



Studio Creatio

Reviews, tips, and advice from real users



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Product Recap



Studio Creatio

Studio Creatio Recap

Intelligent business process management and low-code platform with out-of-the-box solutions and templates

Studio Creatio, Enterprise Edition is the unique synergy of business processes management and case management technologies that provide organizations with powerful tools to easily manage and optimize business processes.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The tool enables users to work offline through the mobile application.”



Anatolii Vovniuk

Deputy Chief Information Officer, Head of Digital Strategy & Cybersecurity at Kyiv City Council



“It enables automating tasks and provides self-service options, ultimately improving efficiency and customer satisfaction.”



Julio Falcon

IT-Director (CTO) at No Code Services



“Creatio also provides us with scalability, performance and agility.”



Sergey Yakimchuk

Business Development Manager at Terralink



“The most valuable feature of the solution is that it is a low-code and no-code platform.”



Debharshi Bhattacharya

Assistant Consultant at a performing arts with 51-200 employees



“The most valuable features are performance, built-in variety of multiple task automation, and has international standards notations.”



Verified user

Graduate Trainee at a computer software company with 51-200 employees



“Studio Creatio is a very good and complete solution. It is very stable, and for customers who need a good response time, in the public cloud, Creatio provides the possibility to have a private server for a high level of transactions and good response time. Their support is great. They are very good, and they know the solution very well. Their response time is also great.”



Julio Falcón

Product Manager at Nodos Consultores



“The low-code tools and business process management that Creatio provides are useful for our internal processes. It is also very easy to use.”



Julio Falcón

Product Manager at Nodos Consultores

What users had to say about valuable features:

“The most valuable feature of the solution is that it is a low-code and no-code platform. The features of the solution are easy to use, and anyone can use it more or less..”

Debharshi Bhattacharya

Assistant Consultant at a performing arts with 51-200 employees

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“The most valuable feature of Studio Creatio is the ease of providing change for our customers.

Creatio also provides us with scalability, performance and agility..”

Sergey Yakimchuk

Business Development Manager at Terralink

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“The solution is easy to use. It is easy to study and work with it. It has good built-in dashboards. The vendor and local partners provide good support. The tool enables users to work offline through the mobile application. It helps field force management. Our technical persons can work on the field and respond after the connectivity is restored. It is a very good option. Most tools do not provide such features. The solution is customizable. It is a no-code platform..”

Anatolii Vovniuk

Deputy Chief Information Officer, Head of Digital Strategy & Cybersecurity
at Kyiv City Council

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“This solution allows you to do everything step-by-step and it guides you through the entire process.

It is a low-code platform, that is very intuitive.

It has very defined tasks and has decision-based rules.

Studio Creatio is simple and intuitive..”

Verified user

Acquisitions Leader at a healthcare company with 10,001+ employees

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“The low-code tools and business process management that Creatio provides are useful for our internal processes. It is also very easy to use.

In this time of COVID, it is very important that all such solutions improve omnichannel communications and omnichannel marketing. Companies need to communicate with customers by using not just the phone number and email but also by using social networks. All companies today need artificial intelligence, machine learning, the internet of things, and social communication..”

Julio Falcón

Product Manager at Nodos Consultores

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“The process of process automation, specifically utilizing the BPM process designer, is at the core of our operations. To effectively navigate our solutions, we rely on a combination of essential components. These include the process designer, web service integration, and machine learning capabilities. Web service integration, for instance, is crucial. It allows us to access data from external sources, such as banks, for currency rate updates. This feature is indispensable for handling different currencies and maintaining up-to-date information. The machine learning tool provided by Studio Creatio plays a pivotal role. It assists us in configuring customer data and gaining insights into client behavior. This functionality has the potential to revolutionize how to approach issues like case reporting and forecasting possible solutions. It can also identify patterns and behaviors among customers, enabling to employ machine learning for similar tasks. Another valuable tool is dynamic case management (DCM). When combined with business process automation, DCM empowers us to manage complex documents and their lifecycles with precision. The flexibility of DCM proves vital for addressing specific customer needs. Notably, our reliance on coding has diminished significantly. In most cases, we find ourselves writing just a single line of code or occasionally making minor calls to specific tasks. Despite working on projects spanning several months, I can confidently say that I've rarely exceeded writing a hundred lines of code. This underscores the incredible efficiency of our approach, as we can meet even the most intricate customer requirements with minimal coding..”

