

aws marketplace

Workato

# Reviews, tips, and advice from real users



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# Product Recap



Workato

# Workato Recap

Named a [Leader in iPaaS for Dynamic Integrations by Forrester](#), Workato is a modern automation and integration platform. With its enterprise-grade capabilities, you can seamlessly integrate and orchestrate workflow automation across cloud and on-premise applications, files and databases without coding.

The Workato team comes from a deep background in building integration products and will continue to expand and change the automation and integration space.

[Start your 30-day free trial here.](#)

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“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.”



**Verified user**

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



“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.”



**Verified user**

Integration Engineer

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



**Kiran Vishwanath**

Director at Infoteck Solutions

- ✓ “I absolutely think it is worth the money to have Workato as a tool.”



**Amy Jorde**

Principal Consultant at Grail Automation

- ✓ “I definitely recommend Workato to others; it is the best product in our technology stack, allowing us to integrate legacy systems and address diverse requirements.”



**Martin Rubens**

Practice Manager at a consultancy with 201-500 employees

- ✓ “The initial setup was very easy.”



**Sowmya Nagaraja**

Technical Consultant at Intercede 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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“Their UI interface is very strong compared to other tools, allowing even non-coders to perform basic data transfers between systems effectively. When it comes to complex scenarios and customization, our team faces challenges in Workato. When we encounter issues and reach out to the Workato support team, they have limited ability to assist, leading us to implement temporary solutions and workarounds.

“Maintenance requires minimal effort on our end as Workato handles most maintenance tasks themselves. We only need to retest major flows if there is a significant release. Regarding stability, it performs adequately without major issues. There are occasional refresh and cache issues, but it functions properly 90-95% of the time..”

**Rajni Gaud Bhatt**

Associate Director - Technology & Innovation

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“I find the automation building in Workato quite easy, which is a general feature I appreciate. Unlike other automation iPaaS tools I've used that require installations on my laptop, with Workato, I only need a browser and an account to build automations. They also provide an easy way to parse XML, CSV, and JSON files without needing to know any programming language. If you're familiar with these data formats, you can navigate through building automation easily. Additionally, there's something called SQL queries; it's not a database but an app where developers can parse a collection of data using SQL, which many in IT are familiar with. If a transaction fails, I can replay that transaction with just a click of a button, making it much easier compared to other systems requiring additional setups for failed transactions. Workato is also rolling out amazing features such as workflow apps, allowing easy building of UI-based forms that operate within business processes requiring manual interventions, such as approvals or rejections.

“I can assess that Workato's recipe-driven automation has saved the finance AP team around 780 hours of their time in just the last year through a couple of automations for vendor management. That's a quantifiable number focused on just vendor management that I've recently presented to the business..”

**RaghavendraRaju**

Senior Integration Engineer at Atlassian

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“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**

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“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

“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 many other ETL tools like Dell Boomi, MuleSoft, TIBCO, Jitterbit, Apache NiFi, and Informatica. The choice depends on the specific use case and requirements.


**Verified user**

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

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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**

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

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“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..”

**Verified user**

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Integration Engineer

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“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..”

**Verified user**

Integration Engineer

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# 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..”

**Verified user**

Integration Engineer

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“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..”

**Verified user**

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

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# Use Case

“The main use cases include API-related scenarios, sales cycle processes, and invoicing operations. This primarily involves the purchase journey of the company, where Workato serves as an integration tool for transferring customer data, invoicing information, and orders between systems..”

**Rajni Gaud Bhatt**

Associate Director - Technology & Innovation

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“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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“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**

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

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“There are plenty of use cases for Workato. We have a vendor management system, which is a different SaaS product, where Atlassian as a company onboards our vendors. We put a purchase order, they address that purchase order, and then they raise invoices, all on the vendor management system. We need to sync this information to our ERP system, as we use a different ERP for financial management. We sync the data of vendors getting onboarded and raising invoices into our financial system for payments. To sync the data from the vendor management system to ERP, we use Workato for integration. This includes invoices, credit memos, supplier onboarding, and changes to supplier bank details for payments. Internally, we also have an employee expense management system where employees submit expense details for reimbursement. Since this financial information needs to be synced, we sync employee details and expense claims into our financial system, which is again an Oracle product.

“I have utilized Workato's real-time data synchronization feature for managing vendor invoices sync to Fusion, which is our ERP application. Previously, we did batch syncing, meaning data synced weekly or daily, causing finance team members to have to review a bunch of invoices at once. 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. This process improves vendor relations as it prevents delays in payments that could lead to breaches of payment terms or dissatisfaction..”

**RaghavendraRaju**

Senior Integration Engineer at Atlassian

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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

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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.

## Verified user

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

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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**

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Practice Manager at a consultancy with 201-500 employees

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The initial setup was facilitated by transparent collaboration with the Workato team, ensuring that the platform was appropriately configured to our security and operational needs. Clients are well-supported and not left behind after subscribing.

**Kiran Vishwanath**

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Director at Infoteck Solutions

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“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**

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

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“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**

Principal Consultant at Grail Automation

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# Customer Service and Support

Workato's technical support is excellent. They are available online for chat support and typically find solutions promptly. In cases needing escalation, responses are usually received within hours. The community around Workato is also influential, offering support and monthly meetings to address questions and share information.

**Martin Rubens**

Practice Manager at a consultancy with 201-500 employees

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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

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## Other Advice

“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

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“We collaborated directly with the Workato team for purchase, not through any reseller or store. Deployment requires the entire team as every developer needs to know the latest code and coordinate with the person handling deployment. For large teams, the development team lead is essential.

