corcentric

# P2P Digitalization: Business Continuity Through Workforce Mobility

IOFM Institute of Finance & Management

# Today's Presenters

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Brousseau & Associates

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VP, Source-to-Pay,
Corcentric

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# THE NEW NORMAL IS P2P

# The Current Situation for Businesses

*Large global economic disruption & dramatic shift from office to remote work environment*

*How has, or do you expect, your business to be impacted by COVID-19?*

The global crisis has created enormous implications for businesses

The Conference Board, Interim CEO Confidence Survey Fielded from 3/25/20 – 4/2/2020

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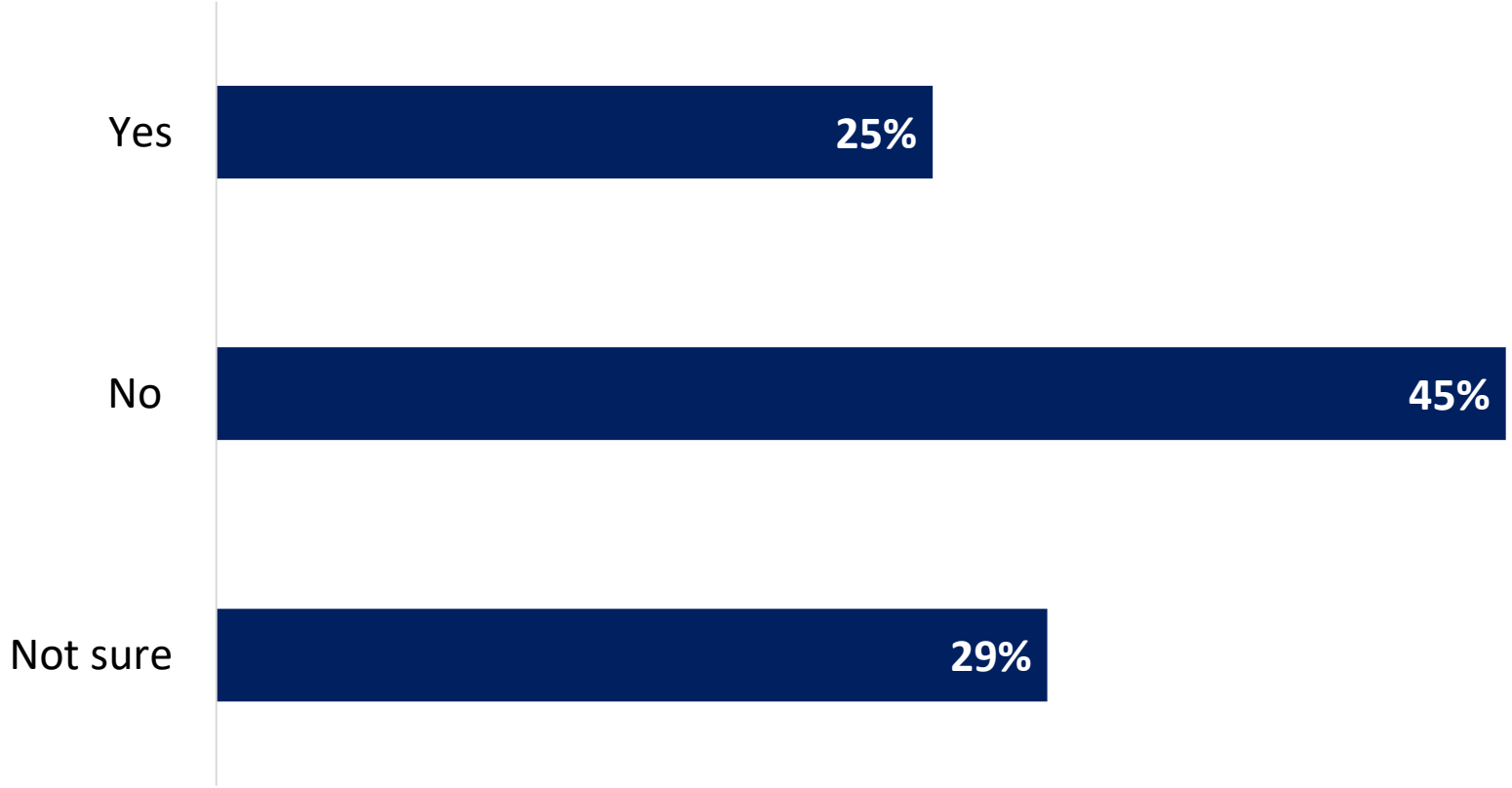
# How COVID is Impacting Spend Management

*Has COVID-19 negatively impacted your organization's ability to manage its corporate spend?*




**62%** of organizations have experienced lower revenues because of COVID-19

**66%** expect to reduce spending because of COVID-19



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# How COVID is Impacting Invoice Processing

*What is the biggest payments-related challenge that you currently face as a result of COVID-19?*

**88%** of AP Departments are Working Remotely as a result of COVID-19

**26%** Are Struggling To Manage their AP Departments



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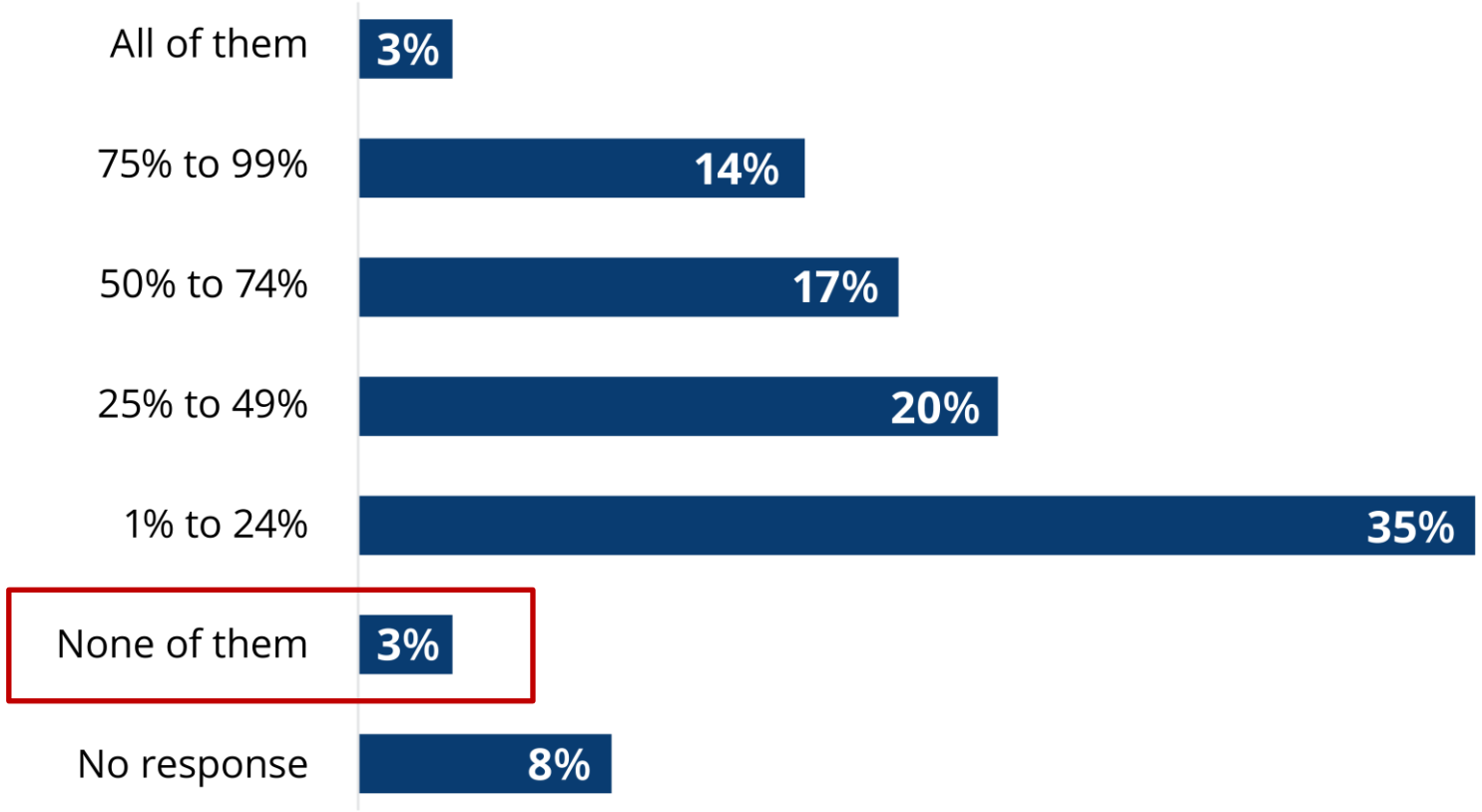
# How COVID is Impacting Supplier Payments

