Qonto

A commissioned study conducted by
Forrester Consulting on behalf of Qonto, March 2025

The Total Economic Impact™ Of Qonto: a summary.

It's easy for us to say we deliver results for our customers.
But it's better to hear it directly from our customers themselves.

That's why we commissioned this study from Forrester Consulting, putting numbers to the cost savings and business benefits that small businesses have achieved with Qonto.

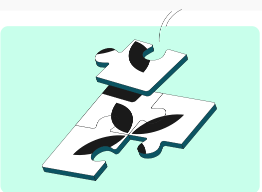
The benefits in numbers

With Qonto, the small businesses Forrester interviewed:

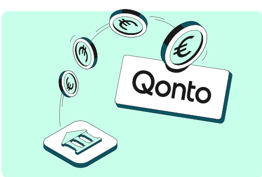
Got their finance admin done **60% faster**

Collected invoices **50% quicker**

Made bookkeeping **40% faster** for their financial lead



Recouped their initial Qonto investment in under **six months**



Saw a **267% return** on their Qonto investment over **three years**

Implemented Qonto in **four hours** followed by an initial set-up period of two-three days

And some of the benefits that can't be counted

- **Improved employee experience:** employees made payments decisions within predefined budgets - no more keeping paper receipts or waiting for their expenses to be paid.
  That meant increased productivity, better customer experience, and lower staff absenteeism and turnover.
- **Greater ease of use:** Qonto's intuitive design made it easy to navigate and manage finances - and allowed for quick and wide adoption.
- **Faster, more responsive customer service:** interviewees highlighted the quality of Qonto's customer service, helping their businesses to save even more time and cost.
- **More agility and scalability:** customers could stay agile, make changes to their account, and add additional cards as needed.

Here's what our customers said

Save time

"With Qonto, I've saved three working days each month."

Head of Operations, Property Management

Approve expenses in real time

Using Qonto improves financial control by allowing real-time expense verification, which is crucial given the large volume of small expenses that are made during productions.

Head of Controlling, film production

Prepare your tax documents easily

"We needed a solution to clearly track our expenditures and efficiently provide this information to our tax advisor."

Financial Lead, Funeral Services

Get expert customer service, 7 days a week

"Compared to our previous traditional bank, where it took days to reach someone who could assist us, Qonto's support is much more responsive. Their team has a better understanding of the technical specifications."

Head of Operations, Property Management

Give your teams autonomy (under your supervision)

"Using Qonto improves financial control by allowing real-time expense verification, which is crucial given the large volume of small expenses that are made during productions."

Head of Controlling, Film Production

Forecast your cash flow

Qonto helps in cash-flow forecasting by providing a clear view of expenses made and available funds, allowing for better financial organization and planning.

Head of Controlling, Film Production

See everything in one place (even non-Qonto accounts)

"We have complete visibility over all our financial matters. Everything is centralized, allowing us to easily view project budgets and link other bank accounts to Qonto.
For instance, we can see our mortgage and other expenses from different banks, giving us a comprehensive overview."

Head of Operations, Property Management

Get up and running, fast

"The implementation process was easy and straightforward."

Head of Operations, Property Management

Keep your suppliers happy

"The increased punctuality of our payments has strengthened our commercial relationships, as it builds trust in our reliability and commitment to timely payments."

Head of Operations, Property Management

This is an abridged version of the Forrester Consulting study.

Download the full study

Qonto

These results are for a composite organization based on interviewed customers.