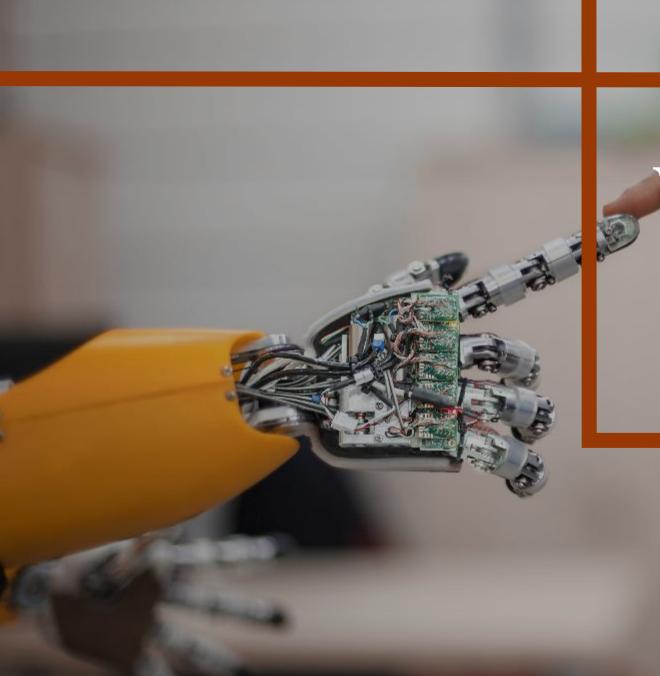


## Agenda

- 1. Introduction
- 2. Why transform?
- 3. Trends in finance transformation
- 4. CFO survey on finance transformation
- 5. Open panel
- 6. People
- 7. Processes
- 8. Performance



# Why Transform the Finance Function?

#### Why Transform?

Finance is perversely impacted by a number of global trends creating an urgent need for Finance to better support the business.

This needs the role and capabilities of Finance to be reframed.

#### Typical Triggers:



#### Workforce Skills Gap

- Source and retain new skills
- Manage an aging workforce



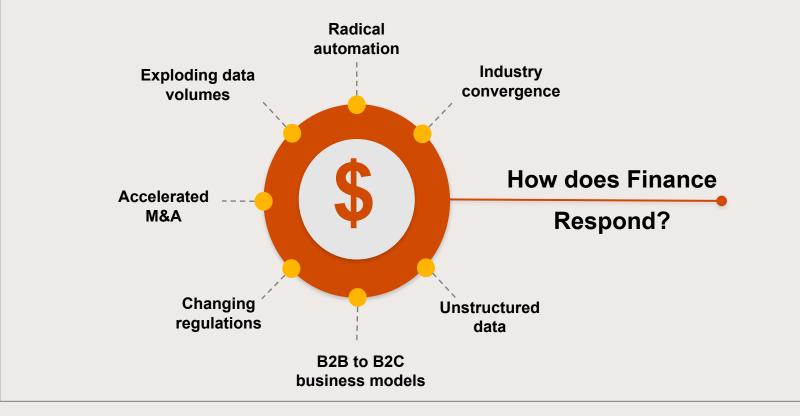
- Siloed information systems
- Increasing data volumes



- Decrease costs to serve
- Business enablement



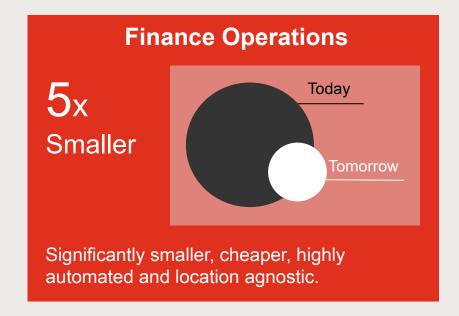
- Integrated information
- Improved decision making

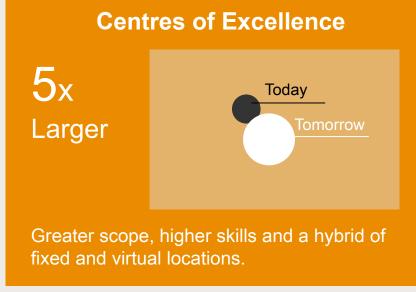


PwC – The Future of Finance

# The Future Finance Org

Finance will operate very differently as a result and has the potential to be significantly more efficient.