*Since the onset of COVID-19, what % of your payments to suppliers are made with a paper check?*




Before COVID, **41%** of AP departments made at least half of their supplier payments by check

The percentage of AP departments that make at least half of their payments by check has declined by **7%** points



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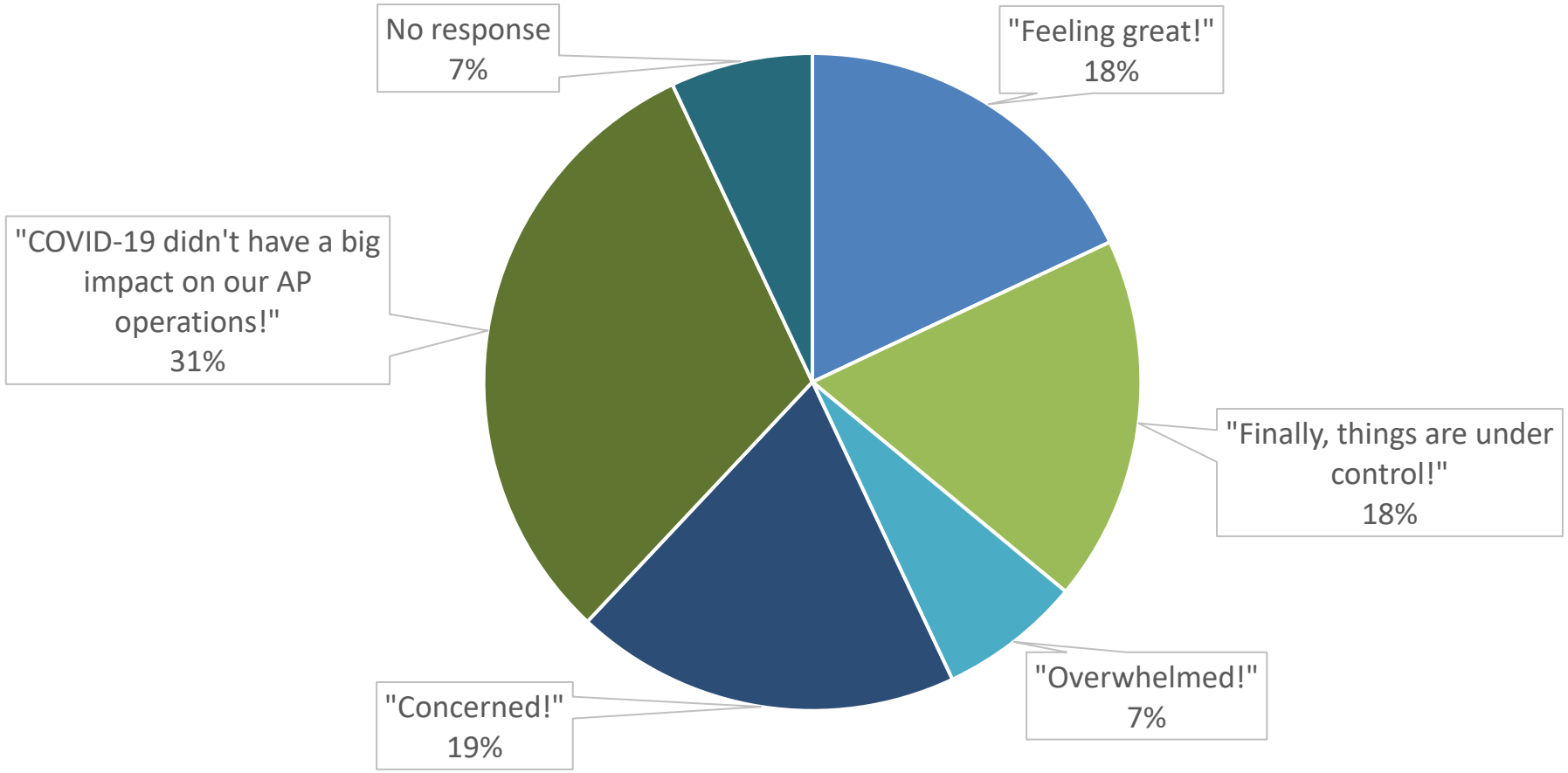
# 1:4 P2P Leaders are “Concerned” or “Overwhelmed”

*Which of the following best describes how you currently feel about your processes for paying suppliers during COVID-19?*



