Trends in Finance Automation

Strategic Perspectives & Risk Management for Financial Managers



Meet Today's Speakers



Vincent Immordino
Business Development Manager
(Order To Cash)

Esker



Girish Purohit
Business Development Manager
(Source To Pay)

Esker





Why end-to-end automation is fundamental for improving cash management





2024 Financial context

Cash is king!

Cash is the lifeblood of business Collecting cash & Optimizing Cashflow is always a topic

Collecting cash in a context of uncertainty (Covid-19, war, inflation, etc) is becoming more complex:

- Increase in bankruptcies & longer payment delays means higher credit risk
- Increasing interest rates means cash has a cost!

Stretch Cash runway aligning vendor expectations

- Pay suppliers before any penalty kicks in
- Pay suppliers early and capitalize on Early Payment Discounts

Clogged Global Supply Chains

Businesses are still contending with rising prices and unpredictable cash needs and will need to continue to do so for the foreseeable future.



of companies consider digital transformation of the supply chain "important" or "very important."





Challenging Labor Market



of CFOs say labor quality and availability is the most pressing concern for their company.

\$4,129 per month

In North America, the average cost to hire a junior accountant is \$4,129, and it typically takes 42 days to fill the position.



Operational Complexity

Doing business internally complicates everything from processing customer payments to closing the books.

Tools Used to Collect & Manage Receivables





The evolution of the modern CFO

The role of the CFO has rapidly evolved from a heavy focus on budgeting, bookkeeping and other transactional business processes to having a much broader, more strategic influence with the intent of driving long-term business value.

Automation is a CFO's best friend

Al-driven solutions should be in the toolkit of every digital CFO, enabling them to address the wide range of immediate and future priorities:



Cashflow position that's healthier & more stable



Decision making that's guided by "good" data



The rise of non-financial data collection & reporting



Business growth & continuity in any circumstance



Employees who feel fulfilled & appreciated

Efforts to optimize cash flow have ramped up



of finance organizations took steps to optimize working capital practices since 2020.



reported they intended to make these changes permanent, as continuing economic pressures forced companies to bolster cashflow.



Source: SAP

92% of CFOs plan to deploy more digital technologies

42%

of finance activities can be fully automated

57%

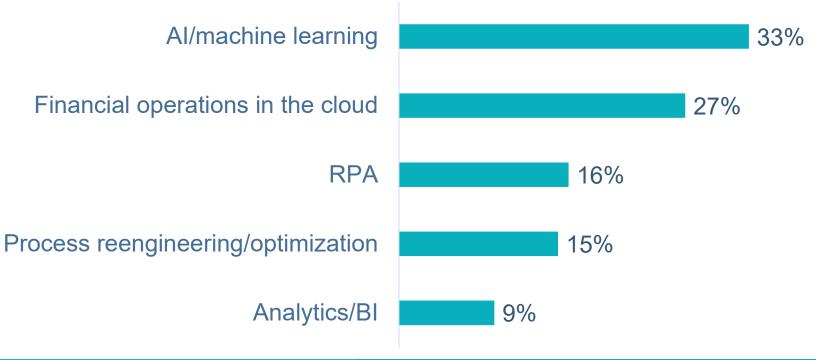
want to use the time saved through automation for advanced financial skills



Priorities for technology investment

Source: Workday CFO Indicator

"How do you plan to invest to address your top priorities for improvement in the next 1-3 years?"





reasons why AP and AR invoice automation is rising in Chief Financial Officer's (CFO) priorities

The economic uncertainty reminded CFOs of the importance of cash – and AP and AR invoice automation provides forecasts of future cash demands

AP and AR invoice automation supports more efficient and more effective financial processes –accelerating finance transformation

Adoption of AP and AR invoice automation is rising in parallel – so your suppliers may want you to have AP invoice automation in place

E-invoicing compliance requirement is becoming more urgent and complex

The proliferation of advanced fraud techniques demands a more sophisticated approach to reducing fraud and management of supplier information



Specific manual tasks Aldriven automation can complete more quickly & accurately than a human





Let AI do the heavy lifting

Nurture a foundation of lasting growth

. . .

From employee onboarding & retention rates to CX & cashflow, Al's business impact lays the foundation of lasting growth.

Make smarter, more predictive decisions

Thanks to AI analytics identifying anomalies & predicting outcomes, users always make the best possible business decision.

Free up staff to reach their full potential

Al improves speed & accuracy within document processing by removing redundant tasks, freeing up staff to serve customers & suppliers.

Machine Learning

Natural Language Processing (NPL) Character **Extraction**

Teaching

Deep Learning

Robotic Process Automation (RPA)



AP invoice automation is part of improving the Procureto-pay process

The Procurement Process

The Invoice Process

REVIEW AND
MAKE PURCHASE
SELECTION

SUBMIT PURCHASE ORDER TO SUPPLIER

RECEIVE GOODS OR SERVICES RECEIVE INVOICE
IN ELECTRONIC
FORMAT

APPROVE
INVOICE VIA
MATCHING OR
WORKFLOW

SCHEDULE
PAYMENT
FROM AP
SYSTEM

The Procure-to-pay solution components



Where AI can play a role in AP invoice automation

AP Invoice Automation	The role for artificial intelligence
Import invoices	Natural language processing and machine learning to convert invoice data in PDFs into invoice line-item data categories
Invoice matching and approval	Al-infused robotic process automation to approve invoices based on matches with POs, receipts, and contracts
Reporting and dashboarding	Generative Al to automatically generate reports, charts and graphics enriched with data insights
Cash forecasting	Al-based predictive analytics to enable more accurate cash forecasting based on accounts payable data
Fraud management	Al-based risk models to proactively identify bad actors in the AP process and prevent unnecessary payments



First-time invoice recognition and data-capture

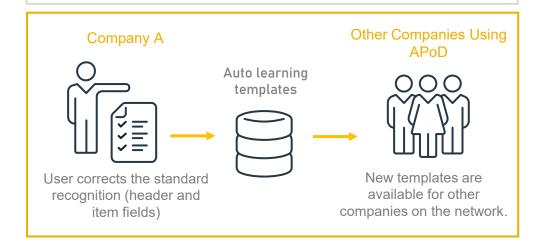
Synergy Shared Network

Technology based on:
Shared Machine-Learning
rules & Facial Recognition

How it works?

