

aws marketplace

SAP Business Technology Platform

Reviews, tips, and
advice from real users



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Contents

Product Recap.....	3 - 4
Valuable Features.....	5 - 9
Other Solutions Considered.....	10 - 12
ROI.....	13 - 14
Use Case.....	15 - 18
Setup.....	19 - 22
Customer Service and Support.....	23 - 25
Other Advice.....	26 - 29
Trends.....	30 - 31
About PeerSpot.....	32 - 33

Product Recap



SAP Business Technology Platform

SAP Business Technology Platform

Recap

SAP Business Technology Platform is a scalable, cloud-based platform designed for integration and connectivity with diverse systems. Offering web-based and mobile access, it supports real-time data processing and analytics to meet complex business requirements.

SAP Business Technology Platform facilitates seamless data and process integration for businesses transitioning from on-premises to cloud environments. It enables data synchronization between systems like ERP, SuccessFactors, and Salesforce. Supporting enterprise functions such as finance, HR, and procurement, it also enhances cloud migrations and analytics. Known for its scalability, the platform is suitable for hybrid, private, and public cloud deployments, serving needs in marketing, CRM, and custom app development. However, improvements in customization and licensing flexibility are needed, alongside better support for third-party services like GitHub and more transparent pricing.

What are the key features of SAP Business Technology Platform?

- **Integration and Scalability:** Ensures seamless cloud connectivity.
- **Real-Time Processing:** Enhances functionality with data synchronization.
- **Mobile Capabilities:** Offers flexibility with web-based access.
- **Analytics and Project Management:** Supports business needs with robust tools.
- **Fiori Apps:** Improves usability with pre-packaged content.
- **AI-Based Microservices:** Streamlines operations with subscription models.

What benefits should users consider in reviews?

- **Reduced Maintenance:** Cloud infrastructure decreases maintenance needs.
- **Flexible Access:** Web and mobile capabilities enhance accessibility.
- **Diverse Deployment:** Supports hybrid, private, and public cloud setups.
- **Business Functionality:** Empowers finance, HR, and procurement processes.

SAP Business Technology Platform is employed across industries for efficient data integration and cloud migration. It aids in synchronizing data among systems such as ERP and Salesforce while supporting finance, HR, and other enterprise operations. Industries leverage it for CRM solutions, marketing strategies, and mobile services, utilizing cloud capabilities to improve scalability and integration.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The SAP Cloud Platform has been effective for us because the processing time is reduced, and we can access it easily.”



Hara Prasad

Head of Department ERP at The Singareni Collieries Company Limited

- ✓ “The event-based approach is valuable.”



Frederic Hautecoeur

Senior System Integrations Architect at bs-team

- ✓ “It's very easily implemented, especially with the Grow Platform.”



Pinaki Ghosh

COO at Data Core Systems

- ✓ “The most proficient feature of SAP Cloud Platform is integration for data services linked with Fiori apps.”



Rivka Alexander

Content Specialist at PeerSpot



“The mobile access capability is very beneficial.”



A K 18

Director of Infrastructure at a university with 5,001-10,000 employees



“The tool's most valuable aspects are the niche technologies and the latest editions. The way these updates are rolled out makes it easy to manage because clients and customers are not responsible for keeping everything up to date. It's SAP's responsibility, which makes it much easier to take advantage of the new features they roll out every month.”



Sai Nukala

Director/SAP CPI CPI PI PO CI BTP Consultant/Freelancer at Saarch Technologies



“The product's initial setup phase is pretty straightforward.”



Verified user

Associate Solution Architect at a tech services company with 1,001-5,000 employees

What users had to say about valuable features:

“The event-based approach is valuable. For instance, SAP has a kind of out-of-the-box functionality, but if you really want to use it, you need to pay for the full license, which is very expensive. It is not easy to make your business agree to pay that..”

Frederic Hautecoeur

Senior System Integrations Architect at bs-team

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“It's very easily implemented, especially with the Grow Platform. It converts CapEx into OPEX due to its SaaS model. The implementation cycle has been reduced significantly, which was earlier a lengthy process..”