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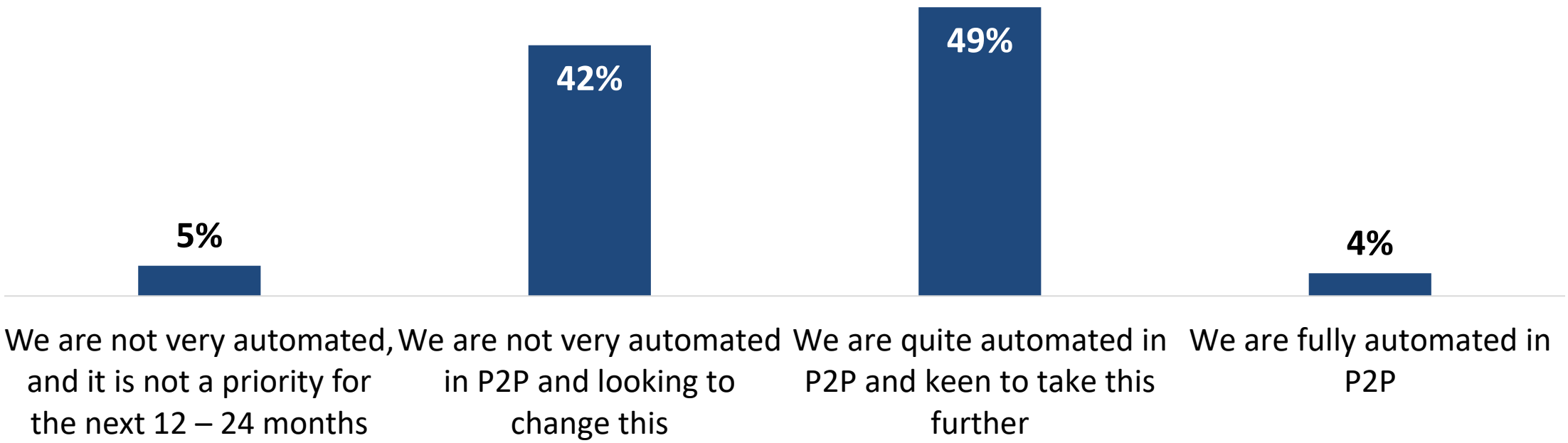
# Work from Home Challenges

| Workers must be self-driven | Out of sight, out of mind | Distractions in the home | Coworker misperceptions |
| --- | --- | --- | --- |

# 86% of P2P Organizations Need More Digitization

*How would you describe your P2P department's current level of automation?*

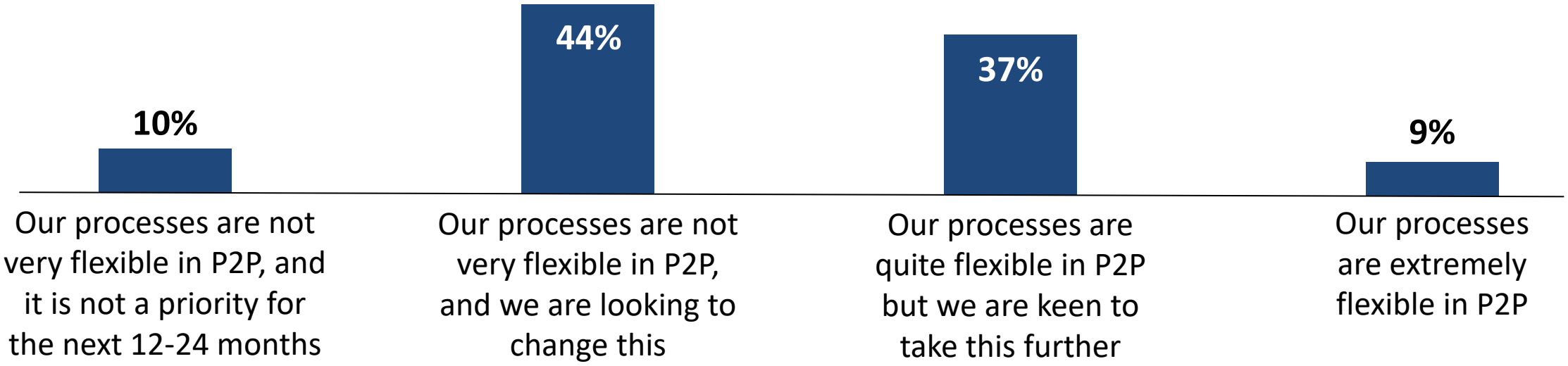


# Why the slow adoption?

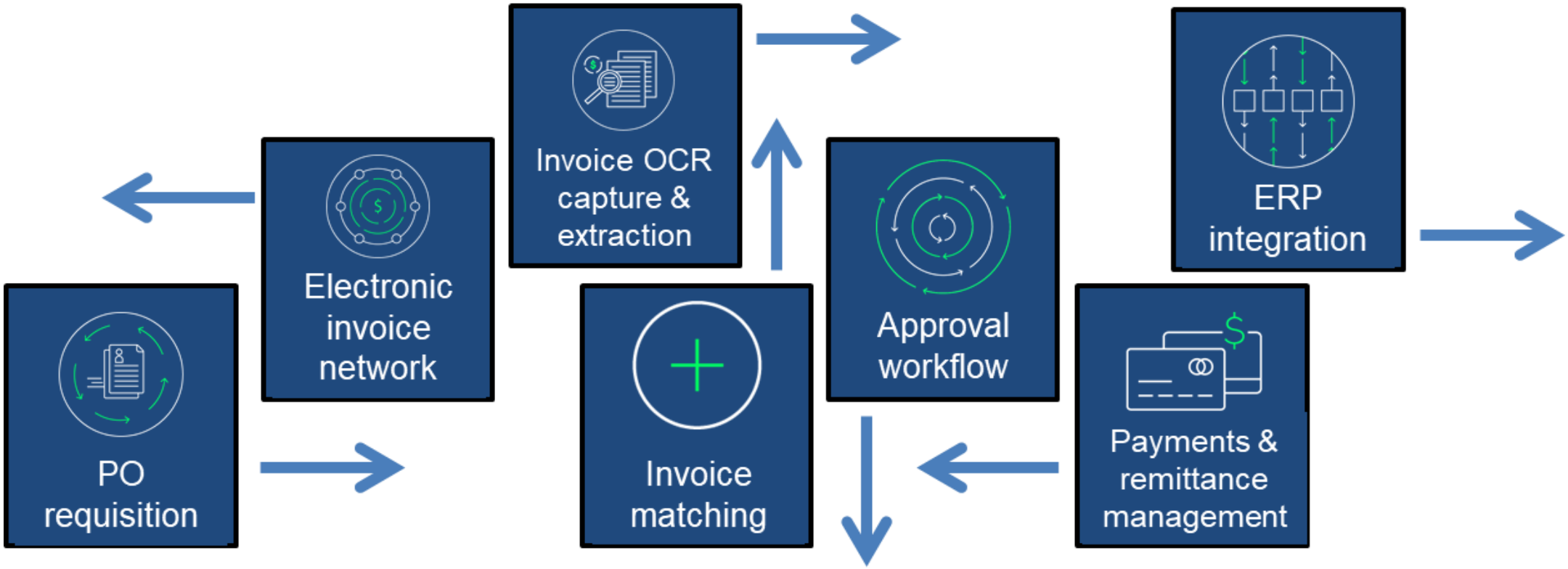
- Organizational inertia / preference to the status quo
- Business continuity has always been a concern but not an issue
- Perceived or actual lack of business case
- Competing priorities / opportunities