Julio Falcon

IT-Director (CTO) at No Code Services


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Other Solutions Considered

“Against Studio Creatio, I evaluated options like Siemens and Salesforce. I choose Studio Creatio over other options since my current work requires me to use it..”

Debharshi Bhattacharya

Assistant Consultant at a performing arts with 51-200 employees

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“We previously used Bizagi. The difference is mostly the pre-configured front end of the Creatio. With Studio Creatio you are working in a frontend or in the customer's frontend and it's more user-friendly. With Bizagi you have to build the whole frontend, and it's not an appealing user experience in terms of look and feel..”

Verified user

ImDigital at a consultancy with 1-10 employees


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“We looked at Salesforce, Oracle, and SAP but we were blown away with bpm's business process management solution. We were going for a software solution that could handle that aspect really well. It just so happened that bpm also had a nice CRM piece. The combination of both of those and having a really well-thought-out pricing plan sold the deal.

From my standpoint, it blows out of the water all the other competitors out there that we were potentially looking at, and it was in a reasonable price range..”

Mark Headley

Manager, Systems Development at a construction company with 501-1,000 employees

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Use Case

“I use Studio Creatio in my company as a low-code and no-code platform since it offers customer relationship management software. I am a back-end user of the tool and not a front-end user..”

Debharshi Bhattacharya

Assistant Consultant at a performing arts with 51-200 employees

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“Studio Creatio is a business automation platform and is very versatile. It can automate most of all the management process that you come across on a day-to-day basis in your corporation..”

Verified user

Graduate Trainee at a computer software company with 51-200 employees

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“We had an issue with non-structured business processes. We were trying to apply business rules and processes. We are using Studio Creatio to help us apply our business processes and rules..”

Verified user


Acquisitions Leader at a healthcare company with 10,001+ employees

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“We are an integrated partner, and we have several use cases. We use Studio Creatio for process optimization. For example, in companies in the public sector where they used to have some paper-based processes, we are dematerializing them, and using workflows and custom forms to help submitting solutions for them..”

Verified user

ImDigital at a consultancy with 1-10 employees

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“We provide solutions for change management within engineering management and control documents.

Our company uses Creatio with two different departments within our customers' organizations. One is with the marketing department and the other is with their engineering department..”

Sergey Yakimchuk

Business Development Manager at Terralink

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“There are a lot of different use cases for Studio Creatio that involve process automation and the implementation of CRM service functionality. It is also used to orchestrate purchasing processes in large companies where multiple companies are involved. Other use cases involve using third-party tools to automate processes and integrate with other platforms. This can include creating custom bots for self-service data requirements, such as password reset or case creation, without human intervention. Overall, it is a versatile tool used for process automation, CRM, and integrating with third-party solutions to streamline various business processes, including purchasing and customer service. It enables automating tasks and provides self-service options, ultimately improving efficiency and customer satisfaction..”

Julio Falcon

IT-Director (CTO) at No Code Services

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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 is straightforward and can be done within a couple of weeks, including the data import. You need three people to deploy – one on production, one on DevOps, and one who knows the software..”

Verified user

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Founder at a tech services company with 51-200 employees

“The product's initial setup phase was easier compared to Siemens but difficult compared to Salesforce.

The solution is deployed on the cloud as it is a SaaS application..”

Debharshi Bhattacharya

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Assistant Consultant at a performing arts with 51-200 employees

“Its initial setup is very easy because Creatio solutions are complete. The companies just need to parametrize some data, such as company name and logos, and integrate the email and calendar. They have tutorials on how to implement Creatio. It is very easy to set up if you follow these tutorials. You can have a ready-to-use solution in a couple of weeks. If you need some specific customization, then it would need more time, but it is not very difficult because the resources that Creatio provides for this purpose are very useful..”

Julio Falcón

Product Manager at Nodos Consultores

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“On a scale of one to ten, where one is low and ten is high, I rate the setup phase a five since we are in Africa and we are the sole providers of the solution in Africa. It is important to note that I am speaking about external deployments.


The solution is deployed on the cloud.

Around five people were required for the deployment.

The deployment took around 20 odd days to be completed..”

Verified user

Managing Director at a tech services company with 11-50 employees

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“The tool is available on the cloud as well as on-premise. The ease of setup depends on the complexity of the project. In most cases, we just connect and work. We must create our own team and find a partner to build our own application. If we need to create something new, it will take time.