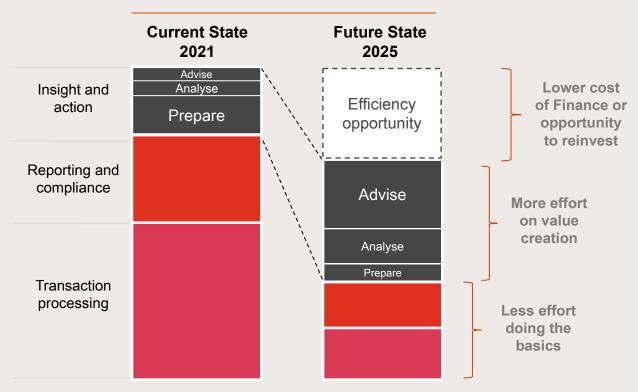


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#### A More Efficient Finance Function

In transforming and adopting a very different way of operating, the Finance Function will become significantly more efficient\*

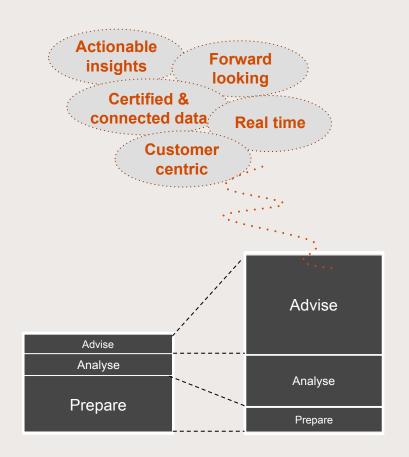
#### **Cost of Finance**



<sup>\*</sup> Operating at a cost of between 0.5% to 0.7% of revenue (fully loaded cost including FTEs, IT and facilities)

#### A More Effective Finance Function

... and the opportunity exists to pivot to an advisory role that will actively contribute to business performance through real value creation.





The right pricing



With multi-channel agility



Winning the right business



Retaining the right customers



Managing costs



Profitable returns



Managing capital



Investing for growth

"Increased **forecasting accuracy** led to a **10%** reduction in **inventory levels** and annual savings of **USD 5.5 million**." – Global Luxury Retail Co.

"Advanced analytics allowed us to optimize price levels across Europe, resulting in 5 - 10% revenue growth" – Global Industrial Manufacturing Co.

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#### The Modern Finance Agenda

A cohesive **Digital Finance** strategy will be required to enable this change.

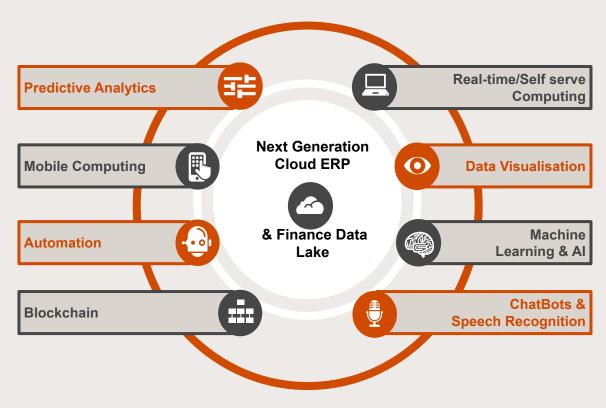
What's our strategy to simplify and standardise with cloud ERP?

How is Machine Learning and Al relevant for Finance and where should we be investing? What's the role of a Finance Data Lake and what's our strategy to integrate data?

How do we deliver self service reporting with mobile, visualisation and chatbots?