Autolearning rules are shared between users from different companies.





Synergy Neural Network

Technology based on:

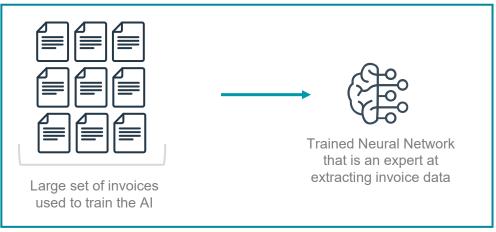
Deep Learning &

Natural Language Processing

How it works?

Algorithms that recognize relationships in a set of data through a process similar to the way the human brain operates.







Predictive Coding Of Non-PO Invoices

How It Works?



Predictive coding algorithm

Searches among all the posted invoices to find the most similar one & recommends the right coding









New similar invoices are automatically coded thanks to historical non-PO invoices data



- Cost center
- Cost type
- Tax code
- Invoice amount distributed on a pro-rata basis

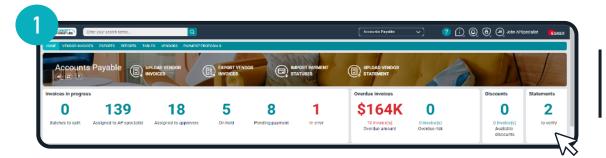
The result?



Improved touchless processing rate, efficiency & accuracy

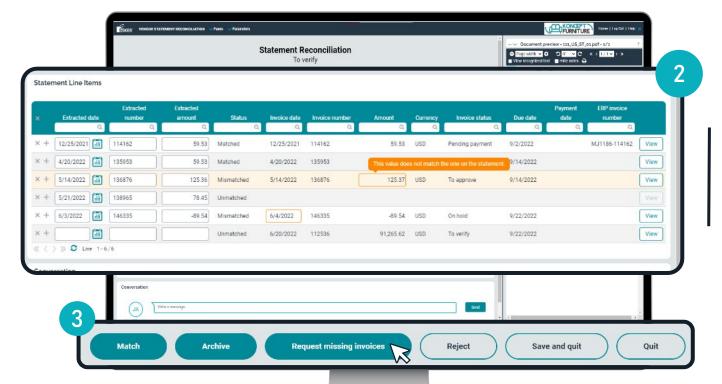


Supplier Statement Matching



Dashboard Counter

Reduce time and resources spent trying to fix issues thanks to quick statement access



Al-Powered Feature

Spot any discrepancies between invoices and supplier statements



Proactively resolve any mistakes and accurately book any invoices or credit notes





AR invoicing is a key element in the Order-to-cash process

The order management process

The invoice process

PRESNET
OFFERINGS TO
POTENTIAL
CUSTOMERS

PRICE, CONFIGURE, AND QUOTE THE OFFERING TO THE CUSTOMER CONFIRM
RECEIPT OF
ORDER TO THE
CUSTOMER

SEND THE INVOICE
TO THE CUSTOMER IN
THE PREFERRED
ELECTRONIC OR
OTHER FORMAT

TRACK INVOICE
STATUS AT THE
CUSTOMER AND
RECEIVE ADVANCED
PAYMENT NOTICE

PROCESS PAYMENT
OR HAND OFF TO
CREDIT AND
COLLECTIONS IF NO
PAYMENT

The Order-to-Cash solution components



Where AI can play a role in AR invoice automation

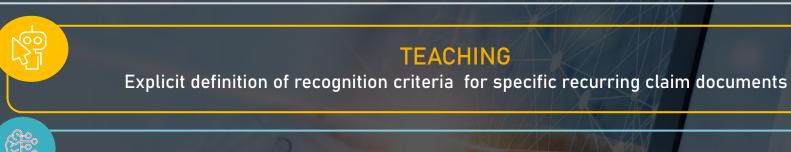
AR Invoice Automation	The role for artificial intelligence
Invoice presentment	Natural language generation and generative Al to generate invoices based on data on contract or other documents
Cash application	Al-infused robotic process automation to match incoming payments with open invoices
Reporting and dashboarding	Generative Al to automatically generate reports, charts and graphics enriched with data insights
Credit management	ML-based instant credit decisioning
Cash forecasting and management	Al-based predictive analytics to enable more accurate cash forecasting based on accounts receivable data



AI-DRIVEN DATA RECOGNITION

MULTIPLE LAYERS OF RECOGNITION TECHNOLOGIES TO PROVIDE BEST-IN-CLASS AUTOMATION

DAIA EXTRACTION



AUTO-LEARNING

Machine learning technology increasing the recognition rates by learning from user corrections



FIRST TIME RECOGNITION

Extracting information from claims documents seen for the first time based on keywords

CHARACTER EXTRACTION



TEXT EXTRACTION

for text-based documents



OCR

for image-based documents





LEVERAGING AI WITH REMITTANCE PROCESSING

Esker relies on a mix of AI technologies to extract data from remittances and significantly speed up the cash allocation process.



FIRST TIME RECOGNITION

Intelligently capture data to provide 3-way matching and accurate reconciliation — even from the most complex remittance seen for the first time.



MACHINE LEARNING

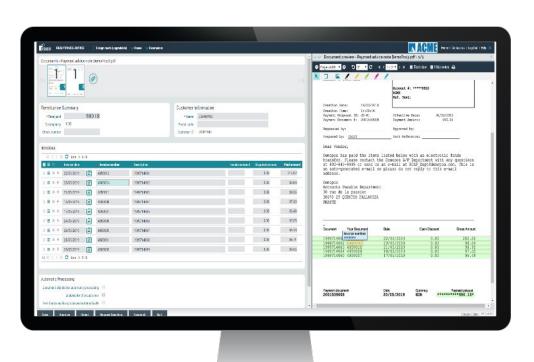
Enables Esker's AI Engine to learn continuously from users' corrections: as the knowledge base grows, the recognition rate increases, as does automation.



TEACHING

Allows you to maintain control by defining explicit recognition criteria for specific remittance layouts.