I rate the ease of setup of the cloud version a ten out of ten. However, I would rate the ease of setup of the on-premise version a five or six out of ten. The on-premise version takes longer to deploy. The cloud version can be deployed within minutes. We receive a license key and start working. If all the components are ready, we can deploy the on-premise version within ten days..”

Anatolii Vovniuk

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Deputy Chief Information Officer, Head of Digital Strategy & Cybersecurity
at Kyiv City Council

“The initial setup of Studio Creatio depends on the user's knowledge. If you compare it to OpenText it is much easier to install. However, if you compare the installation to other low-code solutions like Bubble, it is much more difficult.

In some cases, we provide the solutions for records management for deep or hard requirements like archives. When a customer has large amounts of paper, it is a very difficult tool to set up.

In a fairly large company, we use a team of four analytic consultants and two developers to deploy the solution.

Our projects are usually based on three-month timelines, after that, we continue to provide management services. We do not just set up, finish and forget. .”

Sergey Yakimchuk

Business Development Manager at Terralink

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Customer Service and Support

“The support agents are friendly and they respond quickly. You email them the query and then they get back immediately or they keep you updated on the timelines..”

Verified user

Graduate Trainee at a computer software company with 51-200 employees

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“Their technical support is great. They are very competent and very responsive. They know the solution very well. Their response time is also great. I love their support. .”

Julio Falcón

Product Manager at Nodos Consultores

[Read full review](#) 

“The solution's technical support was very useful for me, and they were also very quick to respond and resolve my issues. I rate the technical support a nine out of ten..”

Debharshi Bhattacharya

Assistant Consultant at a performing arts with 51-200 employees

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“Getting the right set of people in Africa for technical support becomes a bit challenging, but their knowledge base is fantastic. There are write-ups in the solution's knowledge base, making it easy. When using people, the deployment takes time. I rate the technical support a six out of ten..”

Verified user

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Managing Director at a tech services company with 11-50 employees

“I am very happy with their support. They are very proactive, and their academy and documentation are also very good.

Sometimes we have some problems because I have no certified developer at this time, and it can get difficult to take the support of development because we have no one certified..”

Julio Falcón

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Product Manager at Nodos Consultores

“Technical support at Studio Creatio provides good service in terms of partnership, sales, and in terms of starting to use the solution. They invite a lot of people in their community across the world, making it very useful for our developer team.

On the other hand, when you are implementing the solution, we can't get enough support from the vendor. The community is wide, and they help a lot by sharing developers' topics, the hard parts, or advice for integration..”

Sergey Yakimchuk

Business Development Manager at Terralink


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Other Advice

“Whenever you need a new feature, you can build on top of your session. The product is very easy to configure, and we are very happy with it. When implementing, be sure of what you want to do with the product so that you can plan how to configure it properly. I would rate this product as nine out of ten..”

Verified user

Founder at a tech services company with 51-200 employees

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“We use the product's automation capabilities for some processes. We plan to implement some tools based on Creatio to improve our processes. If we want to build something new and receive marketing support from the vendor, we can use Creatio. It's easy to use, easy to deploy, and easy to scale if we want to grow. Overall, I rate the solution an eight out of ten..”

Anatolii Vovniuk

Deputy Chief Information Officer, Head of Digital Strategy & Cybersecurity
at Kyiv City Council

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“My recommendation for using Studio Creatio is to obtain credentials and access the Creatio solution to address specific problems. It's a cost-effective option with ample study materials and practical exercises for mastering it. While the tool is intuitive, it's essential to invest some time in learning it. With around forty to fifty hours of preparation, you can begin working on simple projects, and with a bit more time, you will be equipped to tackle more complex ones effectively. I would rate it nine out of ten..”

Julio Falcon

IT-Director (CTO) at No Code Services

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“We use both the on-premises and cloud deployment models.

People should understand the limits between what can be done with their properties. Every day it's becoming more of a low code platform. New users need to understand the limits between the local, the capabilities, and what needs to be developed to understand its abilities and limitations.

I'd rate the solution nine out of ten..”

Verified user

ImDigital at a consultancy with 1-10 employees

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“For new users considering Studio Creatio, I would recommend going with a very simple, stable solution provided by a vendor. There are three of them, marketing, sales and service.

