

Financial Management Solution Trends

GATEPOINT RESEARCH
PulseReport



Summary Results | March 2021

SURVEY SUMMARY

Between November 2020 and January 2021, Gatepoint Research invited selected finance, financial planning, and accounting executives to participate in a survey themed *Financial Management Solution Trends*.

- Candidates were invited via a multi-channel approach and **121** executives have participated to date.
- Management levels represented are all senior decision makers: **20%** hold the title CxO, **15%** are VPs, **21%** are Directors, **29%** are Managers, and **15%** are Controllers.
- Survey participants represent SAP customers from a wide variety of industries, including but not limited to: chemicals, medical devices, insurance, information technology & services, consumer goods, oil & energy, financial services, machinery, food & beverages, real estate, business supplies, computer software, machinery, mining & metals, building materials, healthcare, automotive, electrical manufacturing, construction, and pharmaceuticals
- **100%** of responders participated voluntarily.



EXECUTIVE OVERVIEW

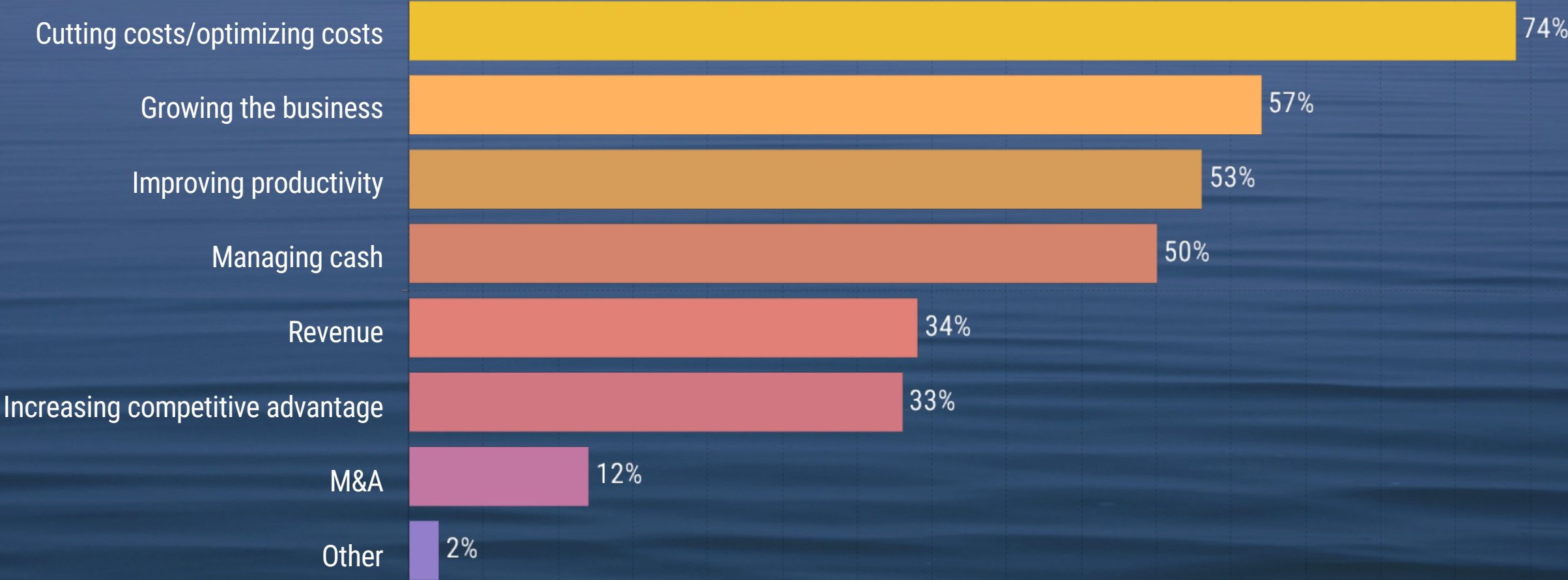


2020 was a challenging year, disrupting the way we live and work. But challenges provide perspective. Are organizations' existing financial management solutions providing clear analysis quickly and efficiently – or is change in the wind for these processes as well?