SMART SUGGESTIONS

BENEFIT FROM INTELLIGENT GUIDANCE TO SPEED UP EXCEPTION MANAGEMENT



ESKER'S DIGITAL ASSISTANT

Esker's AI is subtle and acts as a digital assistant to help the user when multiple allocations are possible.



Help messages indicate to the user why their validation is required

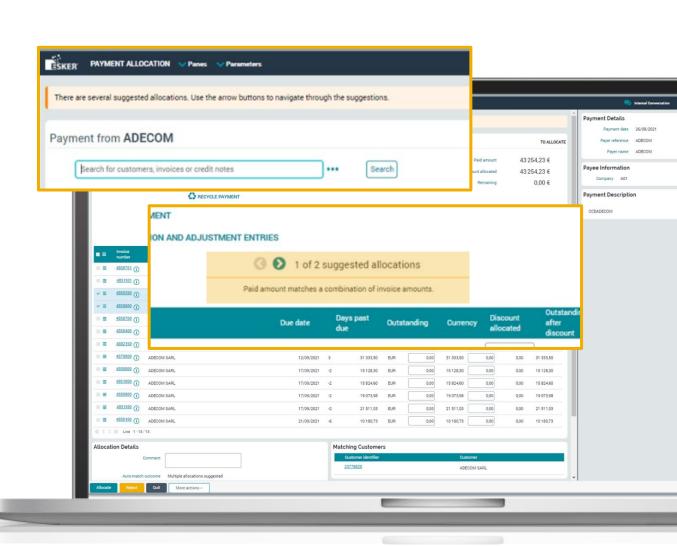


Intelligent suggestions are displayed in case of multiple options: the most accurate is shown first



Messages clarify where the suggestion comes from

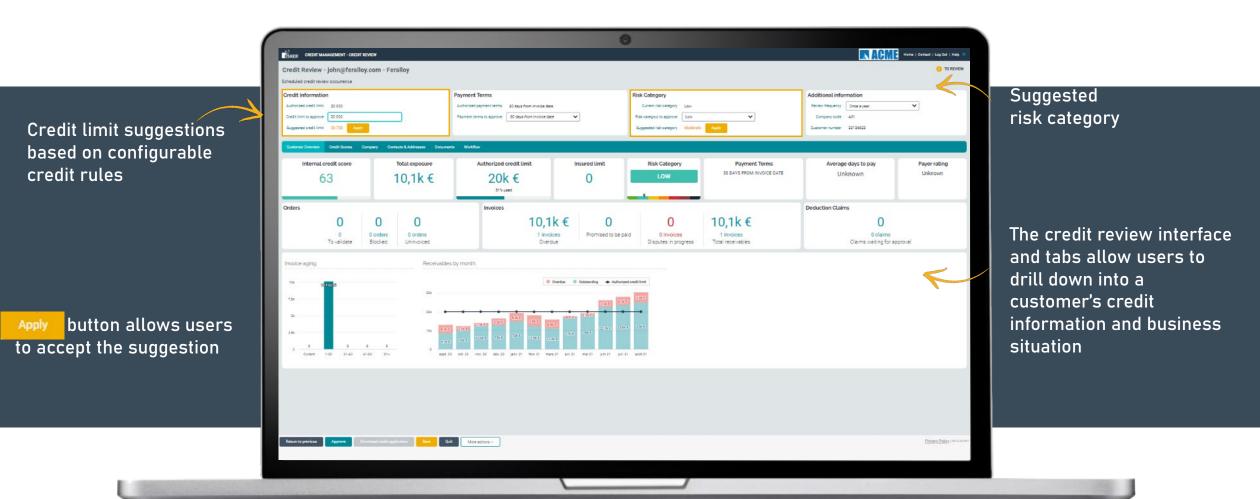




CREDIT REVIEWS & SUGGESTIONS

LEVERAGE AI FOR FASTER & MORE ACCURATE CREDIT REVIEWS

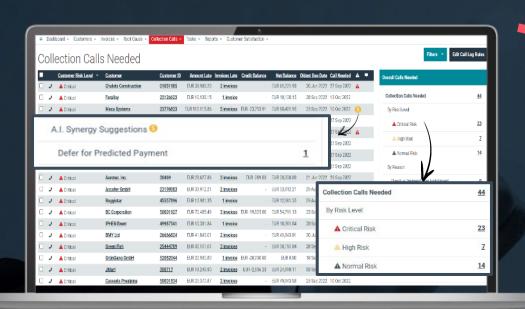
Esker facilitates the customer's credit review process by providing suggestions based on customer risk analysis





AI-POWERED COLLECTIONS MANAGEMENT

LEVERAGE AI TO GAIN EFFICIENCY



Analyze payment performance

- Payment predictions based on invoice status & customer payment behavior
- Can be retrieved from invoice listing or at invoice level

Determine customer risk level

- Based on payment predictions by comparing current & past payment behavior
- 3 risk levels:
 - Critical: sudden decrease in payment promptness
 High: previously prompt payments are beginning to slow
 Normal: little to no change in payment behavior

Priority call suggestions

- By risk level
 Collections calls to be made are listed by priority (i.e Critical risk)
- Predicted Payment Deferments
 Highlights customers likely to pay within the next 3 days defer call
 unless payment is not received within specified time frame)

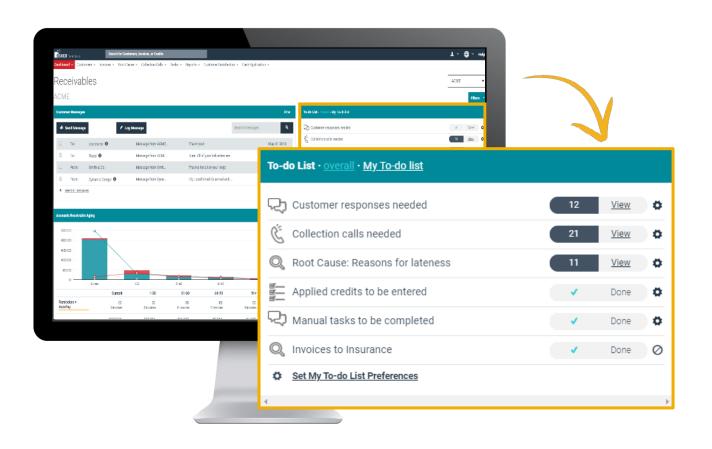
FOCUS COLLECTION EFFORTS ON PRIORITIES & IMPROVE VISIBILITY OVER INCOMING CASH!