Pinaki Ghosh

COO at Data Core Systems

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“The tool offers pre-packaged content that doesn't require building a network. It also quickly helps you use the standard APIs. Many of the tool's features are pretty good and help me deliver the solution quickly..”

Verified user

Associate Solution Architect at a tech services company with 1,001-5,000 employees

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“The most proficient feature of SAP Cloud Platform is integration for data services linked with Fiori apps. Fiori apps allow businesses to directly check all details of their business processes graphically, making it easier to manage and understand data..”

Rivka Alexander

Content Specialist at PeerSpot

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“SAP Cloud Platform's performance is much faster than the on-premises solution because of continuous fine-tuning by their team. This avoids our headache for on-premises. Many reports are coming faster, and access is faster. The transactions are happening very fast right now. SAP Cloud Platform provides seamless integration with many known products..”

NagendraC

Head it at Ace Designers Limited

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“The features and functions of the SAP Cloud Platform are very good; the performance is improved when compared with the older versions. Earlier, we were using Oracle DB, and after HANA DB migration, it is fine. We are getting the reports, and processing time is also reduced.

“Almost all the features of the SAP Cloud Platform are fine and good. SAP Fiori has also entered into the picture, and we are developing the Fiori apps. We have started with the BTP for the new innovations as per the SAP roadmap.

“The main benefits of the SAP Cloud Platform for us are that earlier we had the primary data center at our place, but now we have shifted to the cloud. The maintenance is free for us; the maintenance is completely done by this SAP partnership with Cloud4C.

“We have started using the SAP Analytics Cloud, and we have developed many applications for SAP SAC. We are going to give the presentation to our chairman most probably next week.

“The analytics features positively influence decision-making for us.

“The SAP Cloud Platform has been effective for us because the processing time is reduced, and we can access it easily..”

Hara Prasad

Head of Department ERP at The Singareni Collieries Company Limited

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Other Solutions Considered

“I like SAP Cloud Platform over Microsoft Azure since the former is more well-integrated into our company's environment. Microsoft Azure does have its share of benefits, but it does not align with the space where I work. SAP is a bit faster in our company's environment..”

Craig Van Der Walt

CTO at Atheneum

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“Previously, we worked with Microsoft Dynamics and NetSuite. Only our finance team used Dynamics, and we wanted a more integrated solution for logistics, inventory, sales, etc. SAP Platform offered that at a reasonable rate. However, we should have evaluated Dynamics 365 and NetSuite more thoroughly as true competitors to SAP..”

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Director of Infrastructure at a university with 5,001-10,000 employees

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“My company chose SAP as it pushed us to select SAP Cloud Platform instead of Dell Boomi or any other tool, as Cloud Platform belongs to SAP. SAP Cloud Platform comes free with SuccessFactors, which is a primary reason why clients use it. SAP Cloud Platform does add a lot of complexity for the company's team owing to its capabilities..”

Pratibimb Dwivedi

Director at HumanAI

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“There are not many tools with which you can compare SAP Cloud Platform. There is Microsoft Dynamics 365, but it is for very small organizations. Also, Oracle has NetSuite. SAP has a good breadth of features. I mean, it can pretty much do anything and everything, and it provides coverage to all industries. So, it's phenomenal..”

Rajeev Dev

Head - Digital ERP at a computer software company with 1,001-5,000 employees

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“This product is not from Microsoft. It is in collaboration, but it is not from Microsoft.

“Outside of Microsoft, I am also using SQL Server and SAP Cloud Platform.

“I am using products from other vendors as well, including Microsoft, for instance..”

Frederic Hautecoeur

Senior System Integrations Architect at bs-team

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“I have previously used NetSuite. I find SAP Cloud Platform better than NetSuite. SAP Cloud Platform has all the business processes well defined and well mapped, ready to deploy solutions, whereas NetSuite does not have that. NetSuite has its limitations when it comes to scaling. You can scale with SAP Cloud Platform.

As your business grows, you can start with the public cloud and then move into the private cloud. You can start with B1 and then go to Business ByDesign. Later, you can go to the public cloud and move from public to private. If you have NetSuite and you're growing your business, there's no option but to switch to ERP..”