This survey asks respondents to report:

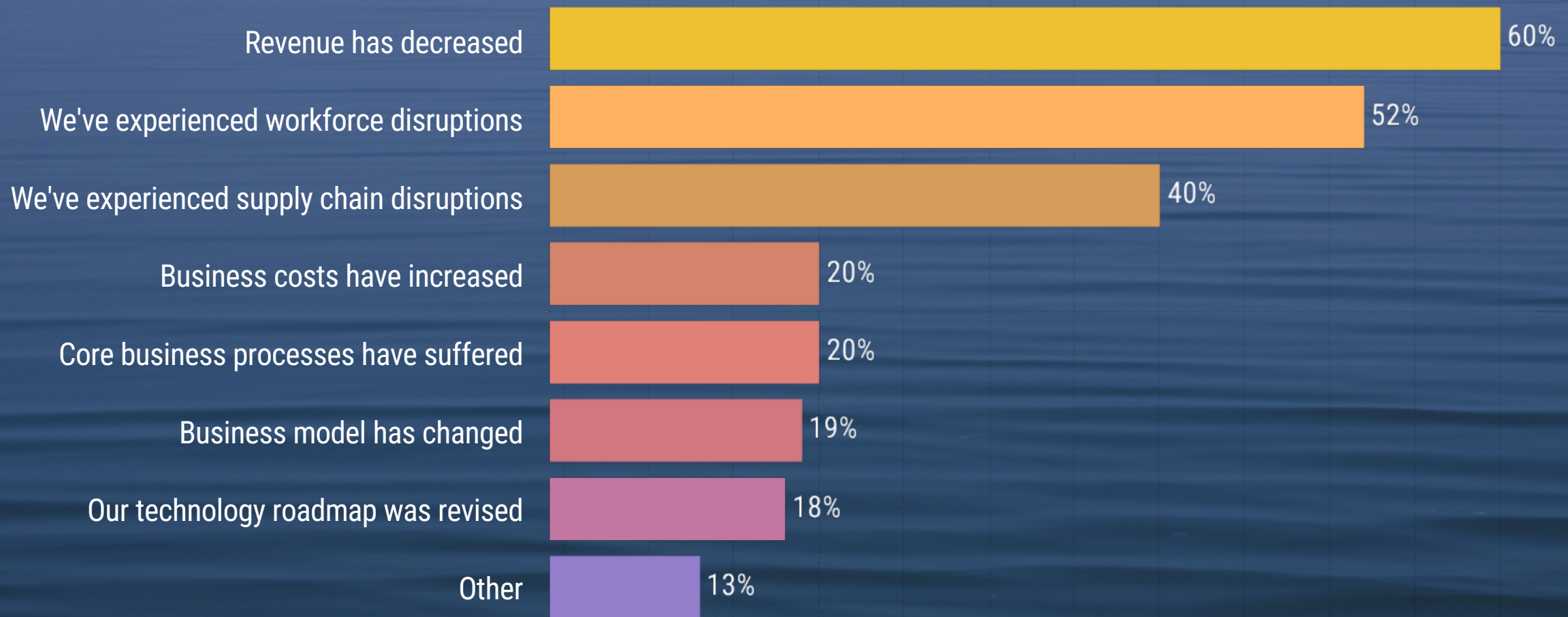
- **Has your business been impacted by the events of 2020? How? What priorities are driving your business now?**
- **What changes to your financial management process would help you overcome its biggest obstacles?**
- **What are the biggest obstacles to optimizing your financial management process?**

What priorities are driving your business today?



Nearly three quarters of survey respondents agree the highest priority driving their businesses now is optimizing/cutting costs, outranking the second most cited priority, growing the business, by 17 percentage points.