Predict incoming cash (collections forecast)

Based on payment predictions
 Calculates all payment predictions, promises-to-pay and scheduled payments
 for the next 30/60/90/120 days

TO-DO LISTS

STOP WASTING TIME ORGANISING COLLECTIONS, JUST DO IT!



DID YOU KNOW?

30% OF TIME SPENT ON PRIORITISING
TASKS IN TRADITIONAL COLLECTIONS?!

DESIGN YOUR OWN LIST!



All tasks to perform in one single list based on your criteria



Updated in real time



Customisable to meet each user's specific needs

INCREASED PRODUCTIVITY, EFFICIENT COLLECTIONS!

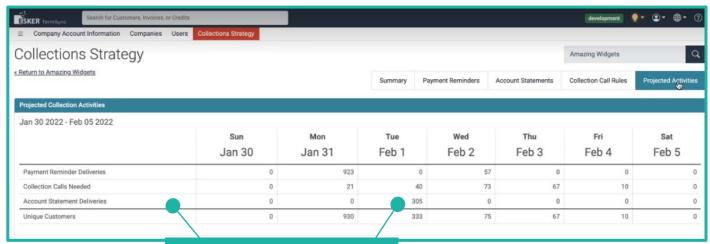


PROJECTED COLLECTION ACTIVITIES

USE AI POWER TO PREDICT COLLECTION EFFORT BASED ON STRATEGY



Esker AI analyses your collection strategy and expected payments to predict the level of effort that will be required over the next seven days so you can adjust your goals accordingly.





ESTIMATE THE EFFORT REQUIRED BY A STRATEGY



ADJUST STRATEGIES OR RESOURCES



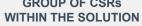


Inquiry triage

Automated routing to the appropriate person or application according to category













OTHER ESKER SOLUTION (Order management, Claims & Deductions, Cash Application)









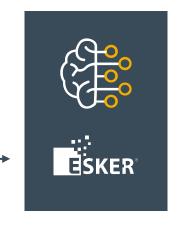
REMITTANCE INTELLIGENT ROUTING

AUTOMATICALLY EXTRACT & ROUTE REMITTANCES TO CASH APPLICATION SOLUTION

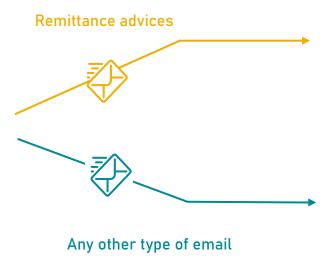








Esker's AI routes emails before they are received in supplier's mail inbox









Remittances are identified from incoming emails



Remittances are automatically routed to the solution and other emails to the mail inbox or other Esker solutions.



The routing process continuously improves with adjustments the users make.





Respond to customers in one click

Template-based answers to ensure communication consistency

ChatGPT-generated responses tailored to current customer situation

Color-coded for human verification: highlighted in red for potential inaccuracies

Suggested reply generated with ChatGPT. Please ensure that it is accurate

This reply includes information that is unreliable or incorrect, highlighted in red. Verify its accuracy and edit it before sending. Reliable information is highlighted in green.

Send

Edit

Regenerate

demoprocess.vroux@esker.com

Dear Customer.

Thank you for contacting us regarding the status of your order. We apologize for any confusion or delay in providing you with the information you need.

Based on the details available, your Sales Order Number is CT53078. The expected delivery date for your order is 4/21/2024. However, the shipping date is currently scheduled for 4/5/2024. We understand that you were initially informed that the order would ship on 1/2/2024but there seems to have been a delay.

To provide you with more accurate information, could you please confirm if you opted for express delivery? If so, we have partnered with UPS for your delivery, and the tracking number for your express delivery is 1Z0778685315XX. You can track your package using the following URL: http://www.apps.ups.com/WebTracking/track?track=yes

Once again, we apologize for any inconvenience this delay may have caused and assure you that we are working diligently to fulfill your order as soon as possible. If you have any further questions or concerns, please do not hesitate to reach out to us.

Best regards,

ESKER DEMO - VICTOR ROUX - PROCESS's CSR Group

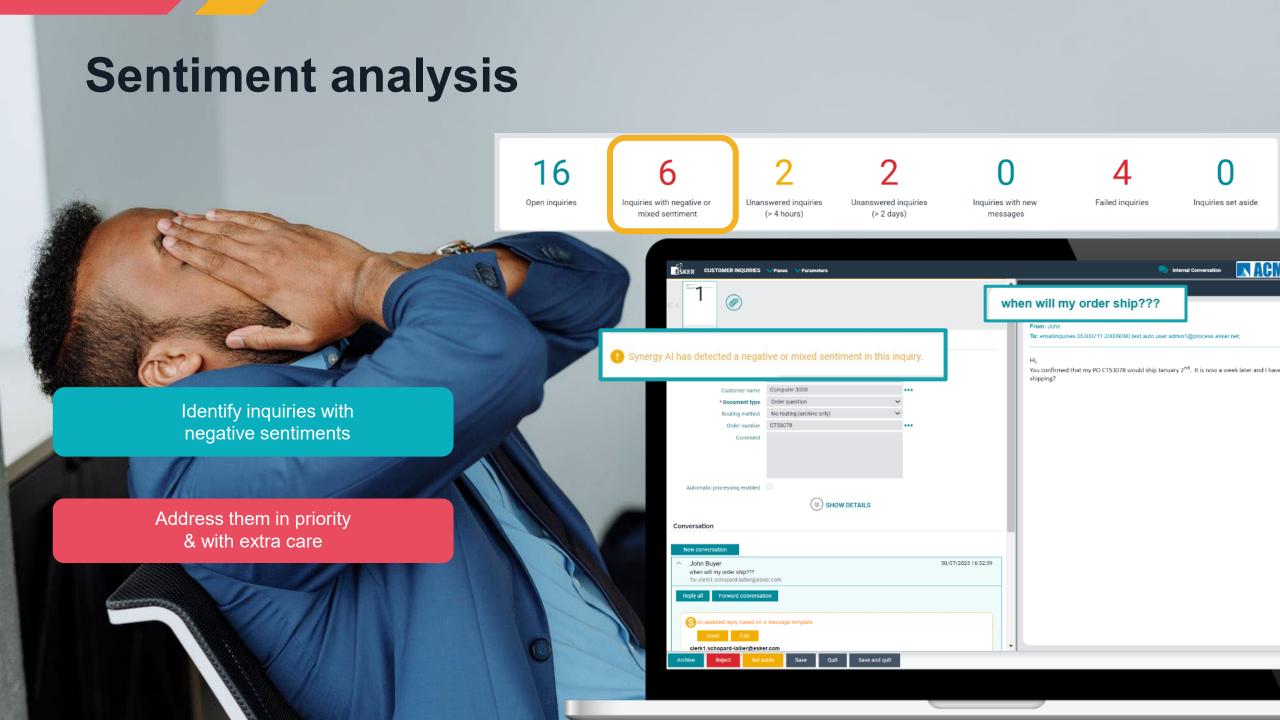
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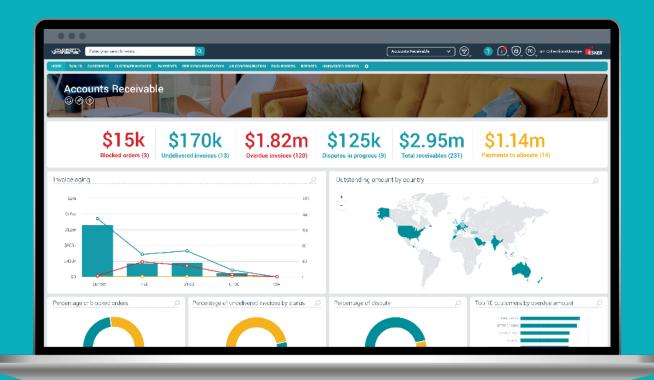