# 91% of P2P Organizations Need More Flexibility

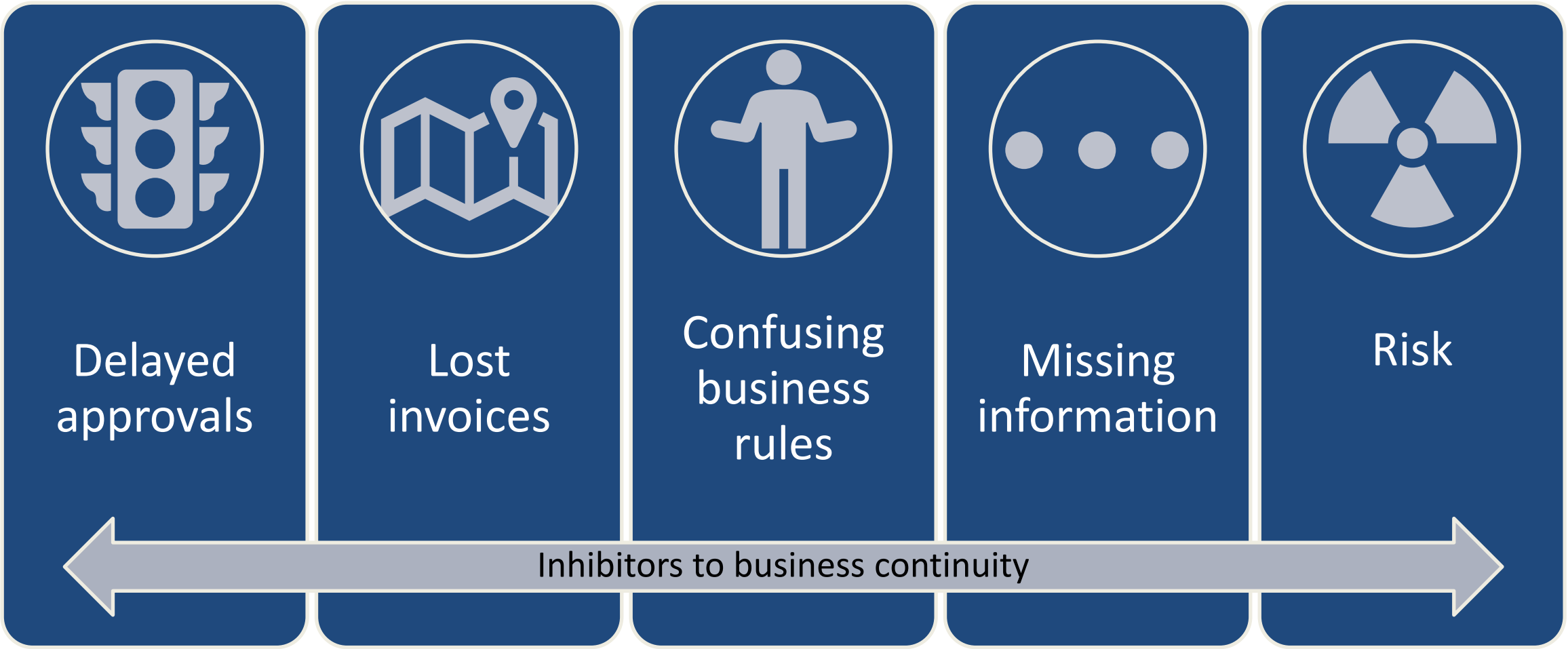
*How would you describe the flexibility of your P2P processes to address business needs?*



# Look Familiar?



# E-mail Approvals Create Additional Challenges

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# HOW TO ENABLE WORKFORCE MOBILITY

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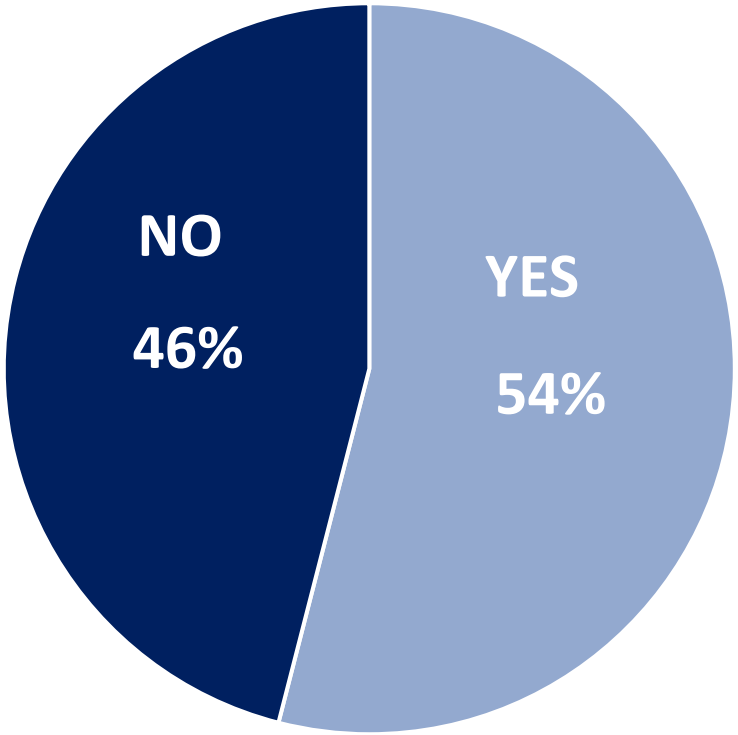
# Digitization Investments On Hold?

*Has your finance department postponed planned investments because of COVID-19?*




**35%** of Finance Departments have Unified, Real-Time Visibility into Working Capital Information

**54%** of Finance Departments have Unified, Real-Time Visibility into Corporate Spend

IOFM Virtual Town Hall Meeting, 5/4/20 & 5/11/20

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# Why Now?

## Why Yesterday

- Increasing competition
- Need to scale
- Improve EBITDA
- Moving at the speed of business

## Why NOW

- Remote workforce
- Surviving recession
- Supply chain disruption
- Unpredictable business fluctuations

