

aws marketplace

Tray.io

Reviews, tips, and advice from real users



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Product Recap

 Tray.io

Tray.io Recap

The Tray Platform is the leading General Automation Platform, whose modern, serverless architecture empowers users to take full control of their data by automating mission-critical processes and integrating their entire tech stack.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Tray.io has positively impacted my organization as it provides a trusted way to organize data results and share them throughout the company at once.”



Samuele Sois

Principal AI and Data Science Engineer at a manufacturing company with 10,001+ employees

- ✓ “Tray.io has positively impacted my organization by reducing the amount of redundant tasks that our team performs by approximately 80%, and the numbers are quite significant with the workflows alone, as we are working towards creating and utilizing AI within these workflows as well.”



Verified user

IT Engineer at a consumer goods company with 51-200 employees

- ✓ “Tray.io has positively impacted my organization by helping us keep our internal database and this third-party service in sync, and it has really helped us automate a lot of that work because it is fairly straightforward to maintain and develop.”



Verified user

Operations Analyst at a tech vendor with 51-200 employees

What users had to say about valuable features:

“I appreciate that Tray.io is low-code automation, meaning you do not have to be an expert in JSON to understand the components and create automations.

The best features that Tray.io offers include a lot of API connections, and we use it for Slack, with Airtable being our data and low-code database that also handles automations, where we store information. You can also connect to G Suite and many different types of environments that can be automated..”

Verified user

[Read full review](#) 

IT Engineer at a consumer goods company with 51-200 employees

“I appreciate the logging features that Tray.io offers, as it is fairly intuitive to use. It is also fairly straightforward to customize debugging messages if needed.

The logging and debugging features in Tray.io have helped us considerably, especially when dealing with APIs that return errors sometimes. Errors could be a configuration issue on our side or 500 errors, and being able to go through each of the workflow steps and see what the outputs were at that particular point has been quite useful for us in terms of making our workflows more resilient and understanding what has gone wrong.

Tray.io has positively impacted my organization by helping us automate both the development and maintenance work that is needed to keep our internal database and this third-party service in sync. .”

Verified user

[Read full review](#) 

Operations Analyst at a tech vendor with 51-200 employees

“The best features Tray.io offers include excellent visualization capabilities and a dashboard, which stand out to me the most.

I appreciate that it is very easy to convert the data we receive from Tray.io into dashboards from Power BI, which is extremely useful. I would also appreciate if in the future Tray.io provides a way to natively convert the data to Tableau.

Tray.io has positively impacted my organization as it provides a trusted way to organize data results and share them throughout the company at once. As a multinational and very large company, it is definitely beneficial that those of us in the UK can use the same format that colleagues use in India, and the entire data architecture is framed within a trusted system from an established organization. As far as I know, Tray.io has been operating for the last 12 years, making it a very reliable system..”

Samuele Sois

Principal AI and Data Science Engineer at a manufacturing company with 10,001+ employees

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Other Solutions Considered

“Previously, we attempted to develop an in-house solution as a company proprietary system, but we failed to achieve a good standard and quality level with that approach. We therefore looked for an established solution..”

Samuele Sois

Principal AI and Data Science Engineer at a manufacturing company with 10,001+ employees

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“A few options were evaluated before choosing Tray.io, but I cannot recall which ones were proposed to me because Tray.io was identified as the most valid option since the very beginning..”

Samuele Sois

Principal AI and Data Science Engineer at a manufacturing company with 10,001+ employees

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“I found that Zapier is the only real similar platform to Tray.io, though in terms of scalability, Tray.io is the better option. Zapier does offer a free tier, but it does not meet the demands of a scaling company..”

Verified user

IT Engineer at a consumer goods company with 51-200 employees

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ROI

Real user quotes about their ROI:

“I have seen a return on investment as the company has been renewing the product for the entire 19 months we have been using it, which indicates that trust is high and they likely see value and advantage in using the system. There are no complaints in this regard..”

Samuele Sois

Principal AI and Data Science Engineer at a manufacturing company with 10,001+ employees

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Use Case

“Tray.io's main use case for my organization is workflow automations related to user onboardings, license reconciliation, and a myriad of other tasks to improve redundant processes.

An example of a workflow that I automated with Tray.io was during a user email migration where this specific workflow would place individuals being migrated from an offshore email address to our corporate email address into a Slack message saying, 'Hey, we're getting you onboarded with a new email address', and putting them in a specific Slack channel, involving a lot of webhooks and communications..”

Verified user

IT Engineer at a consumer goods company with 51-200 employees

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“We run automation workflows with Tray.io to take data from our internal databases and update a third-party software that we use. Specifically, my company offers digital trade credit, and we use that software to support our collections processes.

“At a high level, our systems call a webhook in Tray.io. The workflows in Tray.io then triage and process the incoming data, and finally makes API calls to the third-party service to modify objects..”

Verified user

[Read full review](#) 

Operations Analyst at a tech vendor with 51-200 employees

“My main use case for Tray.io is to conduct A/B testing for marketing initiatives that the company has undertaken. We test the deployment of different campaigns across similar cohorts and evaluate which one performs better.