Automation's impact on visibility





Dashboards & KPIs give finance teams clarity



Identify gaps & risks

Monitor daily performance

Adjust process strategy



Empower your team members with actionable data

Intelligent dashboards with real-time KPIs



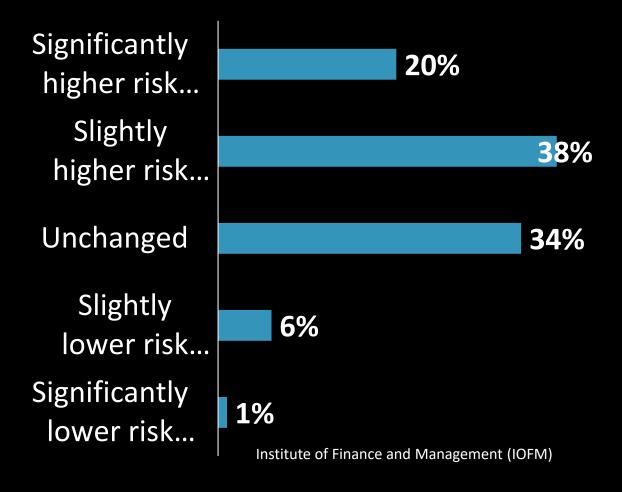


Areas where automation helps reduce fraud & non-compliance risks



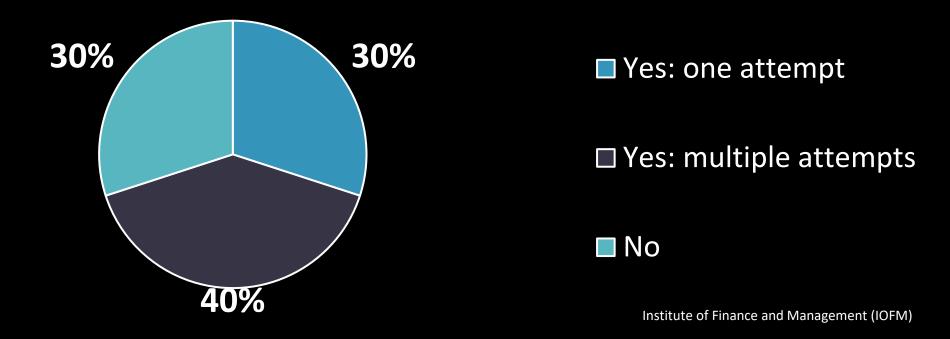
The Risk of Payment Fraud is Growing

How has your risk of fraud changed compared to three years ago?



40% of AP Departments Have Experienced Multiple Attacks

Has your business been the target of attempted payments fraud in the past year?



How Supplier Management Mitigates Risk

Finance and procurement should collaborate closely on risk management.



Diversity classification and certification









Supplier Responsible Engagement





Bank details









Questionnaires









Supplier relationships & collaboration

Onboarding questionnaires using generative Al



Manage data collection efficiently with Esker and optimize questionnaire drafting with our generative Al

Benefits

- → **Flexibility and adaptability**: Creating engaging and informative surveys questions tailored to specific needs
- → **Time and resources efficiency** : generation of an initial draft of the questionnaire which can then be reviewed, refined and iteratively improved by users
- → Language variation : Generative AI can create questionnaires in different languages allowing for broader accessibility and reach





Control Risks

Prevent fraud with Bank Account Verification

Account verification helps companies eliminate manual errors and reduce the risk of fraudulent activity by automatically verifying bank details provided by suppliers

Challenges



Fraudsters are becoming increasingly sophisticated, and managing to bypass detection systems