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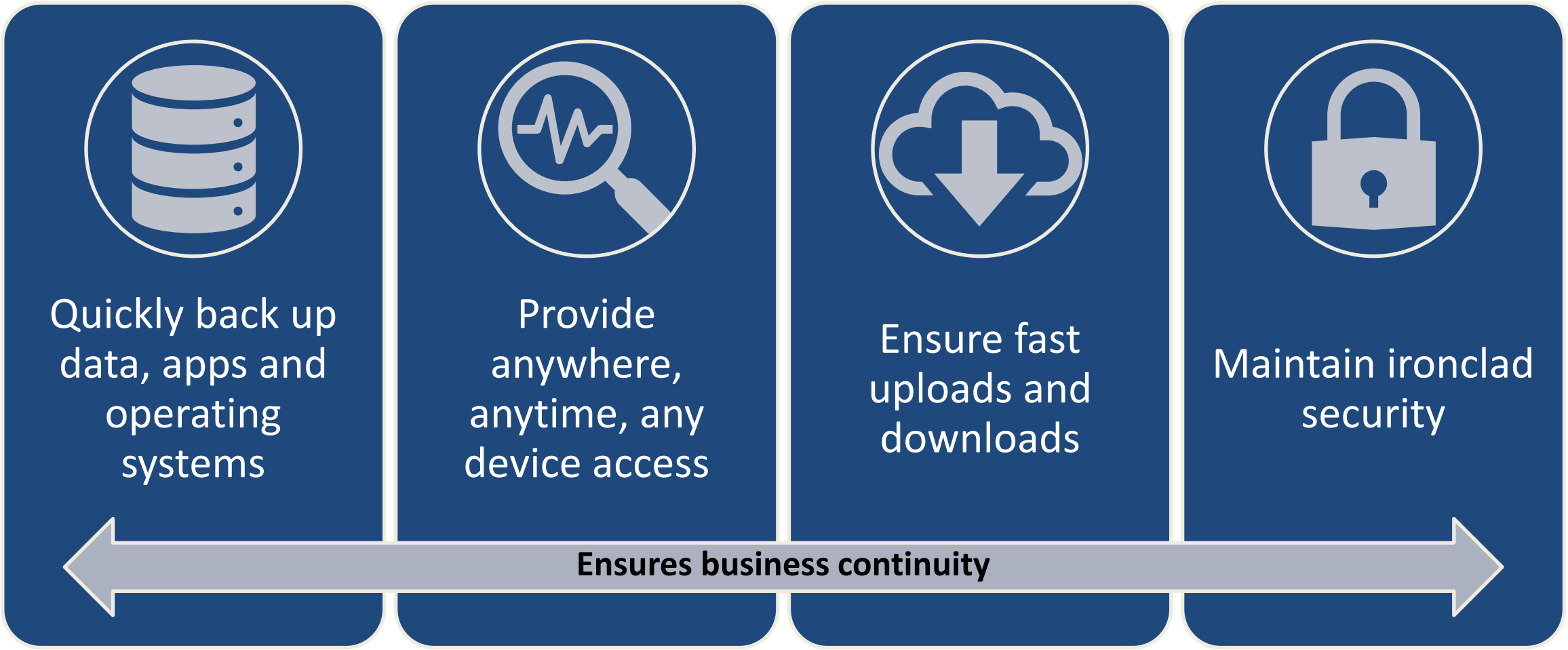
# Digital P2P Solutions

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# The Business Case

## Hard Dollar

- Savings identification
- Savings capture

## Efficiency

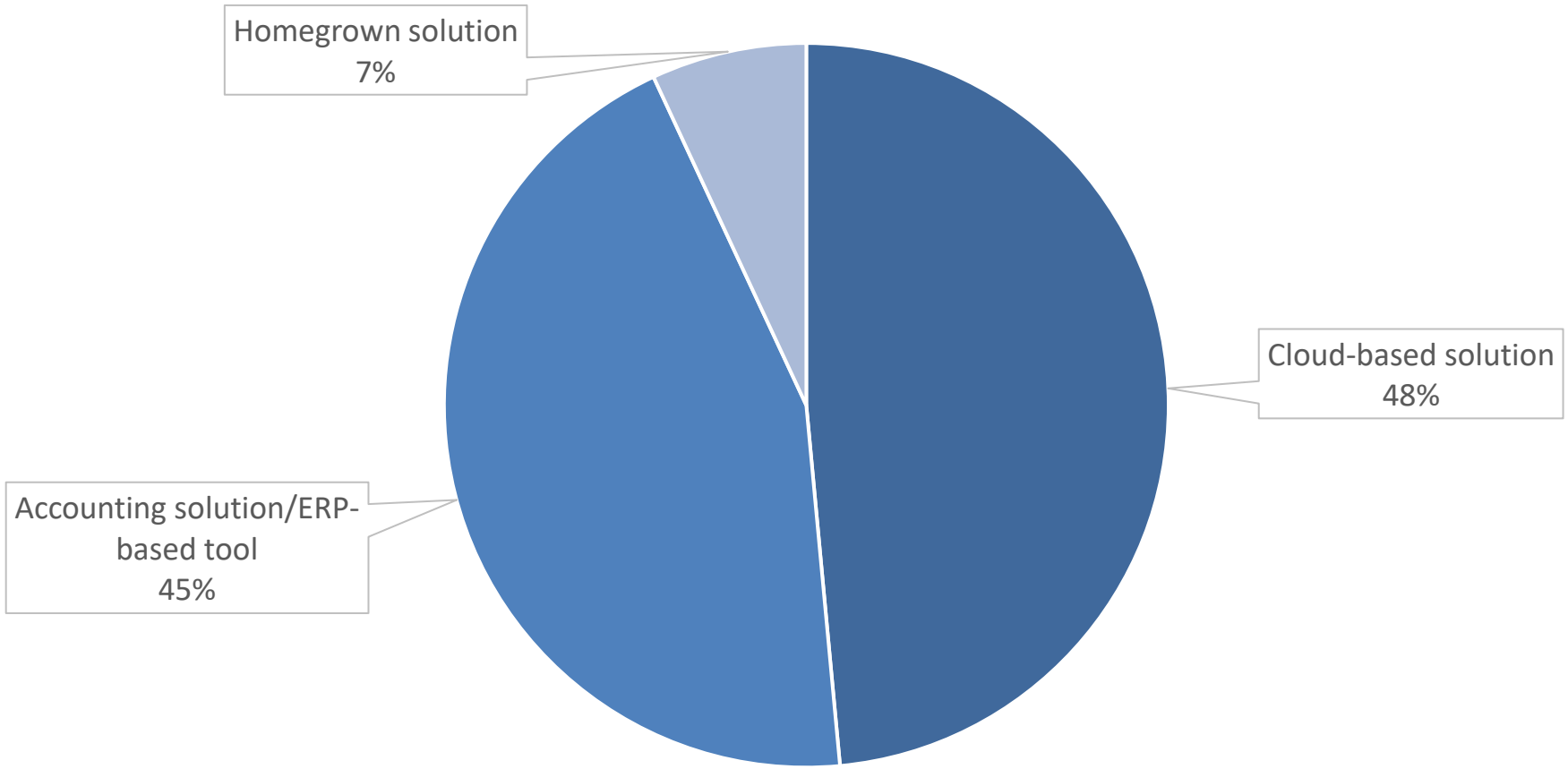
- Reduced cost per transaction
- Reduced cycle times
- AP headcount scalability
- Coding and reporting accuracy

## Supply assurance

- Risk mitigation
- Make better business decisions

# P2P Automation is Moving to the Cloud

*What is your organization's approach to P2P automation?*




Levvel Research 2019 ePayables Report

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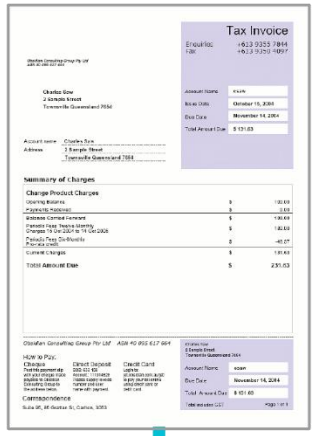


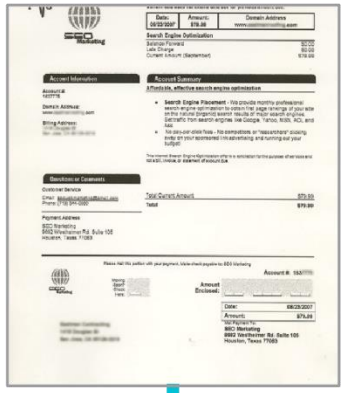

Mail

Email

Upload

Electronic invoice network

Fax

Web entry

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# Scan and Capture

## Intelligent scanning

<u>Scan and prep</u>
Document sorting
Document classification
- Invoice
- Backup
- Expense report
- Junk mail