How many processes can we automate with RPA and how do we align with our Cloud ERP strategy?

How should Finance be leveraging Analytics and what technologies should we be leveraging?



PwC – The Future of Finance





## Market Dynamics

Finance Needs to Lead @ Speed

- Pace of change keeps accelerating, with new consumer and market dynamics
- Expanded control and compliance expectations
- Velocity and volume of data requires different strategies
- Need to align strategies with plans and execution
- Ensure alignment between finance and operations across the enterprise
- Improve organizational agility

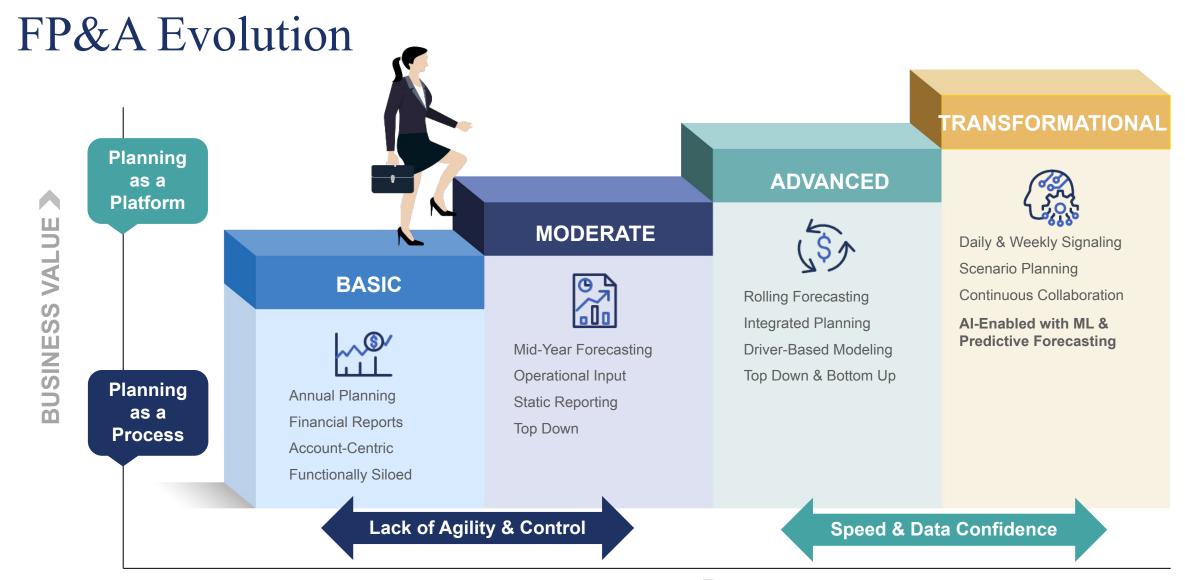
# Data & Analytics Trends

# Speed is becoming a differentiator for CFOs.

"CFOs can't afford to wait and react to trends as they mature," says Richard Ries, VP, Advisory, Gartner. "They must proactively monitor, experiment with and exploit key data and analytics trends to respond to crises, innovate and rebuild."

Source: Gartner - 4 Data & Analytics Trends CFOs Can't Afford to Ignore - Sep 21





FP&A MATURITY ➤



#### → Finance Self -Assessment

20 Years of "Finance Transformation"



Lack or misuse of digital transformation

Using legacy tools to solve for today's challenges



Infrequent collaboration

Slowing down the decision-making process



Increasing pressure for forecast accuracy

Difficulty aligning business intuition into planning processes



Time Spent Data Gathering

PWC Leading Finance in the Digital Era



**Analytics Efforts Miss the Mark** 

FSN Future of Analytics in Finance 2020



#### → Finance Transformation

Requires Operational & Management Excellence





# → World Class Organisations Demonstrate Superior Performance





## • What's Holding Finance Back?

High Barriers to Entry

#### **Lack of Expertise**

Teams of data scientists, business analysts, data engineers

# Lack of Business Intuition & Transparency

Traditional processes often a "black box" with little business insights



#### Lack of Scale

Repeatable and systematized ML processes and infrastructure across the enterprise

