

Small and Midsized Businesses

# Are Seeking an All-in-One Financial Operations Solution

SMBs today are frustrated: they feel unsupported by enterprise technology companies and want a comprehensive financial operations technology solution.



## 80%

feel that what they are doing today to manage their financial operations does not meet their needs.

## 87%

want an all-in-one technology solution for financial operations.

**SMBs, 99.9% of all U.S. Businesses, Feel Left Behind by Enterprise-Focused Companies**

An Astonishing  
**83%**

of mid-sized businesses are juggling multiple applications

Only  
**36%**

are managing ALL financial operations functions through a single tech application

## 63%

of SMBs believe that large solution providers do not offer products for them

Nearly half  
**48%**

say the Big Tech giants want more money than their business can afford.



## Pen + Paper = Pandemonium

A Whopping  
**85%**

are tracking some of their financial operations manually

## 57%

of small business owners



and  
**61%**

of midsized business decision-makers track **half or more** of their financial operations functions manually

## SMBs Prioritize Their Upgrades



## 48%

**Bookkeeping**



## 38%

**Payroll**



## 37%

**Accounts Payable**

For the press release, please [click here](#).

For the full survey report, please [click here](#).

### Survey Methodology

The Bill.com Survey was conducted by Wakefield Research ([www.wakefieldresearch.com](http://www.wakefieldresearch.com)) among 2,000 Small Business Owners (SBOs) and Mid-Size Business Decision-Makers (BDMs), between October 5th and October 15, 2021, using an email invitation and an online survey. Small businesses were defined as those with 1 to 100 employees and mid-sized businesses defined as those with 101 to 1,000 employees. BDMs include those holding a role of manager or above. The survey included an oversample to ensure 100 Mid-Size BDMs total.

### About Bill.com

Bill.com is a leading provider of cloud-based software that simplifies, digitizes, and automates complex, back-office financial operations for small and midsize businesses. Customers use the Bill.com platform to manage end-to-end financial workflows and to process payments. The Bill.com AI-enabled, financial software platform creates connections between businesses and their suppliers and clients. It helps manage cash inflows and outflow. The company partners with several of the largest U.S. financial institutions, the majority of the top 100 U.S. accounting firms, and popular accounting software providers. Bill.com is headquartered in San Jose, California. For more information visit [www.bill.com](http://www.bill.com).