## Data extraction

<u>Data capture</u>

| | |
|---|---|
| Invoice: | 12345 |
| Date: | 8/15/18 |
| Amount: | $6,512.19 |
| Vendor: | Acme |
| Attention: | 1101 |
| PO#: | 98742 |

## Data validation

<u>Quality assurance</u>
- Validate discrepancies
- Cleans data so you do not have to

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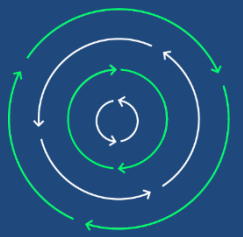
# Supplier Networks

## Online tool for trading partners

Suppliers use a self-service portal to:

Submit electronic invoices

View invoice status or payment information

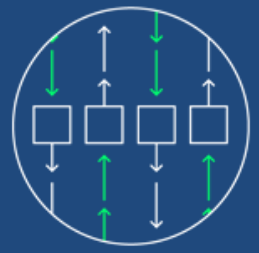


Collaborate w/ buyers to resolve exceptions

# Digital Workflows

Electronic routing based on pre-defined business rules

Automated delegation of authority approval



Straight-Through Processing (STP)

Automated exceptions handling

Notifications, alerts, and escalation

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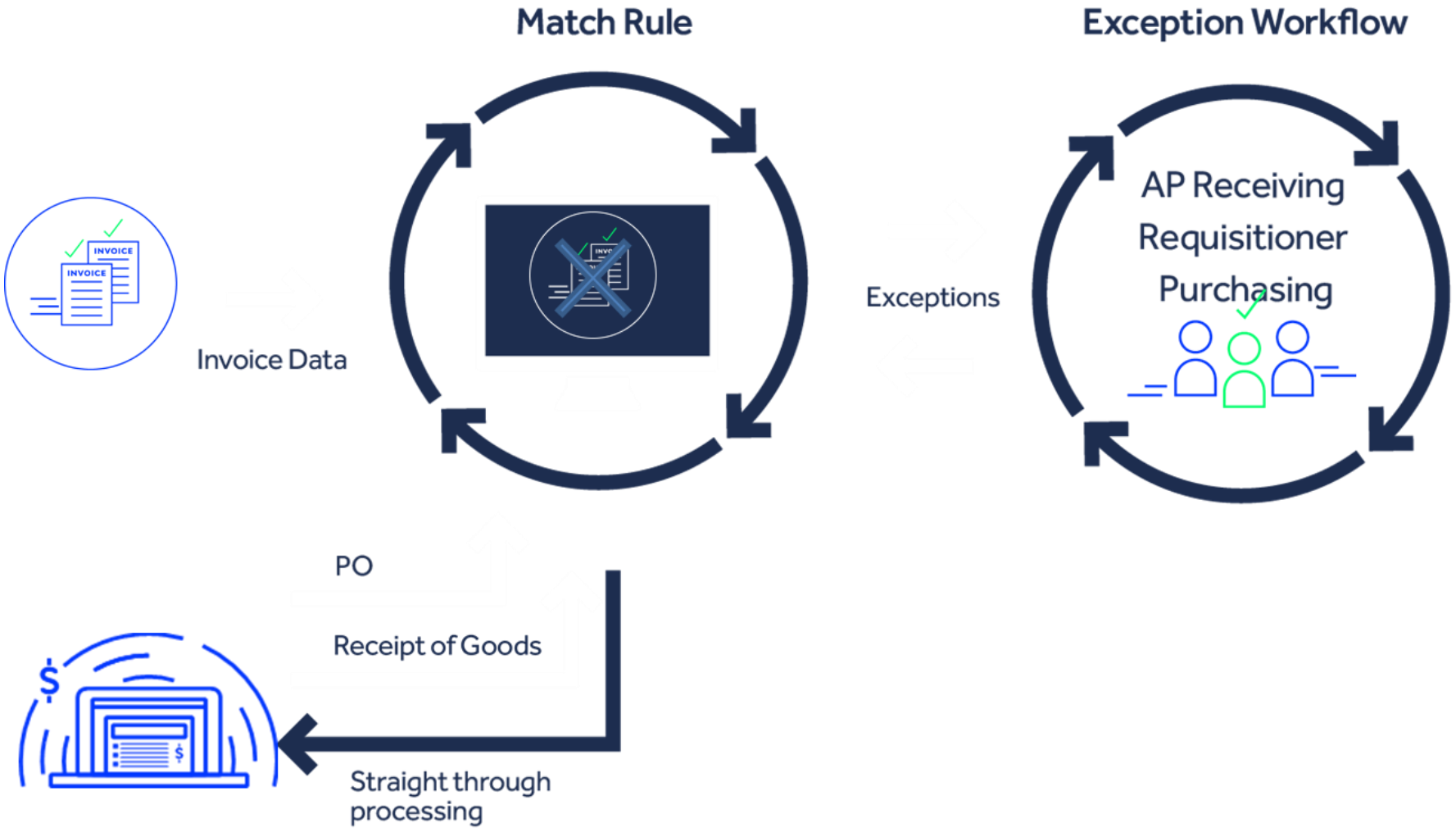
# Digital Workflows

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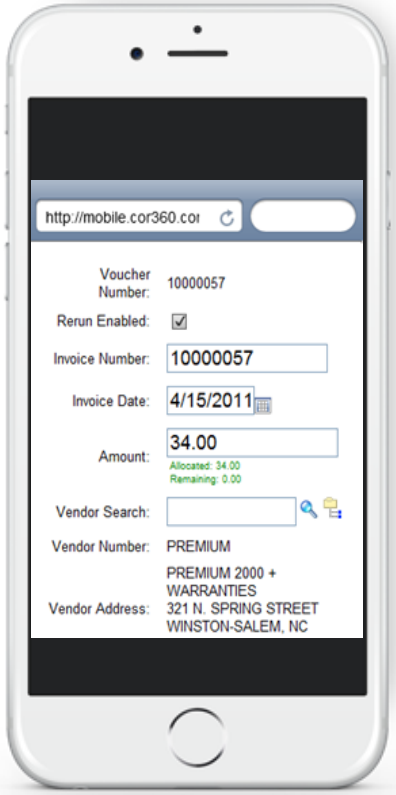
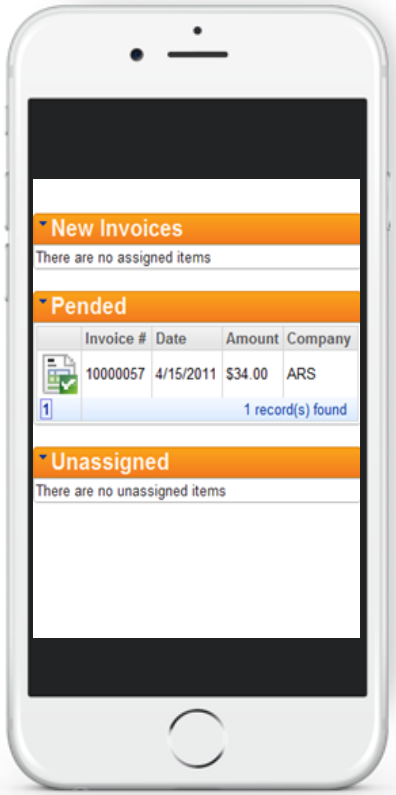
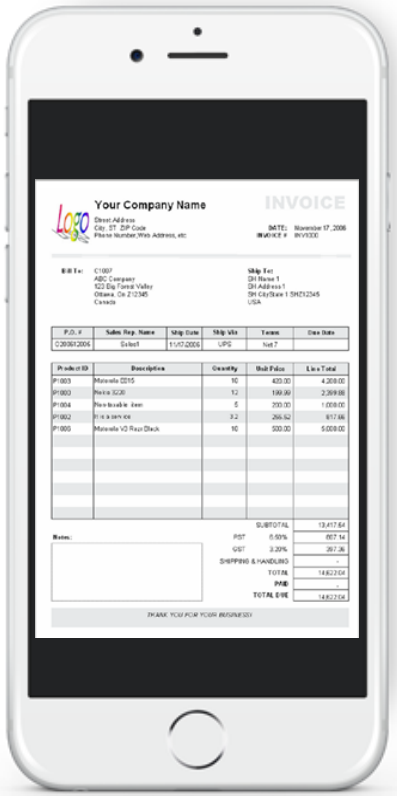
# Mobile Approvals

