Why Should You Consider Kissflow Work Platform over Just Another BPM Software

A Brief Comparison Report Based on the G2 Data

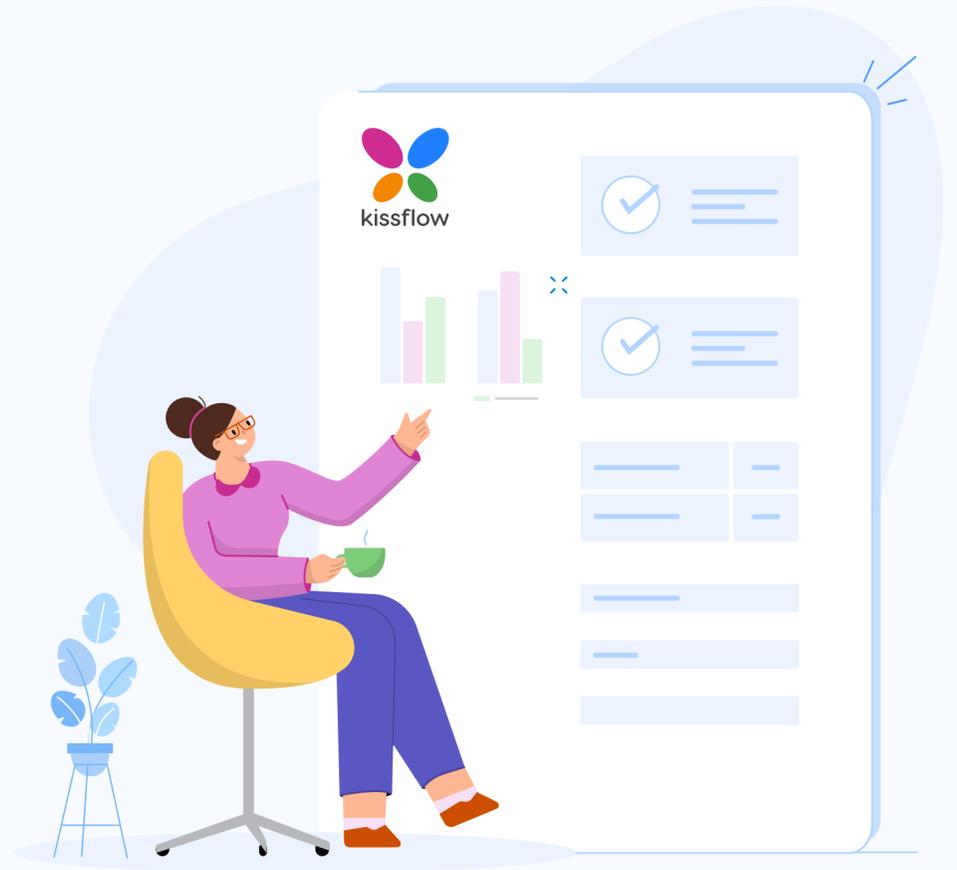**kissflow**

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Executive Summary

Every quarter, G2 publishes its rankings of the top business process management platforms based on verified user reviews. This report summarizes the Summer 2022 rankings that were released on May 31 2022.

You'll learn why **Kissflow** is leading the pack, as well as how the top providers are ranked across several criteria, including user satisfaction, ease of use and G2's score and Momentum Grid®. Whether you're currently using a BPM platform or are looking to implement one, this guide will provide you with unique insights and third-party review data for making an informed decision.

About G2

G2, the world's leading business solution review platform, leverages 1M+ user reviews to drive better purchasing decisions. Business professionals, buyers, investors, and analysts use the site to compare and select the best software and services based on peer reviews and synthesized social data. Every month, more than four million people visit G2's site to gain unique insights.
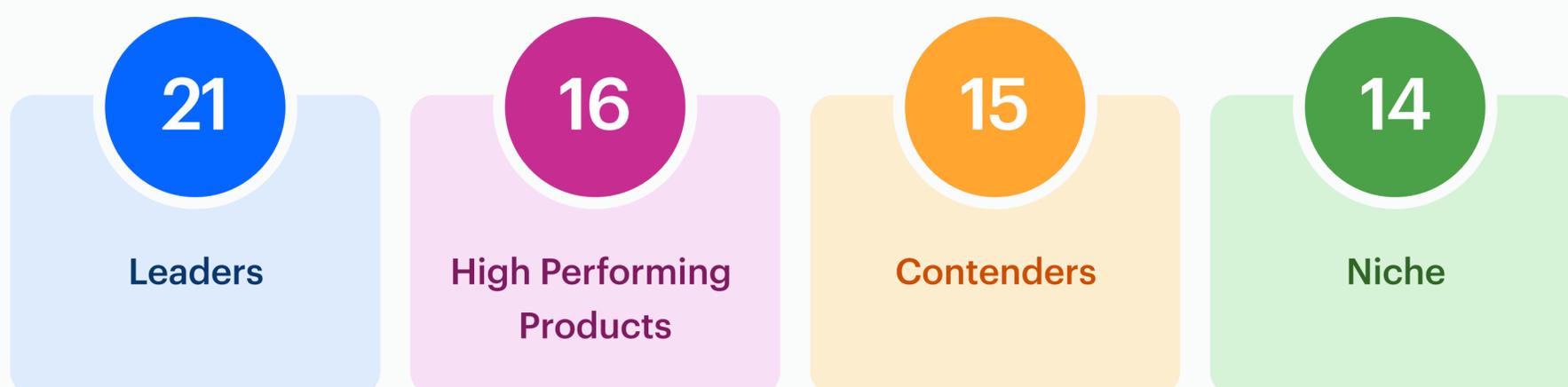
About the BPM Software Category