#### **Disconnected**

Manual data movement and reconciliation between fragmented systems and Finance processes





## Romania CFO survey – key insights

Surveys were conducted for both banks and non FS companies

60% of local responses came from companies with a turnover range between 30 mil – 250 mil EUR, while at CEE level almost half of responses are SME with turnover range between 30 and 100 mil. EUR

72% of companies between 101 - 2000 employees. Banks respondents have between 1,000 and 10,000 employees

Financial service entities who completed the survey are covering 75% from total assets of Romanian banking system

Almost quarter of respondents are from Distribution and consumer goods industry. While, 45% responses are from Industrial products, Pharma and healthcare, Manufacturing industries



#### A CFO has many roles..

There's a perfect storm of opportunity, enabled by technology, for the Modern Finance organization to be a key strategic partner to the business.





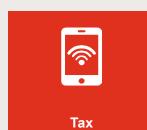
















# Role of the CFO in the organization **Expectations**

**Changing the role of CFOs** 

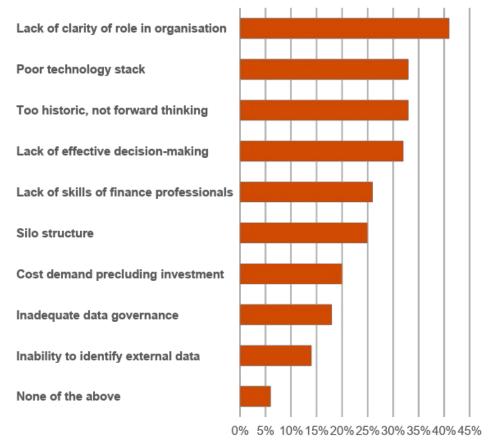
72% of respondents felt that the role was increasing significantly



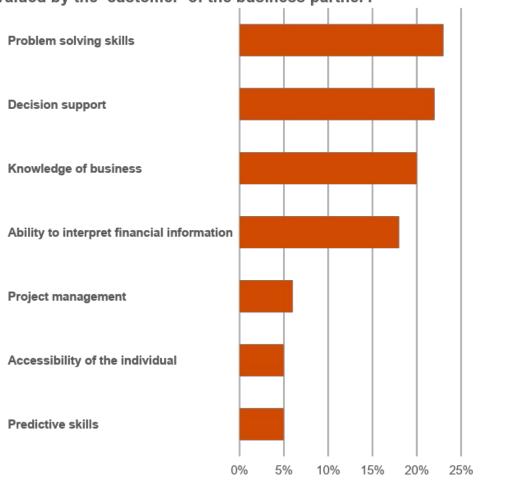
Source: Global ACCA Survey – 2020 – More than 1,150 CFOs and CEOs participated

#### The CFO as a business partner

Which, if any, of the following do you believe currently represent barriers to business partnering relationships being as effective as they could be in your organisation?



What single aspect of business partnering is most valued by the 'customer' of the business partner?