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# Digital Payments

## Holistic Payments

Automated clearing house

Virtual credit card

Paper checks

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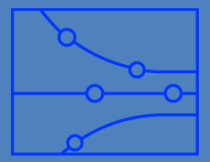
# Digital Payments Benefits

## BUYER BENEFITS

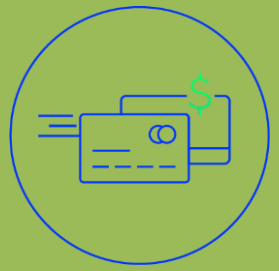
Cost savings



Streamlined operations

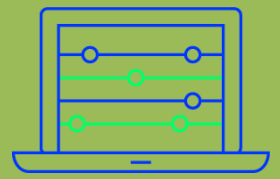
Revenue opportunities

## SUPPLIER BENEFITS



Faster payments

Self-service reporting



Effortless reconciliation

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# Virtual Cards

| | | |
|---|---|---|
| Electronically delivered | Faster payment | Rich remittance details |
| More secure than paper checks | Leverages invoice approval process | Cash-back rebate opportunity for buyer |

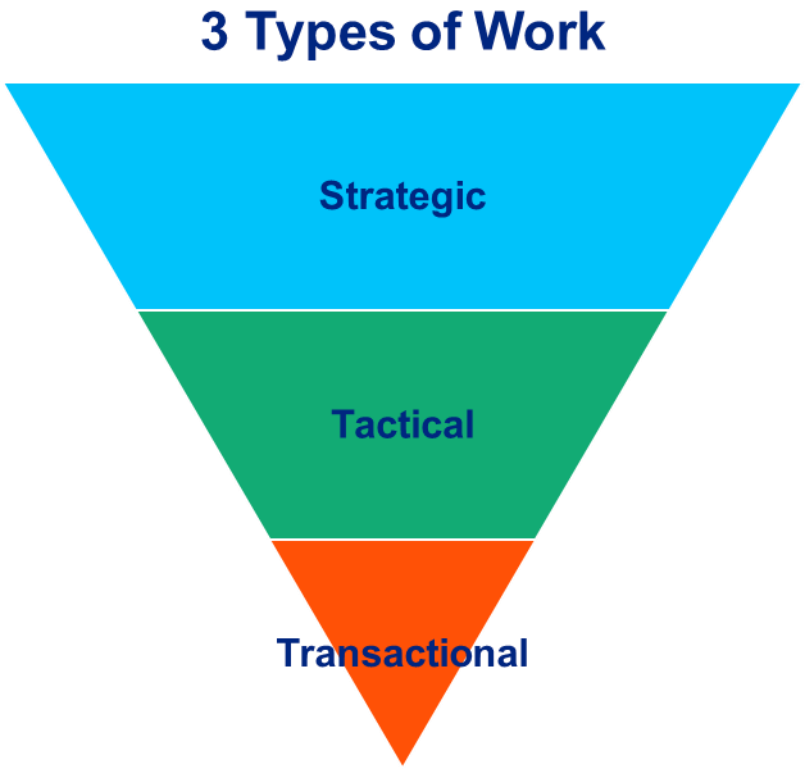
# Real-Time P2P Visibility

| | | |
|---|---|---|
| Graphical interface to monitor relevant KPIs | Real-time data | Drill down capability |
| Export capability (i.e. to Excel, etc.) | Management level access and ease of use | Ad hoc reporting |

# RECOMMENDATIONS

# Focus & Prioritize

- Enable the ***Strategic***
- Streamline the ***Tactical***
- Automate the ***Transactional***

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# A Business Continuity Action Plan

- Plan first.
- Know the technology involved.
- Set the ground rules.
- Schedule virtual ‘face-to-face’ meetings.
- Leverage digital P2P solutions.