G2 has strict criteria for the **66 solutions** that it includes in its Business Process Management Software category grid.

Here is how G2 describes the category in greater detail

Business process management (BPM) software helps define, automate, and report on processes that are intended to help optimize businesses to deliver on company goals. These tools are designed to help businesses optimize their processes and workflows, improving overall efficacy in day-to-day functions. BPM systems are used to clearly define processes that span a full company's operations and then monitor those processes. These tools can also be used to help automate processes. The strength of BPM systems is that they can look at the big full-company picture and can be used by any department, but they are commonly selected by operations teams. BPM systems can have case management features, so integrations with CRM software are common.

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Niche

BPM software shares features and functionality with other solutions, and it is important to understand the differences between the different offerings. Thus, although both BPM systems and workflow management software provide the ability to define and manage sequences of business activities and tasks, the former is distinguished from the latter inasmuch as it provides users the ability to get a broader picture of all the processes in your organization. Although workflow is a component of BPM, it is more about task management and how repeatable, less complex individual processes get accomplished.

Businesses looking for tools built specifically for creating internally-facing applications to streamline processes and automate tasks can look to rapid application development (RAD) software, such as low-code and no-code development platforms, which sometimes have tools that assist in building process automation into applications. Solutions that are specifically tailored for building applications for a process automation use case are referred to as digital process automation software. Finally, businesses simply looking to map and mine their processes, through diagramming, process discovery, and more, are able to take advantage of process mining software.

To qualify for inclusion in the Business Process Management (BPM) category, a product must

✓ Capture business processes

✓ Allow the creation of business rule logic

✓ Provide tools for monitoring execution performance

✓ Give users the ability to automate business processes

✓ Have the ability to create forms and other basic interfaces in a digital format or allow for integrations with other tools for the data

About the Top-Ranked Solution

Kissflow has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. Kissflow has garnered about **500 reviews** on G2 with popular mentions across areas like approval process, forms, purchase requests, easy user interface, workflow management etc.

93%
of users rated it
4 or 5 stars

87%
of users believe it is
headed in the right
direction

86%
of users said they
would be likely to
recommend Kissflow

kissflow

Kissflow is an end-to-end low-code no-code work automation platform that helps businesses develop completely automated case and process solutions. It offers a simple visual interface that lets business users create, model, automate, collaborate and deploy business process apps and workflows. The workflows can also be defined with sequential tasks, and get notifications and analysis by chosen metrics.

Kissflow is a robust platform designed to effectively streamline workflows of various processes, giving agility and flexibility to run business operations hassle-free. Over 140+ readymade templates are available for business users to set up and launch anything from simple approval requests to complex processes. These drag and drop templates are built for use by HR, sales, IT, finance, procurement, customer support and other functions. The platform also comes with contextual collaboration built into it. The process-based activity feeds make for a collaborative workplace.

G2 Grid Reports for BPM Platforms Summer 2022

kissflow continues to be a leader in G2 Grid Reports for
DPA & BPM

G2

Leader
SUMMER
2022

G² Satisfaction Leader Rankings

Kissflow receives top Satisfaction Ratings when compared to other leading BPM platforms.

Satisfaction

86% Likelihood to Recommend

87% Product Going in Right Direction?