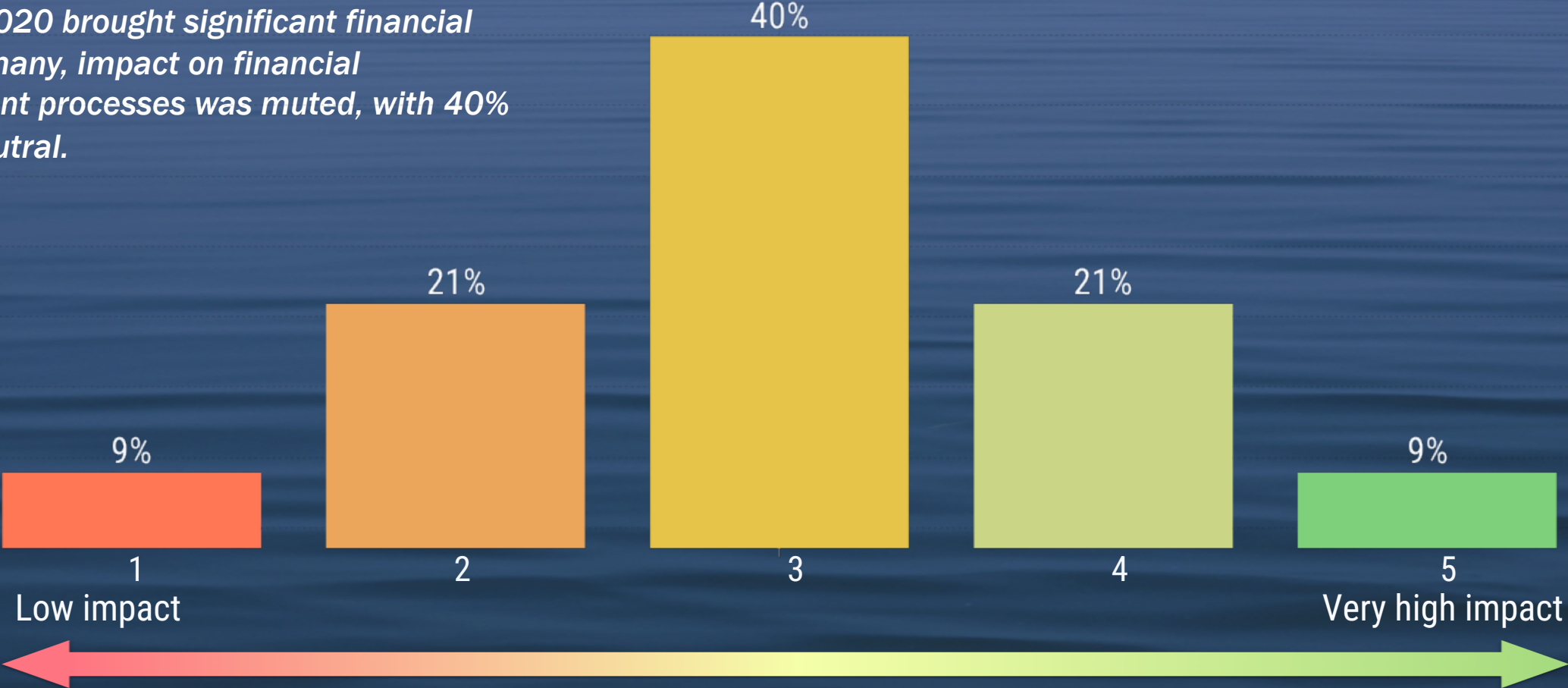
How has your business been impacted by the events of 2020?