Verified user

Finance and Marketing Manager at a tech consulting company with 1-10 employees

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ROI

Real user quotes about their ROI:

“We are a large company and currently use SAP extensively. We are currently in the process of comparing all the platforms to understand the features and benefits..”

Gery Vasquez


New Digital Applications Specialist at Alpina Sa

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“The company sees a return on investment as implementing SAP Cloud Platform is power-saving. Orders are managed online, integrated with S/4HANA, reducing chances of fraud or communication errors in processes like purchase orders and sales..”

Rivka Alexander

Content Specialist at PeerSpot

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“We did experience a return on investment after switching from a local ERP, but it was not as high as expected. The payback period is closer to seven to ten years, rather than the one or two-year expectation set by our team and sales representatives..”

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Director of Infrastructure at a university with 5,001-10,000 employees

“Almost all the amount we have invested in the SAP Cloud Platform, we have received back. In the last four to five years, I can see that it is two to three times. In the last three to four years, whatever we have invested, we have received two to three times back from our investment..”

Hara Prasad

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Head of Department ERP at The Singareni Collieries Company Limited

“Patching and maintaining on-prem systems is time-consuming. We used to spend significant time maintaining the system—applying patches, ensuring everything worked post-patching, and testing all functionalities and interfaces thoroughly. It was time-consuming and required a lot of effort. We no longer have to worry about these tasks with the SAP Cloud Platform Integration. This saves us a lot in maintaining tenants and eliminates the need to allocate budgets for keeping systems up to date with the latest patches and features..”

Sai Nukala

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Director/SAP CPI PI PO CI BTP Consultant/Freelancer at Saarch Technologies

Use Case

“I work as a Technical Consultant in S/4HANA and have experience with SAP Cloud Platform for around one year and two months. I used to implement SAP S/4HANA Cloud-based solutions, and I am currently working on-premises in Pakistan, resolving issues and providing solutions for organizations..”

Rivka Alexander

Content Specialist at PeerSpot

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“Our existing customers who are on ECC are on-premises. They are migrating to SAP Cloud Platform, specifically on S4HANA.

One of our clients was on SAP ECC on-premises, and they are moving to the cloud on S4HANA on the public cloud system.

We are supporting about 15 customers, mostly small to medium enterprises, with SAP Cloud Platform..”

PinakiGhosh

COO at Data Core Systems

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“I'm doing some research because I would like to see how we can make Azure API and SAP CPI work in my current IT landscape. I lead teams who work on it. I am not very hands-on, but am responsible for the major decisions.

My organization typically uses SAP Cloud Platform to interface our core ERP, SAP ERP, with partner systems, billing systems, automation systems, finance systems, and so on. We've also been migrating interfaces with other technologies to SAP CPI.

We are on the SaaS version of Cloud Platform..”

Deepak Madhavan

Delivery Head- IT Shared Services at a manufacturing company with 5,001-10,000 employees

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“I work in the manufacturing industry, where we use SAP Cloud Platform as an in-house tool to handle sales, distributions, and invoices. We use the tool for our ERP operations in our manufacturing plant.

I have used HANA Cloud Integration (HCI) and then SAP Cloud Platform's suite. I have used all the versions of the cloud platform till now. It is used for business use cases, like transferring supply chain-related details or bank information, material, and transition data. The tool is used for basic business use cases in our company..”

Verified user

Associate Solution Architect at a tech services company with 1,001-5,000 employees

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“We focus on the cloud platform because clients and customers are moving from on-premises solutions to cloud-based software as a service. With cloud platform integration, it becomes much easier to extend SAP's core capabilities, especially SAP S/4HANA, and integrate with other SaaS solutions. The cloud platform is much more powerful than other SAP on-premises integration platforms.

The use cases I have worked on mostly involve SaaS integrations with on-premises solutions. This includes SuccessFactors, SAP S/4HANA on-premises, and procure-to-pay. These major use cases include procure-to-pay, supplier onboarding, and hire-to-terminate processes..”