Tray.io fits into my A/B testing process by analyzing the number of words used by consumers in comments and the number of times they stopped campaign videos at specific points. Through this analysis, we can investigate the attention levels of users and determine what thoughts are elicited by the campaign.

I have found that the error management in my main use case with Tray.io is not as effective as we would prefer. We would appreciate having a way to recycle cases that do not carry much value. Every user is precious in their own way, and even if a user does not provide much information, we would still value the ability to extract some information from those boundary cases..”

Samuele Sois

[Read full review](#) 

Principal AI and Data Science Engineer at a manufacturing company with 10,001+ employees

Customer Service and Support

“I have never used the customer support for Tray.io because the software is very easy to use and we never needed to contact support. However, I can tell you that the support provided through newsletters and update bulletins is quite good..”

Samuele Sois

Principal AI and Data Science Engineer at a manufacturing company with 10,001+ employees

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Other Advice

“I think in general it has been a positive experience with Tray.io, and while there are areas where it can be improved, overall it is a good product. I rate Tray.io a seven out of ten..”

Verified user

Operations Analyst at a tech vendor with 51-200 employees

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“My advice to others considering Tray.io is to trust the process because once the installation is complete, it is extremely easy to deploy and set up.

I have rated this product an eight out of ten..”

Samuele Sois

Principal AI and Data Science Engineer at a manufacturing company with 10,001+ employees

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“I would rate Tray.io overall about a seven, give or take, with a consideration of seven and a half. I chose seven for my rating mostly for cost-related reasons as I would not really recommend it for smaller companies or startups. Zapier would be a more beneficial solution for those, but if you are looking to scale up, I think it is worth the price, which is the only reason I would give it a seven rating. My overall review rating is seven.


The learning curve for new users on Tray.io is somewhat noticeable, as when you first log on having never used a low-code platform, you need to take the time to

really learn how the workflows are deployed and how to connect everything. However, once you are using it every single day, it is quite easy to catch up, though there is still a bit of a learning curve.

Tray.io integrates fairly well with our existing tech stack, as we utilize Okta, Slack, [Google Cloud](#) platforms, [AWS](#), and a multitude of software-as-a-service applications, and Tray.io automates many of these. From my experience alone, it helps with onboardings, offboardings, and title changes..”

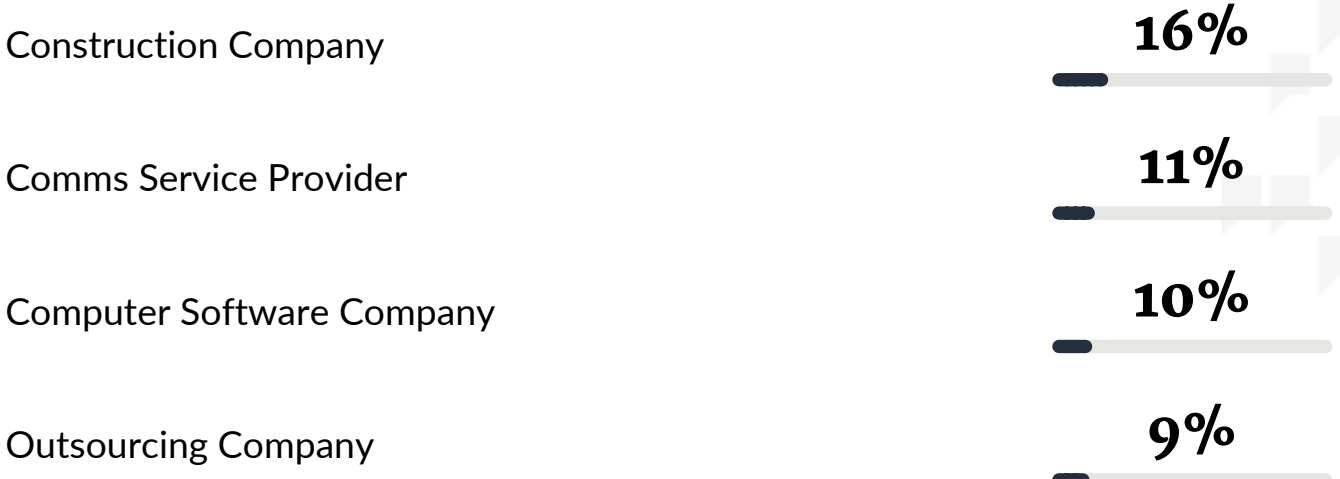
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Top Industries

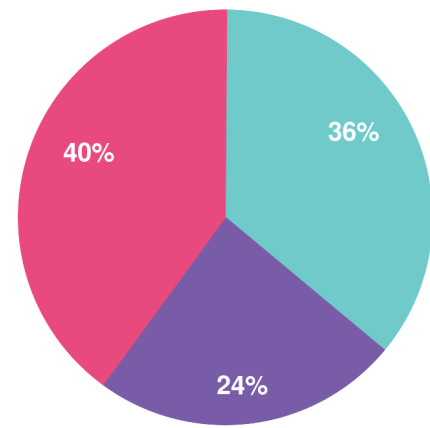
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Company Size

by reviewers

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Large Enterprise Midsized Enterprise Small Business

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