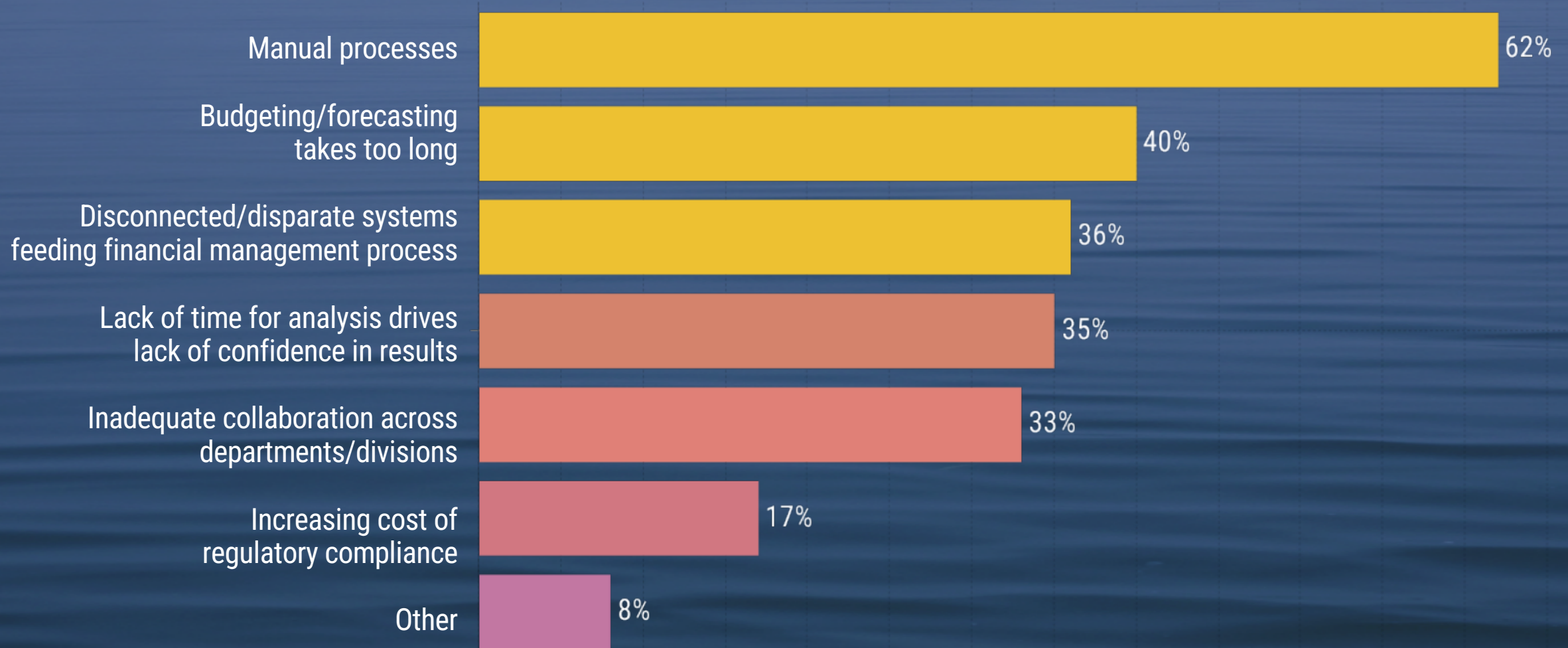
Despite some predictions for an economic rebound, 60% of respondents note 2020 resulted in a decrease in revenue. More than half (52%) also suffered workforce disruptions and 40% experienced disruptions in their supply chain.

How has the 2020 business climate affected your financial management processes? (Rate 1 to 5: 1 = low impact; 5 = very high impact)

Although 2020 brought significant financial impact to many, impact on financial management processes was muted, with 40% rating it neutral.