Sai Nukala

Director/SAP CPI PI PO CI BTP Consultant/Freelancer at Saarch Technologies

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“We leverage multiple services on the SAP Cloud Platform. Firstly, we utilize the BTP platform, which includes the Cloud Foundry and the CTI environment. Additionally, we have a new environment where we use our business studio application for developing custom applications tailored to our specific business needs and compliance requirements.

We also utilize workflow management and rapid deployment solutions for project management. Furthermore, we use MJCR applications in these environments with attributes that integrate with DSO for data synchronization and integration with various interfaces.

We also utilize SAP Analytics Cloud for financial reporting and consolidation of the entire environment. This includes session areas, digital boardrooms, group reporting, price environment, and live connections from ResSonar.

We also leverage Analytics Cloud for group reporting and business reporting modules.

Lastly, we make use of SAP C4C solution, specifically SysTrack, for basic CRM functionality, sales reporting, and organizational marketing purposes.

So we have different services depending on the specific needs and requirements. We fully implement and integrate CPI-certified systems in our organization. We also have business-certified systems. For SORN theory, we have technical specialists who handle system conversion and delivery..”

Taiwo Babalola

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Information Technology Business Partner and Enterprise Architecture Lead
at a construction company with 10,001+ employees

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.

“Setting up SAP Cloud Platform is medium in difficulty. When you've already implemented similar processes, you can handle it, but different organizations have unique processes. Initial setup may face difficulties if clients provide complex or unique requirements..”

Rivka Alexander

Content Specialist at PeerSpot

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“The setup took one and a half months to get the final production tenant, followed by about ten to 20 days for configuring the production tenant. Overall, the process took around two months..”

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Director of Infrastructure at a university with 5,001-10,000 employees

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“The product's initial setup phase is pretty straightforward. You just need to subscribe to the product, just like you go for a Netflix subscription, and follow the guidelines. .”

Verified user

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Associate Solution Architect at a tech services company with 1,001-5,000 employees

“If you have people who know how to deploy the product, then it is not at all complex.

The number of days required to deploy the product depends on the part of the solution our company provides..”

Craig Van Der Walt

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CTO at Atheneum

“When discussing the landscape, it refers to the server's database and application itself. Since it's a cloud service, it is SAP's responsibility to set up the environment before starting the implementation. However, the implementation depends on many factors, such as business requirements, resource availability, and alignment of business processes within the system. Managing change can be very challenging, especially during testing and implementation.

The average time to implement and roll out SAP is typically around one year. If you are very quick, mature, and ready in advance, the shortest implementation time can be as little as six to nine months. On average, it takes about one year. However, it can extend to two years depending on the company size, whether it involves multiple or single companies and various other factors that can affect the timeline..”

Diaa_Hussein

Digital Transformation Director at Amecath Group

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“I have set up quite a few, and it's pretty straightforward once you understand the platform. The main thing is that one has to have a good understanding of SAP's Business Technology Platform. Once you have that understanding, setting up the integration suite is straightforward. It's just a few clicks away from activating and deploying the tenant.

The tool's deployment is based on the project. For example, in a greenfield implementation, the integration scenarios are defined by the business requirements, such as the master data they want and the primary and secondary systems. The primary systems are usually defined in a SuccessFactors implementation or a procure-to-pay business process implementation. For instance, in SuccessFactors, where employees are onboarded, the master data must be replicated to the on-premises payroll system. The integration requirements are straightforward: replicate the master data whenever there is a new employee or a change in employee data, as well as time and organizational data.

The procure-to-pay process is different but follows the same principles. In procurement, suppliers are onboarded, and once successfully onboarded, their data must be replicated to the on-premises ERP system where all financials are managed. The supplier's master data is needed at the end of the process to pay for their services. So, it's straightforward: replicate the master data, handle changes, replicate purchase requisitions, purchase orders, goods receipts, and invoices, and then make payments from the on-premises ERP.