Global ACCA - PwC Survey 2020

### Romanian CFOs are facing diverse and changing challenges



88%

Investing in innovation and technology

**75%** 

Recruitment, retaining and development of talent

38%

Create value added to business decision makers



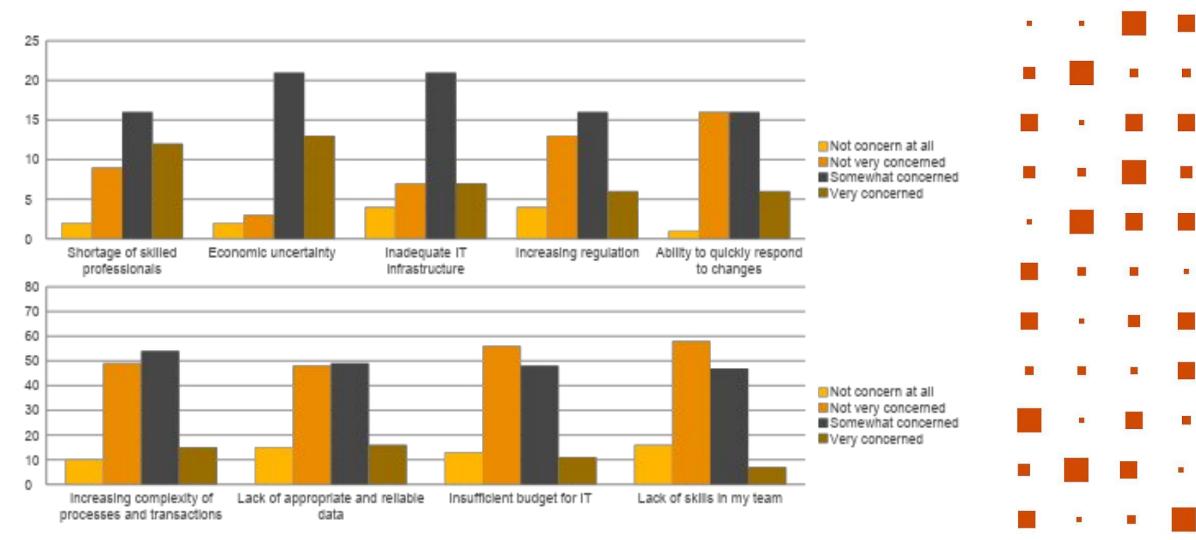
 Financing growth and development

 Planning and budgeting in a rapidly changing environment

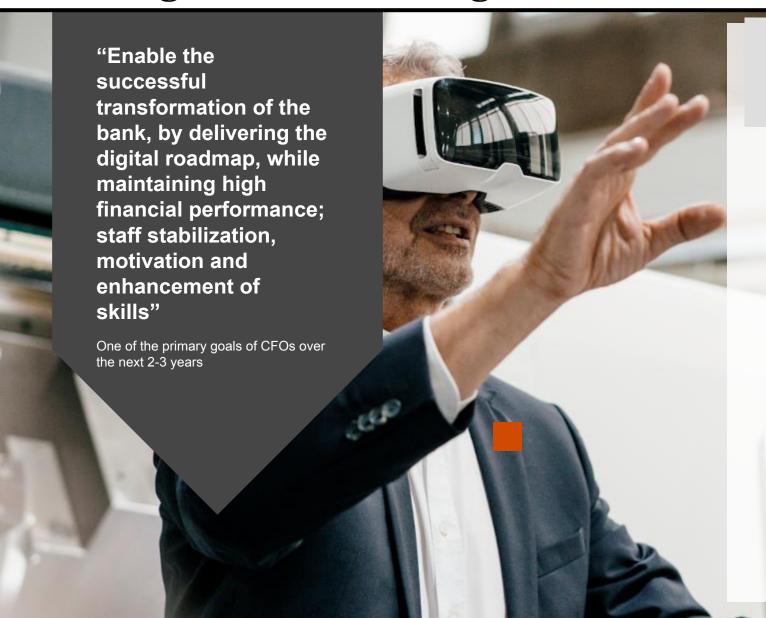
25%

 Maintain and increase motivation and engagement of the team

How concerned are you that the following risks and challenges will prevent you from achieving your goals?



## Based on these challenges and roles, a CFO seeks to improve his organisation through innovation



# Major priorities for the near future for the finance function

100% Automate processes

63% Improve the level of service and the quality of interactions with internal stakeholders

**50%** Reduce silos (e.g. lack of cooperation between groups or departments) in the organization

38%

- Standardize processes
- Lower the costs
- Improve available skills

25%

- Refocus on high added value expertise activities
- Improve the level of service and the quality of interactions with external actor

#### The Modern Finance Agenda

Technology is a critical enabler of the end state but shouldn't go first and shouldn't go alone.

You can start on different pathways but to transform they must come together!



