Paymentus Named the Best-In-Class Billing and Payments Solution Provider in Datos Insights Market Report

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Evaluation Recognizes Paymentus for Enterprise Scale, Platform Capabilities and Innovation in Integration and Secure Payment Identity

DALLAS--(BUSINESS WIRE)--Nov. 2, 2026-- Paymentus Holdings Inc. (Paymentus) (NYSE: PAY), today announced that it has been named the Best-in-Class Billing and Payments Solution Provider in the 2026 Datos Matrix: Billing and Payment Solutions market evaluation and vendor comparison. The independent analysis, conducted by Datos Insights, the leading research and advisory partner in the financial services industry, evaluated eight leading billing and payments solutions providers across nine performance dimensions.

In earning the top rank, Paymentus was recognized by Datos Insights for having “one of the largest and most established client base[s] among purpose-built providers, supported by strong client retention and sustained enterprise growth. Its substantial transaction scale, broad platform capabilities, and continued investment in innovation position it as the best-in-class provider, with clear leadership across both performance/impact and strength/capability.” This marks Paymentus’ second consecutive Best-in-Class designation in this evaluation, following its recognition in the previous edition, the 2022 Aite Matrix: Biller Direct EBPP Solutions.

“We are honored to be recognized by Datos Insights as the best-in-class billing and payment solution provider once again,” said Dushyant Sharma, Founder and CEO of Paymentus. “Earning this recognition reflects more than just the capabilities of our technology and the commitment of our team; it underscores the new calculus of the service commerce experience. Offering an expansive array of digital payment methods is now table stakes. Our service provider partners are deriving value across the entirety of the customer billing and payment journey to build stronger, more durable customer relationships overall. Our investments in patented payment identity and AI-enabled integration help connect those interactions across enterprise systems and supported customer experiences.”

According to the report, the biller-direct model has emerged as the dominant channel for online bill payment in the United States, accounting for upwards of 8.4 billion online payments annually. The growing preference among consumers to pay directly through biller-owned websites and mobile applications rather than through financial institutions' portals or third-party consolidators, “is shifting the value proposition beyond payment acceptance toward engagement, digital adoption and lower cost to collect.”

The report cites platform integration and payment identity as notable areas of differentiation for Paymentus, emphasizing the company’s production-ready, AI-enabled integration orchestration and real-time payment capabilities, as well as its patented BillWallet® offering, which establishes a persistent, secure customer identity, including payment and account credentials, across supported experiences. Feedback obtained directly from Paymentus partners highlights strong account management and security capabilities and notes the significant reduction in PCI compliance burden through Paymentus’ tokenization capabilities. Together, these capabilities help connect customer identity, account information and payment execution across enterprise systems and supported channels.

To view the full 2026 Datos Matrix: Billing and Payment Solutions market evaluation and vendor comparison, please visit: paymentus.com/best-in-class/

About Paymentus

Paymentus (NYSE: PAY) is a leading provider of cloud-native billing, payment, disbursement and AI-enabled Service Commerce solutions for businesses and financial institutions. Our platform enables secure, intelligent consumer experiences across digital and assisted channels while providing enterprises with the integration, orchestration and payment capabilities to manage complex service interactions at scale. Paymentus processes more than 790 million transactions annually across inbound bill payments, multi-party disbursements and payouts, serves approximately 53 million consumers and businesses worldwide, and provides solutions to more than 30 Fortune 500 enterprises across 35 countries. Paymentus’ proprietary Instant Payment Network™ (IPN) extends the reach of our platform by connecting ecosystem partners and tens of thousands of billers to integrated billing, payment, disbursement and reconciliation capabilities. For more information, visit www.paymentus.com.

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