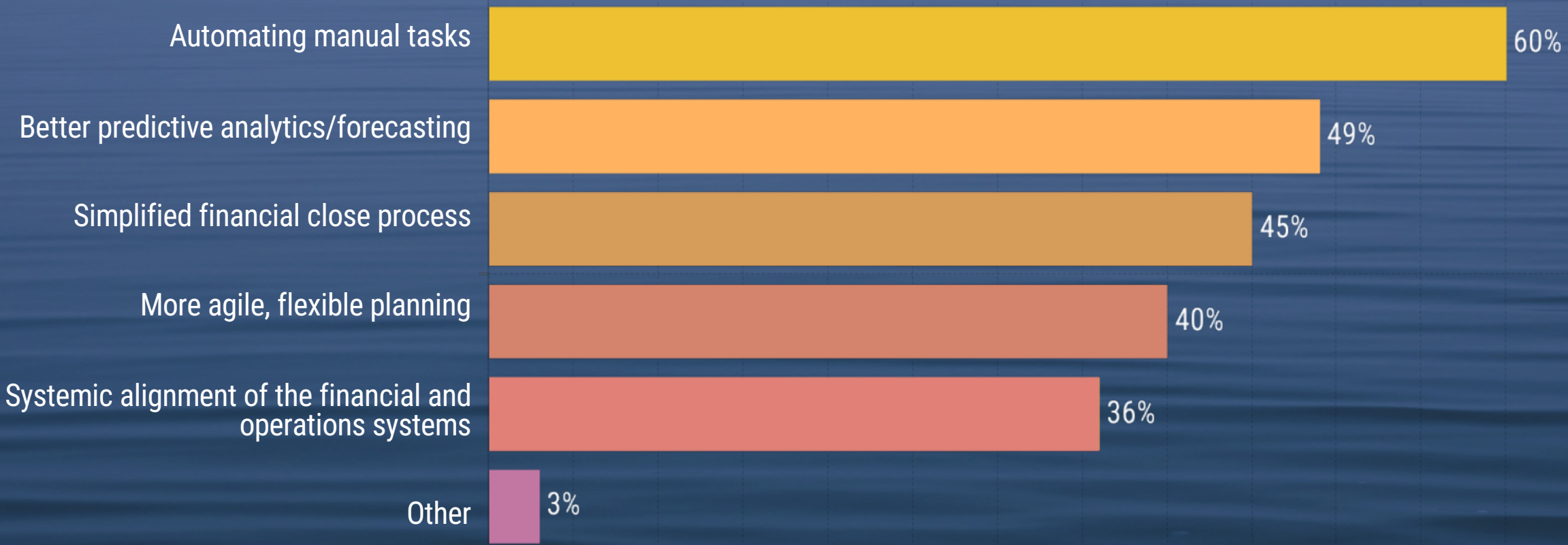


What are the top three obstacles to optimizing your financial management process?



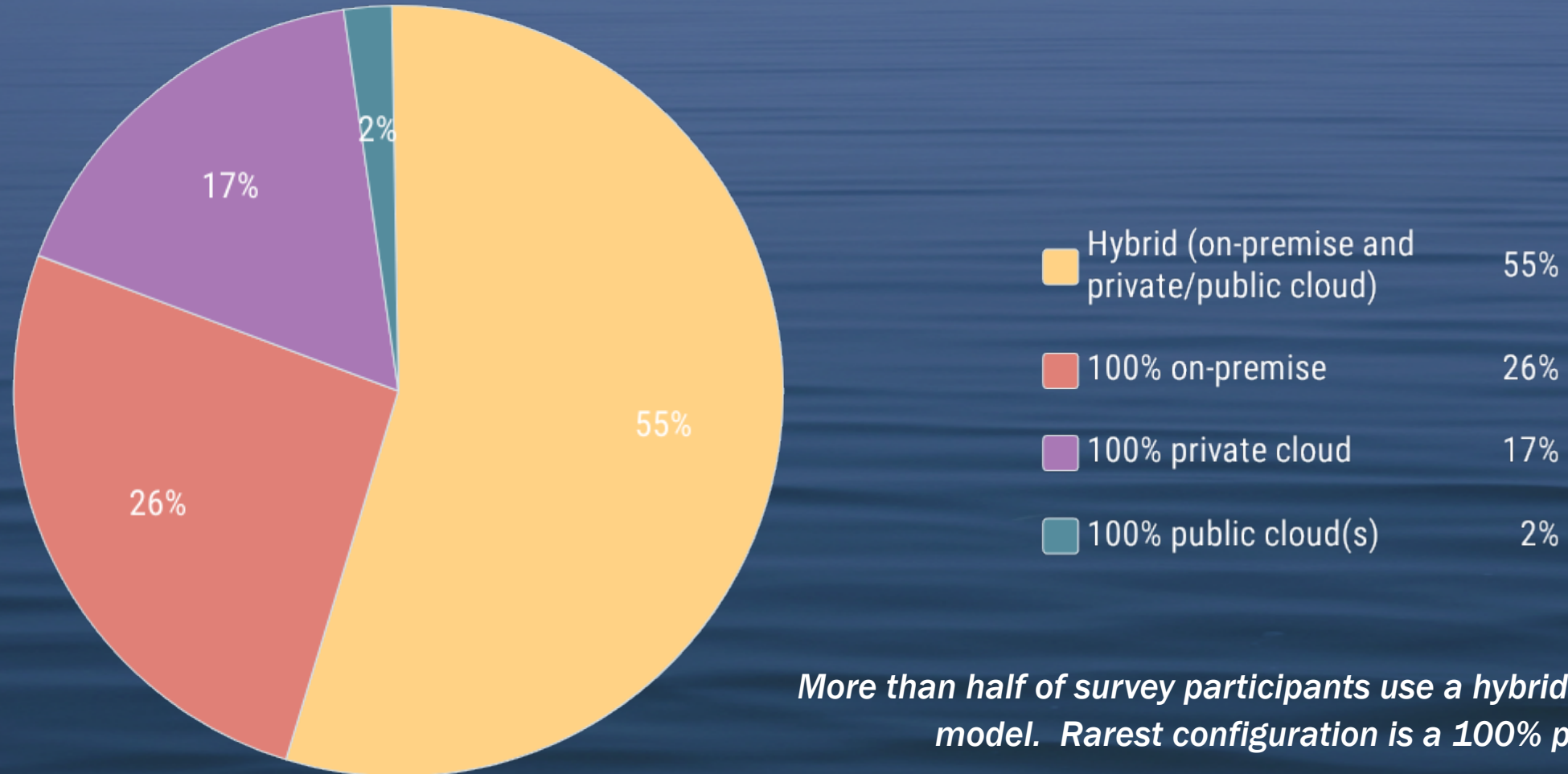
The three highest barriers cited as slowing respondents' financial management: manual processes, onerously long budget/forecasting operations, and sources feeding the financial management process are disconnected and disparate.