Satisfaction by Category

88% Meets Requirements

87% Ease of Admin

88% Ease of Doing Business with

89% Quality of Support

85% Ease of Setup

89% Ease of Use

CS

Christopher Shakalis

Administrator in Individual & Family Services

Kissflow allows for a person with only basic excel knowledge (me!) to effectively build custom workflow software. The interface is intuitive and the customer service help is second to none. For the money, nothing on the market comes close to doing what this software is capable of. In fact, because you are able to build workflows on your own I believe it yields a better final product than if you were to hire one of many other software companies to interpret your requests and translate them into software. Integration with Gmail made going live as simple as emailing our users and telling them to open the app. All they had to do at that point was follow the clear instructions that we were able to write ourselves for every step and question within the workflows.
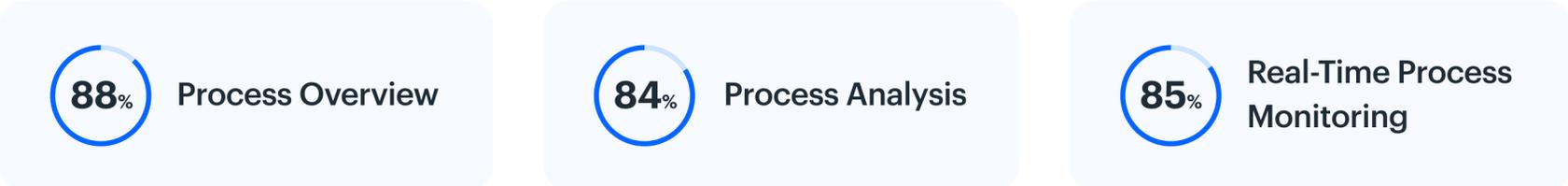
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Kissflow User Ratings

8.8 ⭐

Ease of Use

Business Process Management Average

8.5%

8.7 ⭐

Quality of Support

Business Process Management Average

8.7%

8.2 ⭐

Ease of Setup

Business Process Management Average
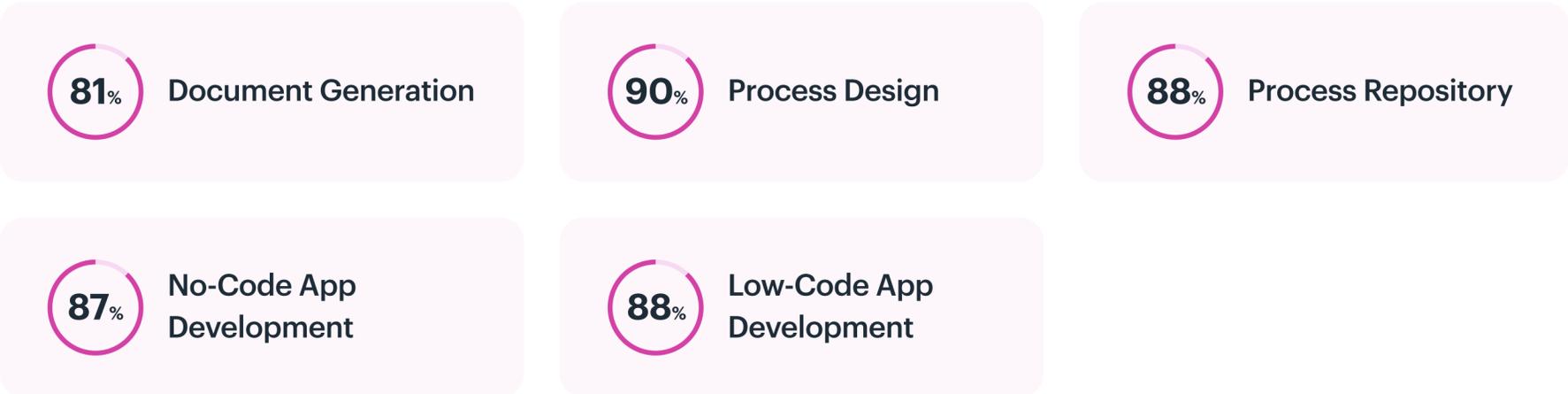
8.4%

Feature Ratings on G2 for Kissflow

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

Process Management

88% Process Overview

84% Process Analysis

85% Real-Time Process Monitoring

Customization

81% Document Generation

90% Process Design

88% Process Repository

87% No-Code App Development

88% Low-Code App Development

Collaboration

86% Permissions for Sharing

83% Data Unification

89% Accessibility

88% Process Routing

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Kissflow Work Platform vs BPM Players
A Quick Comparison

	kissflow	Microsoft Power Apps	appian	ProcessMaker
Meets Requirements	8.6	8.0	8.5	8.6
Responses	424	70	121	208
Ease of Use	8.8	7.3	8.6	8.6
Responses	426	69	123	212
Ease of Setup	8.2	8.1	8.5	8.0
Responses	287	41	91	145
Ease of Admin	8.5	8.1	8.3	8.2
Responses	292	40	93	146
Quality of Support	8.7	7.5	8.4	8.2
Responses	389	55	123	190
Has the product been a good partner in doing business	8.6	7.8	8.6	8.4
Responses	276	38	93	138
Product Direction (% positive)	8.5	8.1	8.6	8.3
Responses	416	62	107	206

kissflow

A Unified Low-Code No-Code
Work Platform

Kissflow is a unified Low-Code No-Code Work platform that combines case, project, workflow, and automation with the power of application development to deliver a unified experience for work management.

