

CUSTOMER SUCCESS STORY

Thumbtack Never Misses a Beat

Bill.com is at the Heart of the Online Marketplace

Thumbtack is an online marketplace that connects customers to service professionals. With over 700 employees, the U.S.-based startup offers nearly 1,000 types of services from event planning to home services.

Intuitive and Intelligent Accounts Payable

Thumbtack uses Bill.com to pay vendors, to store documents, for approval flows, and for audit trails, encompassing pretty much the entire accounts payable side of the house. The company is also using Bill.com for accounts receivable, following their switch to NetSuite accounting software in 2017.

“Bill.com is at the heart of everything we do at Thumbtack, including streamlining accounts payable, approval flows, vendor payments, and audit trails,” said Coreen Collins, Senior Accountant at Thumbtack. “The Bill.com platform is intuitive and intelligent, automating my mundane tasks and saving me so much time. I love the ability to drag and drop invoices into my inbox and see full approval workflows. In addition, Bill.com enables our team to be more efficient with our money, monitoring net terms and being more thoughtful about approving and paying bills.”

Automatic Everything Means a Smaller Team

Despite large operations in the U.S., Thumbtack runs a lean finance team. “By automating all the mundane tasks, Bill.com frees up a lot of time to help us focus on the company’s growth,” said Collins. As Thumbtack works to establish new entities, the company is keenly aware of the importance of streamlining payment operations, like manual bookkeeping, early on. This saves the team from managing unwieldy tracking spreadsheets, and eliminates the lengthy delays in approvals that come with paper checks and time-consuming processes.

Successful Audits with Direct Access to Reports

In the U.S., the Thumbtack team has been able to eliminate all hard copies of invoices. The team has undergone four audits, each painless and successful. Thumbtack can give the auditing team direct access to Bill.com reports, enabling them to find documents and view payment details easily, saving time and money.

Thumbtack

SIZE

700 Employees

INDUSTRY

Services

HEADQUARTERS

San Francisco, CA

CUSTOMER SINCE

2014

ACCOUNTING SOFTWARE

NetSuite

Exceeding Expectations Every Time

Thumbtack recently upgraded to NetSuite OneWorld and turned to the Bill.com support team to guide them through the transition. "The support team was knowledgeable and proactive, and went the extra mile to make sure the integration was seamless. It was so reassuring to have Bill.com by our side throughout the transition," said Collins. "The Bill.com support team exceeds our expectations every time!"



SITUATION

Running a lean finance team, Thumbtack needed a more efficient back-office to support its rapid growth. The company was keen to move away from manual processes with paper checks and invoices, tracking spreadsheets, and other time-consuming tasks.



SOLUTION

Bill.com streamlined and automated document storage, approval flow, vendor payments, and audit trails. Audits are now simplified as the audit team has direct access to Bill.com reports and can easily find documents and view payment details.



RESULT

The Thumbtack accounts payable and accounts receivable team can now get more done in less time with a lean team. This frees up more time to focus on the company's growth.



Visit [Bill.com](https://www.bill.com) to learn how to simplify business payments