What improvements to your financial management system(s) would help you overcome your obstacles?



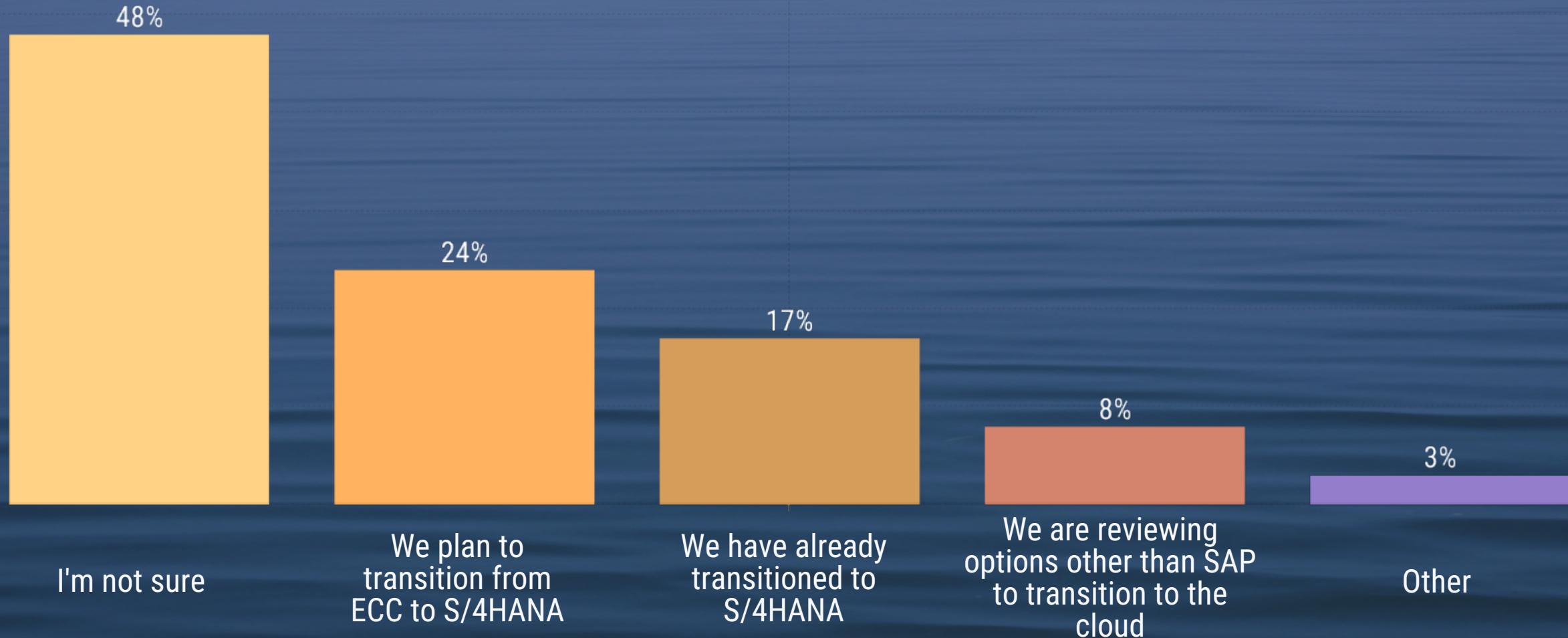
Proportionately addressing the two problems reported as most often hindering optimization of financial management process, respondents primarily want manual tasks to be automated (60%) and better analytic/forecasting tools to shorten the process of predicting results (49%).

