work with. The bottom line is there's never been a Stampli deal where I've gotten a complaint, either on the process or the product. I've never had anything but positive feedback from my clients."