Large-scale data breaches can expose corporate banking information



Establish effective communication and information-sharing channels



Real-time fraud detection is crucial to prevent financial losses

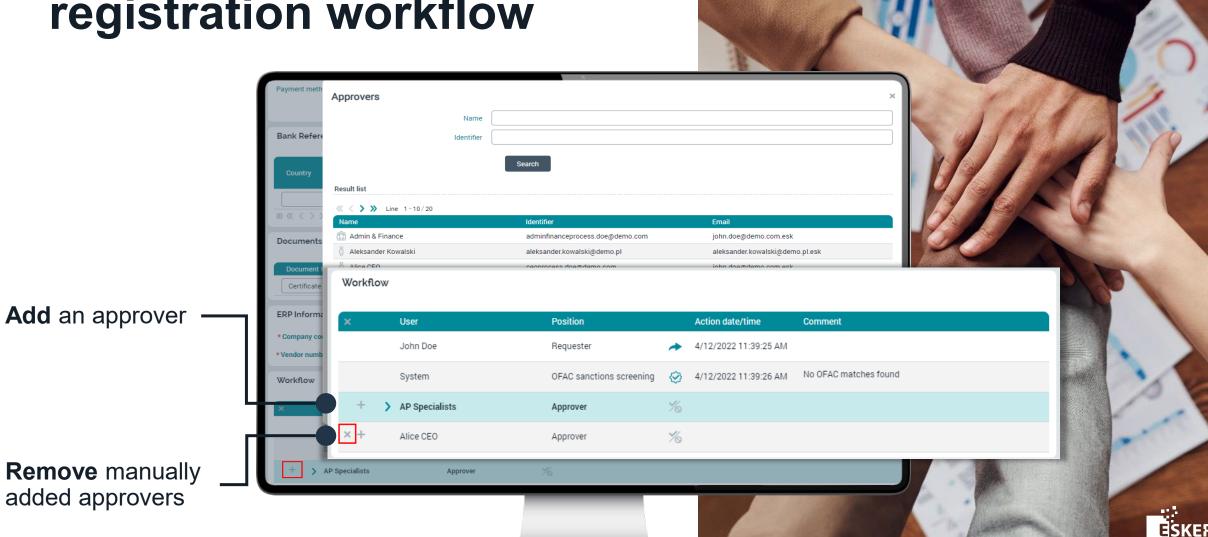


Companies need a multifaceted approach that combines advanced technologies, robust data analytics, ongoing monitoring and collaboration among stakeholder



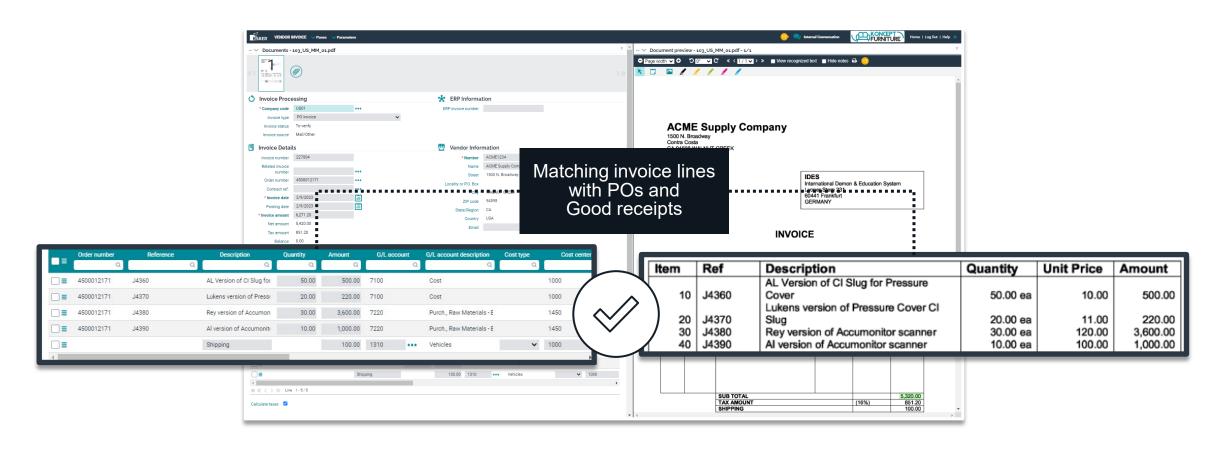
Vendor registration approval workflow

Customize the vendor registration workflow



PO-Invoice Verification

Invoices are **automatically matched** with the corresponding PO lines and good receipts so that invoices can be **automatically processed** when no exception occurs.





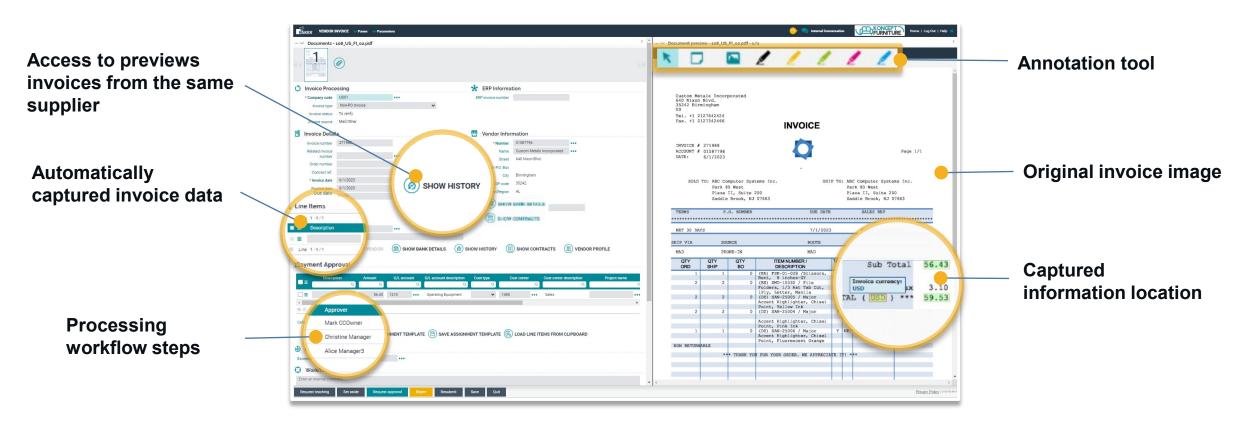




Exception Handling

Non-PO-Invoice Verification

Invoice data is automatically **verified against master data** speeding up AP verification process.