Deployment takes around 30-45 minutes to complete. Customers are not responsible for maintaining the platform or the service. However, we monitor custom-developed interfaces and trigger alerts if there are any message processing failures. For example, if the supplier master application fails due to missing banking details or a missing registration number, we trigger alerts. In terms of maintenance, it's pretty straightforward. Monitoring it is similar to any other integration tool, and it is quite easy..”

Sai Nukala

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Director/SAP CPI CPI PI PO CI BTP Consultant/Freelancer at Saarch Technologies

Customer Service and Support

“I rate the technical support as ten out of ten because there is often a need for continuous technical support. Problems may occur with customized applications, requiring immediate technical assistance..”

Rivka Alexander

Content Specialist at PeerSpot

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“There is a lot of room for improvement in customer service and support. The availability of knowledgeable support to the implementation partners and the customers could be better..”

PinakiGhosh

COO at Data Core Systems

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“Customer service is poor. SAP uses a ticket-based support system, which takes weeks to resolve basic licensing issues. Other ERP platforms offer phone support and faster resolutions..”

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Director of Infrastructure at a university with 5,001-10,000 employees

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“When you reach out to resolve the issue, support is perfect. However, it takes time to reach someone and start work in this case, so the response needs to be faster. The technical team is strong. Once they know your trouble, they start working on it..”

Diaa_Hussein

Digital Transformation Director at Amecath Group

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“Regarding support, whenever we are creating a ticket for any problem, we want the solution immediately at the earliest. That is the main concern for us because ours is a coal industry, where dispatches are going on completely 24 hours. So it should not be hampered..”

Hara Prasad

Head of Department ERP at The Singareni Collieries Company Limited

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“The solution's technical support is good. Until now, wherever I go to work for different clients, like oil and gas manufacturing or energy plants, I get pretty good support from SAP. SAP's support website portal allows us to raise SAP incidents to its support team. If we are a premium client, SAP assigns client coordinators who can quickly expedite and deal with all your issues. Along with SAP's portal, we have a dedicated SAP support team member who will be in and out working with us and help us learn about the product. I rate the technical support a seven out of ten..”

Verified user

Associate Solution Architect at a tech services company with 1,001-5,000 employees

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Other Advice

“I rate the SAP Cloud Platform overall as eight out of ten. It is recommended due to its proficient integration capabilities and stability when the server and databases are correctly managed..”

Rivka Alexander

Content Specialist at PeerSpot

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“SAP Cloud Platform is a stable and good platform with well-proven software capabilities in the market. However, it is critical to conduct a thorough ROI analysis to ensure it meets the enterprise needs effectively before implementation.

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

PinakiGhosh

COO at Data Core Systems

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“You can do both. It really depends on the needs. Sometimes you have to have the hybrid option. Sometimes you can do with only the cloud part.

“Everything that you ask for will come with a cost, a very big cost. So pay attention to that. I would rate this solution a seven out of ten..”

Frederic Hautecoeur

Senior System Integrations Architect at bs-team

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“I recommend [SAP Cloud Platform](#) to companies with no heavy integration requirements, like growing software development agencies with multiple regions or entities. However, businesses with complex integration or customization needs might find SAP lacking.

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

A K 18

Director of Infrastructure at a university with 5,001-10,000 employees

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“I am working with the SAP Cloud Platform, and we are using the [SAP HANA Cloud](#) since the last seven to eight years. It's running successfully without any problems.

“We are using the SAP Cloud Platform, specifically the HANA Cloud Platform. Since 2018, we have been on the SAP Cloud Platform.

“We are starting to use development tools for the projects in the SAP Cloud Platform. We have been using the SAP Cloud Platform for both non-SAP applications and SAP applications through RFC, and now we are going to start with the CPI, Cloud Platform Integration.

“We have not introduced AI so far with the SAP Cloud Platform. We are planning to implement the latest technologies in the mining industry through AI or IoT technologies. We do leverage the SAP Cloud Platform for AI and IoT projects.

“The SAP Cloud Platform has enhanced my experience. I can rate the SAP Cloud Platform up to seven for support.

“I will definitely recommend using the SAP Cloud Platform because we are receiving many advantages from it. Other government organizations in Telangana state are going for SAP Cloud Platform or any SAP application based on our recommendations before initiating new projects in their organizations.