What is your current ERP/financial management cloud deployment model?



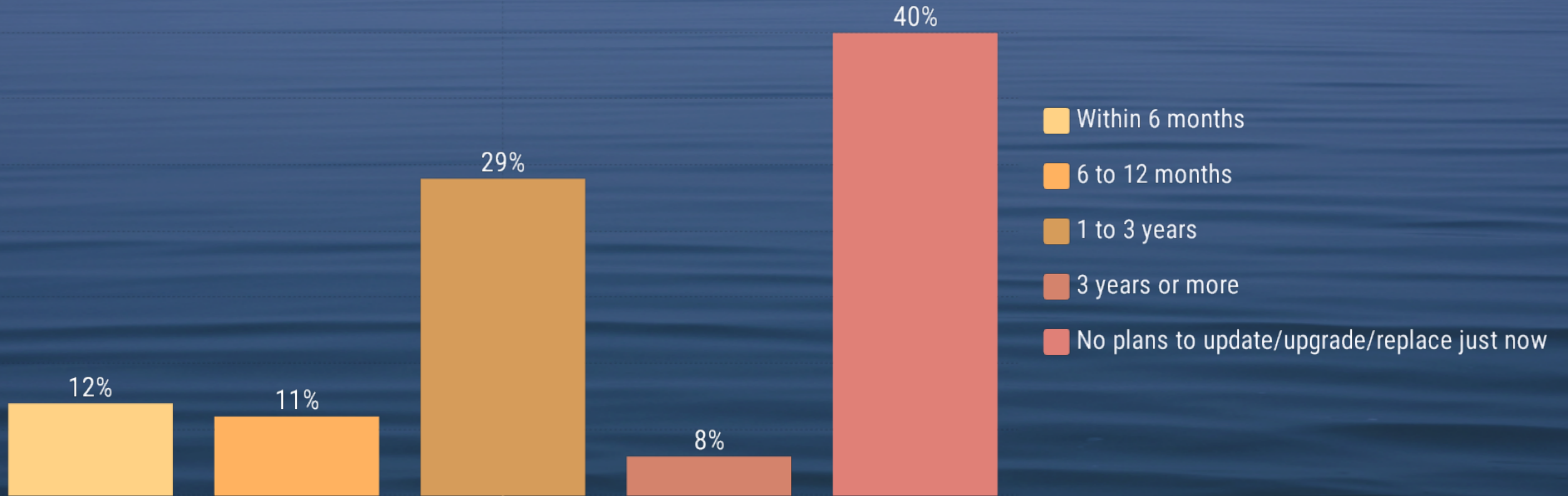
More than half of survey participants use a hybrid cloud deployment model. Rarest configuration is a 100% public cloud model.

Are you transitioning to S/4HANA?



Almost half of those surveyed are not sure if they'll be transitioning to S/4HANA and 8% are reviewing other options.

When do you expect to begin updating, upgrading or replacing key components of your ERP and/or financial management system?



52% of those surveyed plan to update/upgrade/replace their ERP and/or financial management system within the next 3 years.

JOB LEVEL



56% of survey respondents hold director or executive level positions in their organization.

CxO	20%
VP	15%
Director	21%
Manager	29%
Controller	15%