Do not build a solution from scratch. Start by using the models or features for a particular industry and particular solution, and work closely with the vendor. It is better to choose from partners with a particular solution and not go deep into coding everything from scratch.

Overall, I would rate Studio Creatio a seven out of 10..”

Sergey Yakimchuk

Business Development Manager at Terralink

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“We recommend this solution to all our customers because of its functionalities and potential. It is not just for solving some CRM issues. You can also develop whatever you want by using the framework of Creatio. All companies need to develop some specific applications based on the needs of their business, and with Creatio, they can very easily integrate these implementations with their back-office products. I developed some specific applications for some customers by using this solution. It is a very good solution for every customer.

I would rate Studio Creatio a nine out of ten. Creatio is continuously improving the code and delivering new functionalities. I am very happy with all the functionalities of Creatio..”

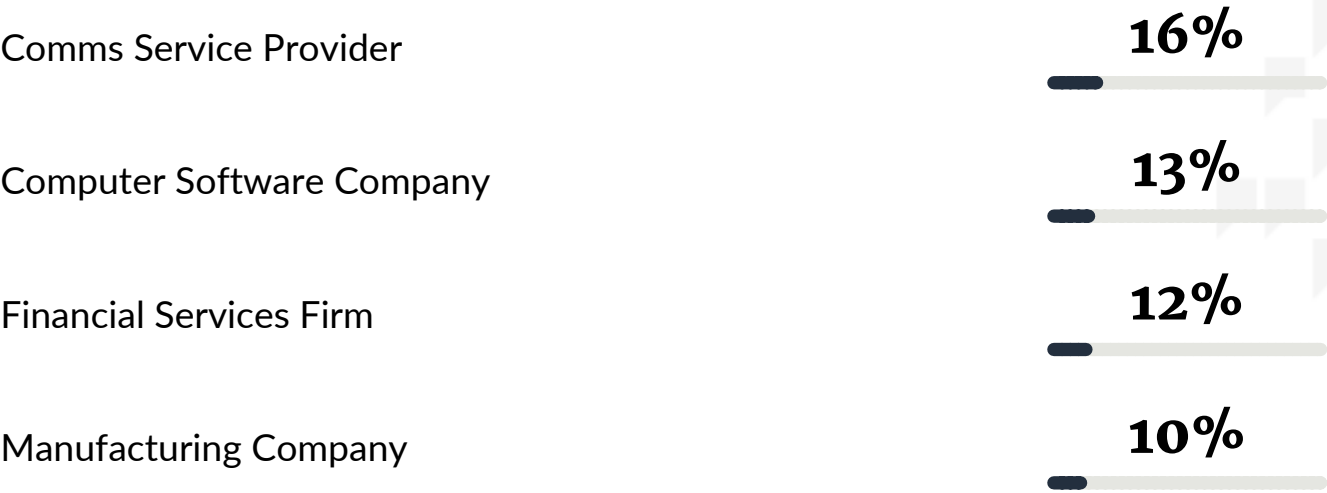
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Product Manager at Nodos Consultores

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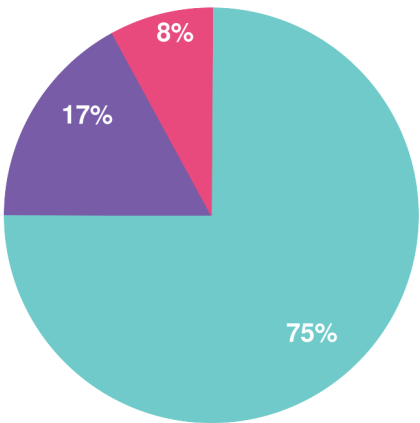
Top Industries

by visitors reading reviews

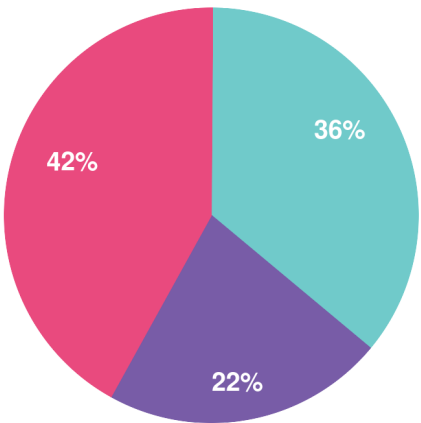


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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