“I have already explained the advantages gained from the SAP Cloud Platform, including free maintenance, it is easily accessible, and whenever there is a problem, we inform the concern, and they attend to that issue immediately.

“On a scale of 1-10, I rate the SAP Cloud Platform an 8..”

Hara Prasad

Head of Department ERP at The Singareni Collieries Company Limited

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“My company has not used the tool's machine learning capabilities, and most of the clients I am working with do not have a practical use case for them.

The tool's use is mostly based on project needs. Even when integrations are booming, they may become a new way of designing architecture. Solace is one of the products that we are using right now. I just moved to Solace as it meets my needs with its advantageous features for the business. Solace is not a competitor of SAP Cloud Platform. Solace is just another tool to handle event-based integrations. Solace and SAP are working together to build SAP products together to handle the event mesh. Solace is not a competitor, but we just have some business needs where we need to use multiple tools.

We don't need people to maintain it as it is a cloud-integrated tool, so everything

gets taken care of by SAP. Only from the administrative side do we have to take care of the tool, and it is managed by a separate team.

SAP mentioned some AI initiatives that are attached to the tool. Areas like machine learning and AI are not mature enough to fulfill or suffice the current business needs because we have some custom solutions, which are now legacy-based ones, since we have used them for the past twenty years. With AI solutions, it is difficult because it is more like a vanilla flavor that the solution has. Even though it is compatible with some plain stuff, it is not for custom solutions. It will take time for SAP to help us in the future, but as of now, I have not found any use case with the tool's AI or ML offerings.

I can recommend the product to others considering the features it offers along with the frequent updates along with the kind of visibility that the solution has for the future in terms of product development. If you see Gartner's report, you will see that SAP Cloud Platform has been in Gartner's Magic Quadrant for a long time. Continuously, the tool is being improved and has been maintaining a steady pace.

I can recommend the tool for small enterprises but not where they already have many additional expenditures. SAP Cloud Platform is a costly solution, so for a small enterprise, it can just be an expenditure because they are not into some core business. Instead of SAP Cloud Platform, I can recommend products like Informatica, which is cheaply priced, or Dell and [Boomi](#), which might not be complete and are now able to use many tools. Nowadays, [Azure](#) Cloud or [Azure DevOps](#) also supports small enterprises, and they both have all the capabilities, landscapes, and ecosystems from [Azure](#), which is good. Small enterprises can go with Azure's subscriptions.

I rate the tool an eight out of ten..”

Verified user

Associate Solution Architect at a tech services company with 1,001-5,000 employees

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Top Industries

by visitors reading reviews

Manufacturing Company



Computer Software Company



Financial Services Firm

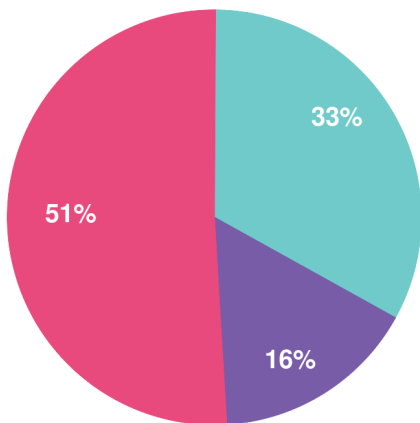


Retailer

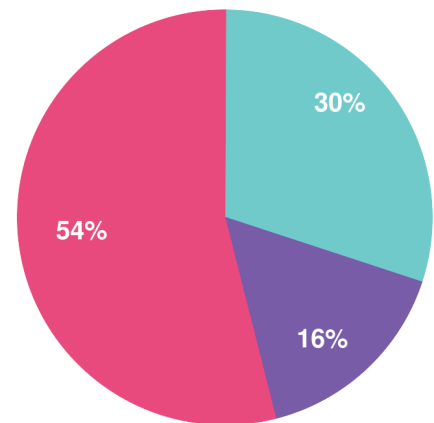


Company Size

by reviewers



by visitors reading reviews



Large Enterprise

Midsize Enterprise

Small Business

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