Kissflow brings business and IT users closer together by enabling Citizen developers to build no-code apps, create and manage boards, or automate workflows with an easy-to-use and simple drag-and-drop functionality while giving the IT teams the power to manage, integrate and extend the platform. Whether it is automating processes, digitizing your operations, managing requests, or building custom applications, with Kissflow you can do it all within a unified platform. Experience the Power of Simple to drive digital transformation that delivers process improvements, operational efficiencies, and enterprise-grade governance all while enabling cross-functional collaboration.

AIRBUS	pepsi	MCDERMOTT
COMCAST	DANONE	

Hundreds of global brands such as Airbus, Pepsi, McDermott, Comcast and Danone rely on Kissflow to transform their business operations. As a technological catalyst, Kissflow breaks barriers, supercharges development, and uplifts every business user to create transformational solutions irrespective of coding knowledge.

Validated User Reviews on G2

Akil K.
Product Analyst
Mid-Market (51-1000 emp.)

Validated Reviewer ✔ Verified Current User ✔ Review source: Organic

★★★★☆ Jul 21, 2022

"Highly customizeables solution with an superb support team"

What do you like best about Kissflow?
Kissflow is a highly customizable workflow management solution, Can be practically used to multiple practical day purposes within an organisation.

What do you dislike about Kissflow?
Initial set up for integrations has a learning curve, But post which setting up newer flow is a very simple

What problems is Kissflow solving and how is that benefiting you?
Order Management with additional steps like KYC verification, Order Tracking, and Post order delivery flows. Since each step of our user's journey during onboarding is handled by various departments. Kissflow helped us solve the problem with their swimlane format of order processing.

Frederic J.
IT operations administrator
Mid-Market (51-1000 emp.)

Validated Reviewer ✔ Verified Current User ✔ Review source: G2 invite Incentivized Review

★★★★☆ Feb 25, 2022 (Original Aug 24, 2021) ❓

"The future of Workflow Automation"

What do you like best about Kissflow?
Easy to create and manage workflows. Advanced Automation of all processes is easy to set up. I cannot imagine how you manage workflows without this software.

What do you dislike about Kissflow?
The interface and dashboard need some tweaking to make more sense, but it is not bad overall. I would also like to see a better Admin portal to manage the software.

What problems is Kissflow solving and how is that benefiting you?
All company workflows that involve multiple parties can now work together to complete processes much quicker and accurately. You can track your workflow process efficiently, and you can create deadlines to stick to SLA.

BS

Brandon S.
Commercial Finance Analyst
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★⯪ Apr 19, 2022 (Original Dec 27, 2021) ❓

"Useful Workflow management and approval process software"

What do you like best about Kissflow?

Having our users able to collaborate on a process and have all actions time stamped have really made for a much smoother and efficient approval process for our sales team

What do you dislike about Kissflow?

The email integrations that generate are sometimes challenging to create, but the support staff at Kissflow is accommodating and always available to meet when requested

Recommendations to others considering Kissflow:

I recommend this product and workflow system

What problems is Kissflow solving and how is that benefiting you?

Kissflow has organized our incentive process for our salesforce. It allows us to layout our programs each month and approve them and recap efficiently. I found our sales team is performing at a higher level because of the accountability Kissflow naturally attaches to each user in a workflow

---

Alfredo T.
IT Project Management Office Head
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★☆ Dec 23, 2021

"As a Lotus Notes Workflow developer years ago, I see Kissflow as a top workflow tool."

What do you like best about Kissflow?

I like the intuitive interface and the scope of functionalities it offers

What do you dislike about Kissflow?

I would advice to improve on API services

Recommendations to others considering Kissflow:

It is a no-code platform that addresses the organization's workflow process requirements. It is very intuitive and easy to use even for non-IT personnel.

What problems is Kissflow solving and how is that benefiting you?

Kissflow is our go-to solution for Office automation requirements

❋ kissflow

Don't settle for just another BPM platform when you can do more with **Kissflow**

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The Ultimate Buyer's Guide to BPM Software

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Process Automation - Transforming Complexity to Productivity

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