Processing Efficiency

- Multi-languages
- Coding templates
- Automated workflow determination

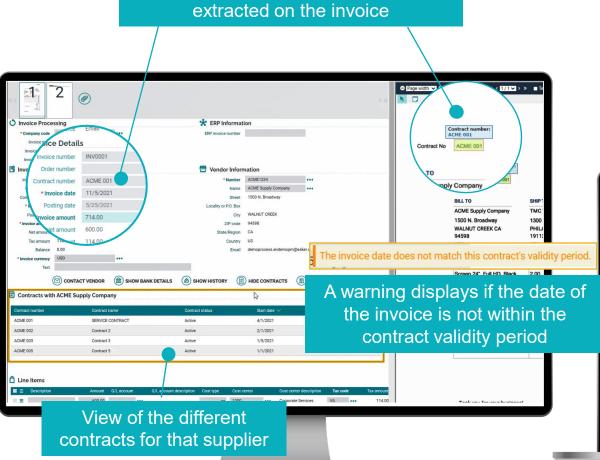


Processing Accuracy

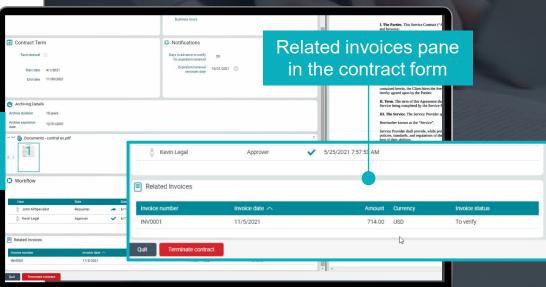
- Duplicate invoice detection
- Data checks against master records
- Invoice balance verification

Easy Contract-based Invoice Verification *

The contract number is automatically



- Expedite contract-based invoices
- Keep track of contract procurement
- Ensure proper contract terms execution





Invoice Review Workflow

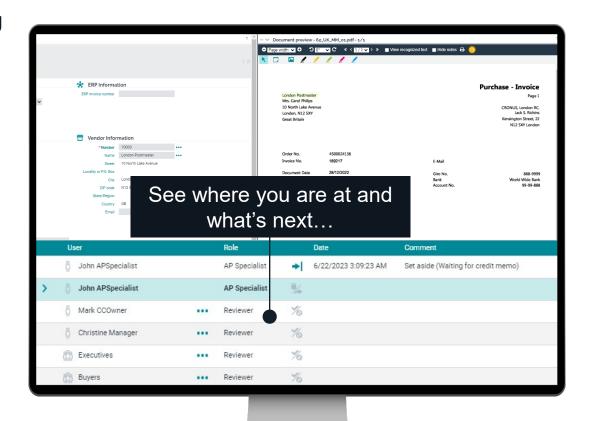
The waiting game is over. New invoices are automatically dispatched to the right folks in compliance with your company rules.

Workflow Roles

- AP specialists verify and post invoices
- Reviewers review / complete the information before posting
- Approvers approve invoice payments / unblock payments
- Buyers verify price mismatch
- Receiver verify quantity mismatch

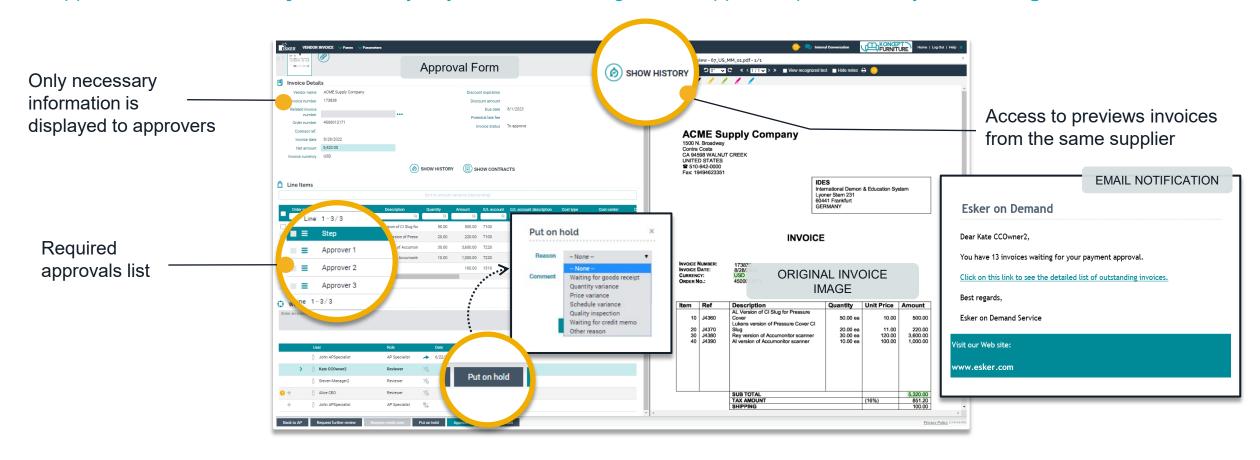
How Is It Defined?

- Rule based:
 - Define the sequence of users
 - The number of workflow steps
 - > Triggering conditions: GL, Cost Center, Amount, etc.
- Graphical UI Workflow designer to define workflow rules



Payment Approval Workflow

Approvers are notified by email every day of invoices sitting in their approval queue so they do not forget about it.



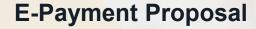






Remove Frictions With Payments

Have 100% digitized process – from sign-off to payout





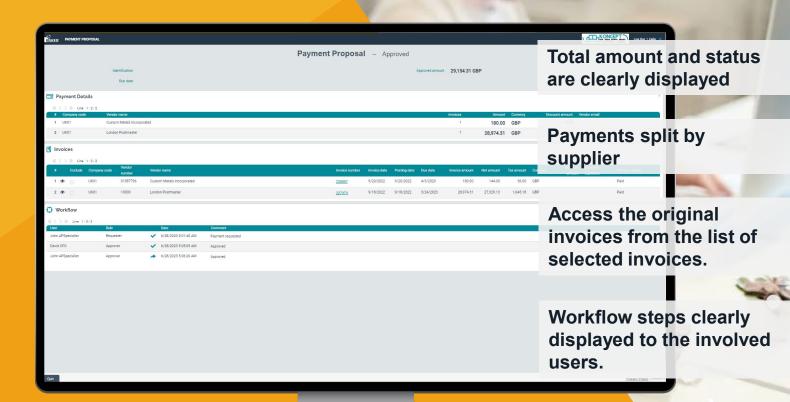
No More Time Wasted Shuffling Paper Or with manual sign-off... The e-payment proposal allows users to select, review and approve online.