“I need to verify partnerships with Workato as we work with different clients in a service-based company, resulting in various setups where some have partnerships and others use subscriptions.

“Overall rating for Workato: 7 out of 10..”

**Rajni Gaud Bhatt**

Associate Director - Technology & Innovation

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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

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“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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“I work for a company which uses Workato to build our automation, and I use the platform to develop certain automations. I am a Senior Integration Engineer at the current position, and as an individual contributor, I write certain automations on the platform itself.

“I don't know how Workato was purchased, but not through AWS. To give context, we had MuleSoft with us, and the prices of MuleSoft were increasing, which is one of the iPaaS platforms. The leadership team wanted to see what other emerging iPaaS platform was coming at a lower cost, and if it solved our problems, we would use it. That's when the interest to look out has come in, and I believe it's through the leadership team who knows somebody at Workato that pitched in that idea. It took two to three months of assessment, and then we decided to go with Workato.

“Onboarding new resources into our development team is easy due to Workato's usability, enabling them to start delivering projects within a week if they have a couple of years of experience in the integration domain. This is much quicker compared to other tools I've used, which required thorough training and hands-on experience that could take much longer.


“I use many of Workato's pre-built connectors including Fusion, Salesforce, SFTP, HTTP, Database, File, S3, SQS, and DynamoDB—probably more than 10 connectors. We even built a custom connector with support from Workato to meet specific needs. The pre-built connectors facilitate real-time sync, helping developers who don't need to know the system behind the connector. They can efficiently deliver automations, enhancing overall developer productivity.

“I have experienced Workato's AI-driven insights, particularly for data mappings and document processing features using OpenAI LLM. We also utilize the Insights API to track how many recipes are consumed and our total task assignments under our license. Through custom-built integrations, we receive notifications about sudden bursts of traffic flowing into Workato, thus allowing the operational team to review potential causes for these spikes. We use metrics related to our task budget from Workato to ensure effective resource management.

“I consider Workato's pricing to be mid-range, not too expensive but not too cheap either. As they release more features, such as workflow apps and the document processor, these come at extra costs. Currently, I would categorize Workato as moderate in pricing. My overall rating for Workato is 8 out of 10..”

**RaghavendraRaju**

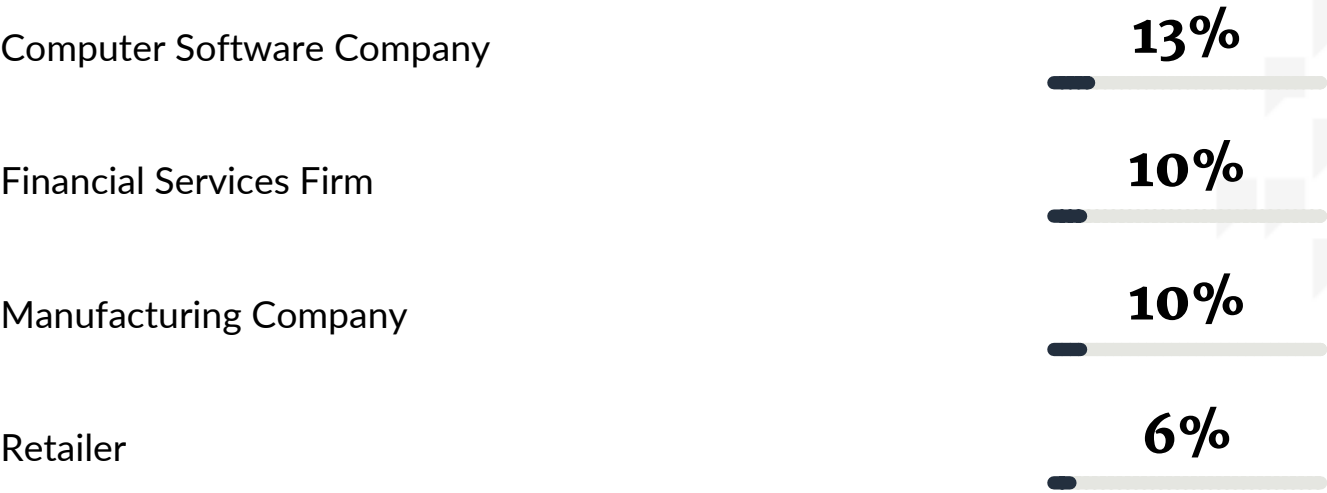
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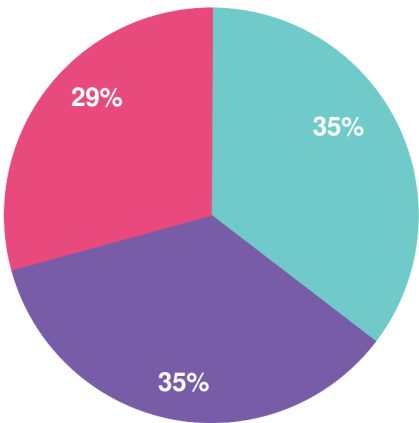
# Top Industries

by visitors reading reviews

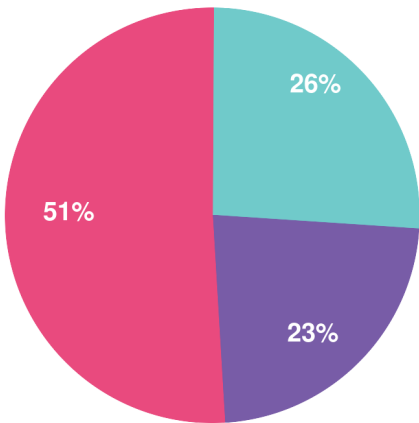


# Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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