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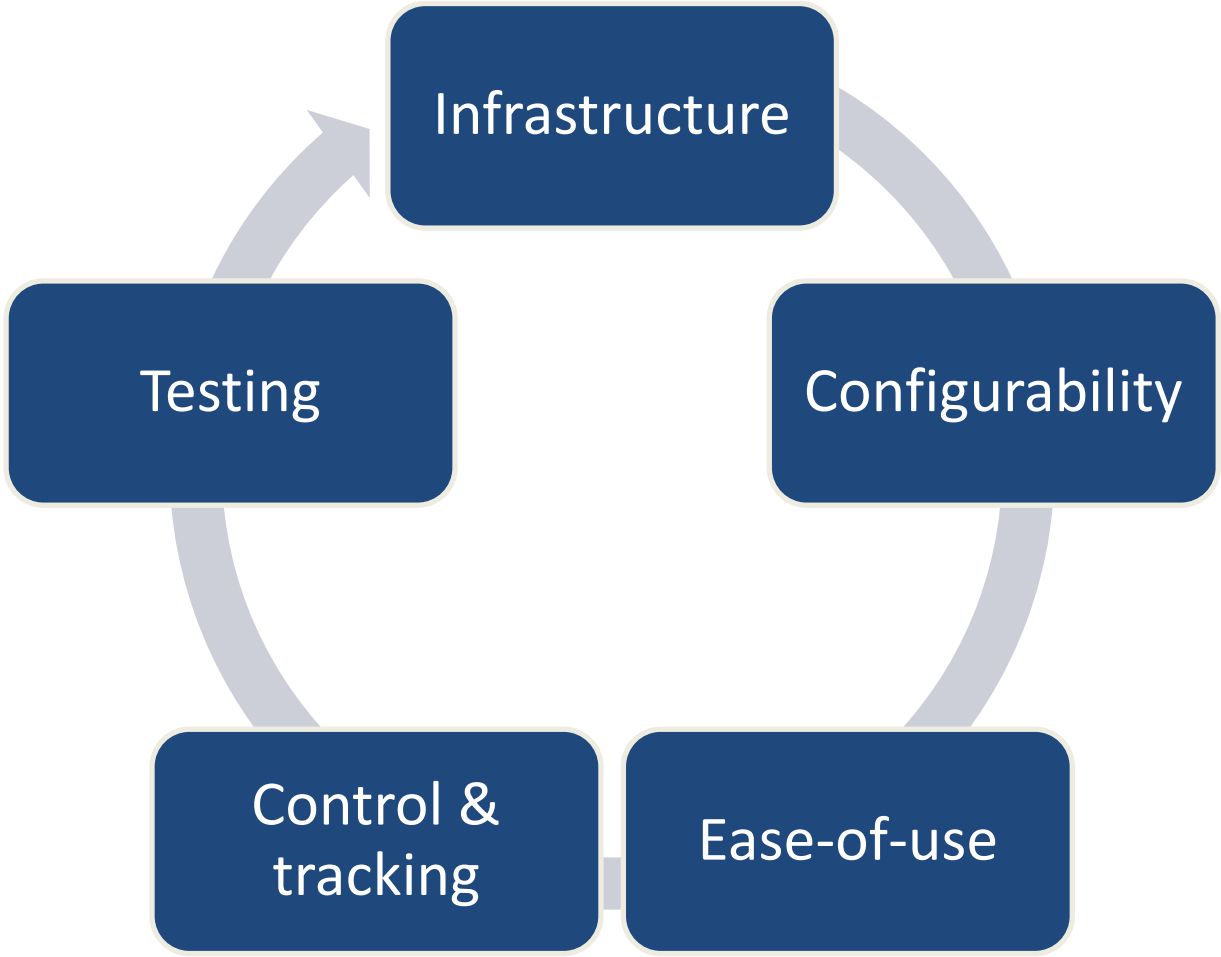
# 5 Things to Look for in a Digital P2P Solution

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# Coming Out Ahead

Whether the economy rebounds or mires in recession, organizations that have effectively enabled their procure-to-pay processes will come out ahead with a more scalable organization better suited to support growth and profitability

# About Corcentric

**Corcentric is a leading provider of procurement and finance solutions. Our solutions are designed to help businesses reduce their costs, increase their margins, and reinvest in the growth of their businesses.**

Founded in

1996

6,000

customers and growing

32M+

transactions processed

$225B

in transaction value

95%+

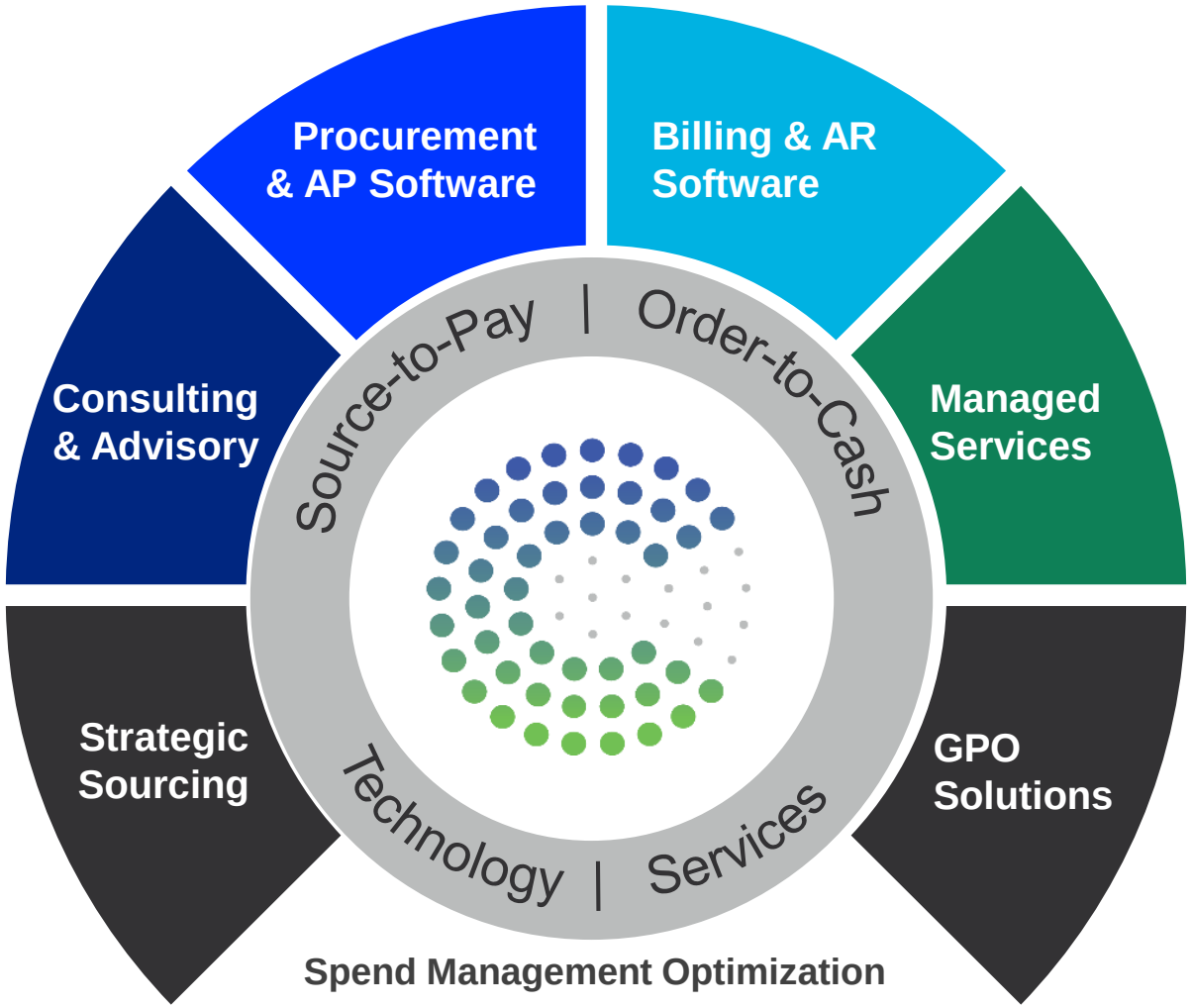
customer retention rate

550+

employees globally

# Comprehensive Solutions

- ✓ Diverse industry experience
- ✓ Deep domain expertise
- ✓ Recognized thought leaders
- ✓ Hundreds of categories sourced
- ✓ Millions in savings generated




- ✓ Focus on business outcomes
- ✓ Tangible year-over-year results
- ✓ End-to-end solutions
- ✓ Services to accelerate ROI
- ✓ 95%+ customer retention rate

# Approach

Tailored

Scalable

Modular

Sustainable

Effective

**Right Solutions | Right Resources | Right Time**

# Contact Corcentric.


## Anthony Mignogna

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**Want to learn more about our Source-to-Pay solutions?**

contact@corcentric.com

1-(800) 608-0809

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# Thankyou!

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