Fully Transparent & Compliant Process

Every steps and user actions are recorded in the system ensuring the process is compliant and payments are timely and accurate.

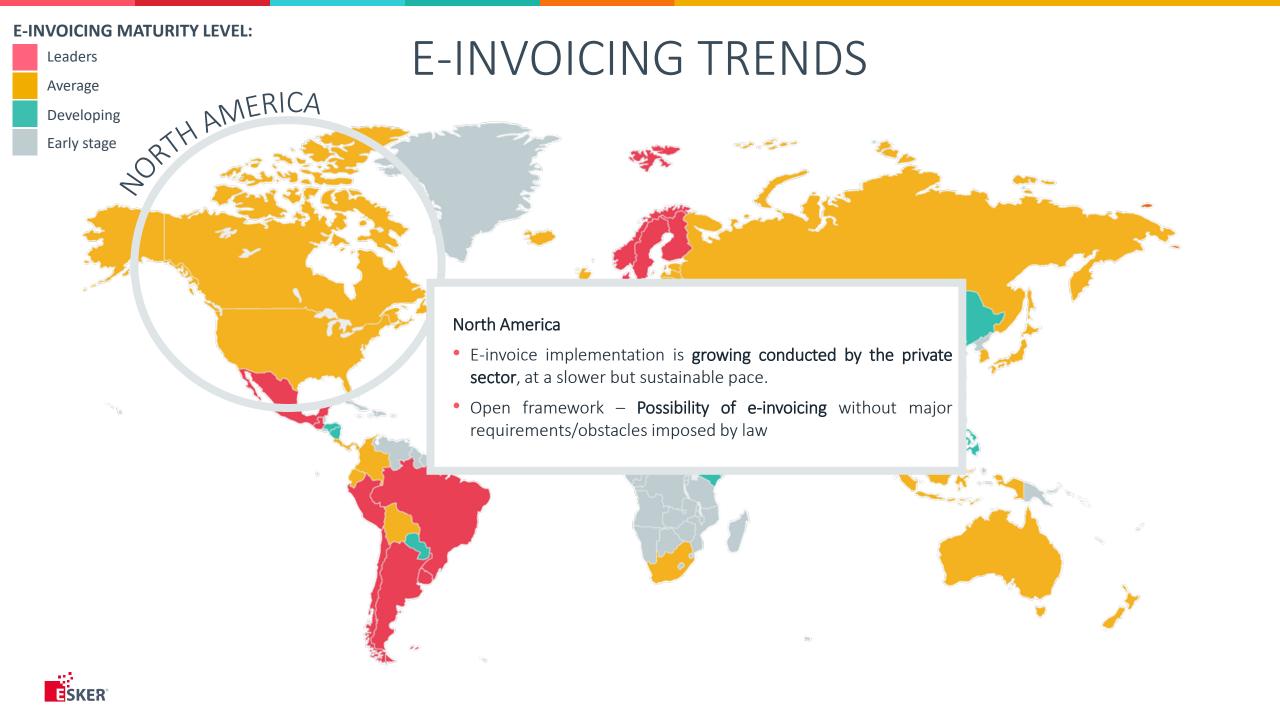
So, you are in a position to pay on time or even early.





More than 41% increase in e-invoicing mandates over last 2 years



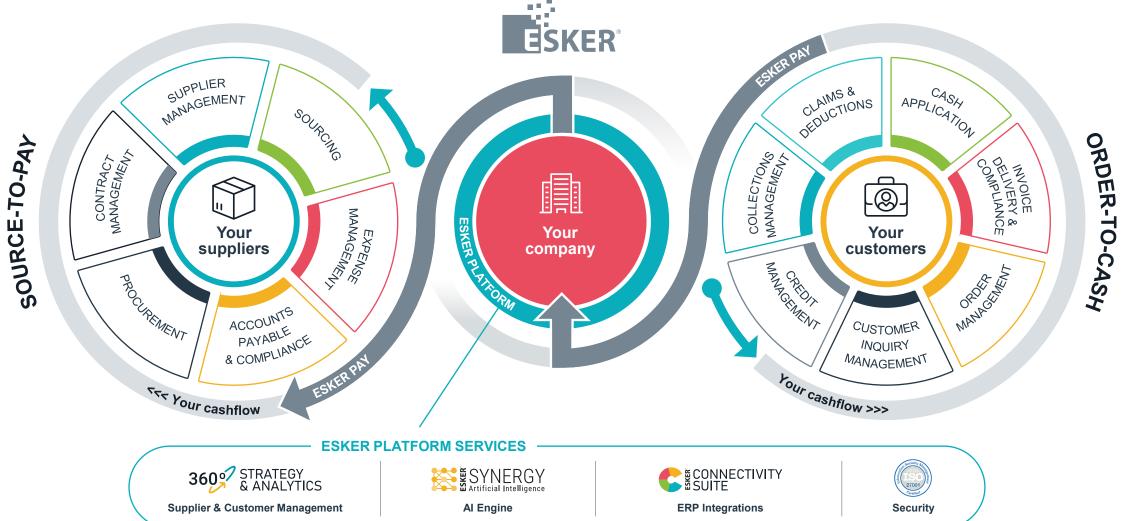




Did you notice the pattern?



One interface, any process.





Hi, we're Esker

Founded in 1985, Esker is a global cloud platform built to unlock strategic value for Finance, Procurement and Customer Service leaders and strengthen collaboration between companies by automating Sourcee-to-Pay (S2P) and Order-to-Cash (O2C) processes.



39

years of experience with 20+ years focused on cloud solutions



1,000+

employees serving 600,000+ users & 2,500+ customers worldwide



15

global locations with headquarters in Lyon, France



€178.6

million in revenue in 2023, with 90%+ of sales via SaaS activities



Business success is best when shared

At Esker, we believe the only way to create real, meaningful change is through positive-sum growth. This means achieving business success that doesn't come at the expense of any individual, department or company — everyone wins! That's why our Al-driven technology is designed to empower every stakeholder while promoting long-term value creation.



Questions?



Thank you

for your attention

FOR MORE INFORMATION, CONTACT US AT:

Order-to-Cash Sales

Tel: 1-608-828-6042

Email: canada.o2c@esker.com

Procure-to-Pay Sales

Tel: 1-608-828-6034

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