# Lead with a People lens

- Investing in an upskilled workforce that's digitally savvy
- Supplementing new human and machine based roles
- Creating a modern and collaborative environment
- Using a highly efficient delivery model



Lead with a Process lens

- Simplifying and standardising processes with next generation cloud ERP
- Achieving end to end process automation and self service delivery
- Embedding predictive and automated controls



Lead with a Performance lens

- Creating a connected data, insight and analytics capability enabled by a Digital core
- Predictive and forward looking insights supported by Machine Learning and data science capability
- Real time insight and self service supported by NLP

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#### Lead with People

55%

of respondents cited that within five years the role would be obsolete without appropriate skills development.

45%

Of the CFOs indicated that insufficient attention was being paid to developing the skill sets of the next generation of CFOs [1]

49%

The importance of qualifications and recognition was evaluated with the survey respondents, of whom 49% indicated that a CFO-specific qualification would be

appropriate in the medium term[1]

We often hear from our clients concerns about having the right skills in Finance "What capabilities do we need?" "How do we re-skill our workforce?" "How do we create meaningful career paths?" "How will roles change by the use of automation technologies such as RPA and Machine Learning?" "What will some of the emerging and new finance roles look like?" "How can we best tap into the "gig" workforce, while mitigating risk?" "How can we design our workplaces to drive engagement, collaboration, and retention?"

[1] PwC ACCA Survey 2020

### These transformations are reflected in the structure and headcount of the organisation...

#### **Expectation**

#### Reason



**Increase** the headcount of the accounting and finance department

- Address current skill shortage
- Increasing complexity of accounting regulations



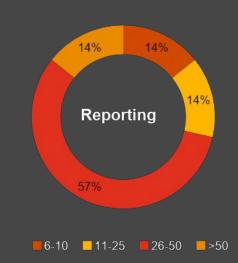
Decrease the headcount of the accounting and finance department

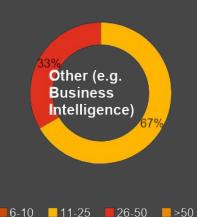
- The automation of processes
- Improved efficiency and reduction of costs



**Current structure** of Finance department in Romanian banks







#### How many people work in your team?

- Financial accounting, controlling teams, taxes and treasury teams are established in almost every company
- Over 80% of companies in Romania does not have a business intelligence department, while the percentage at CEE level is 75

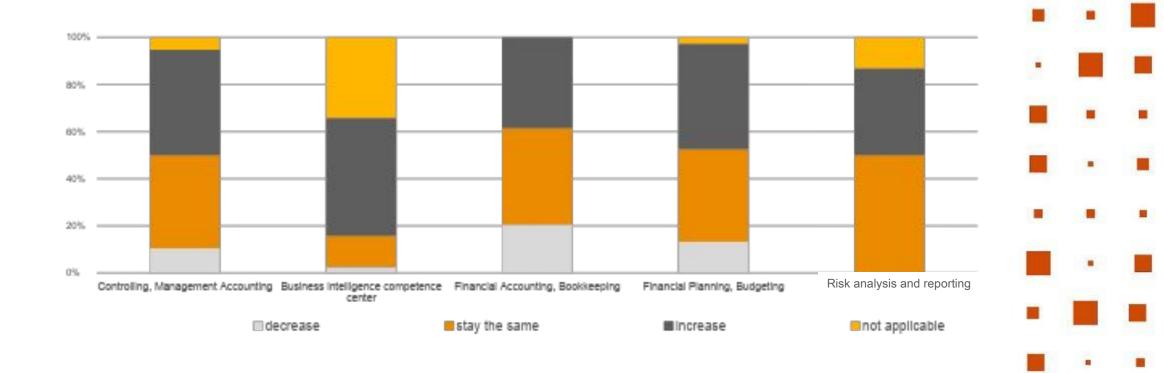
Under 5 people (CEE)

 Controlling and management accounting department has 5 or less employees in almost 90% of the companies both in Romania and at CEE level

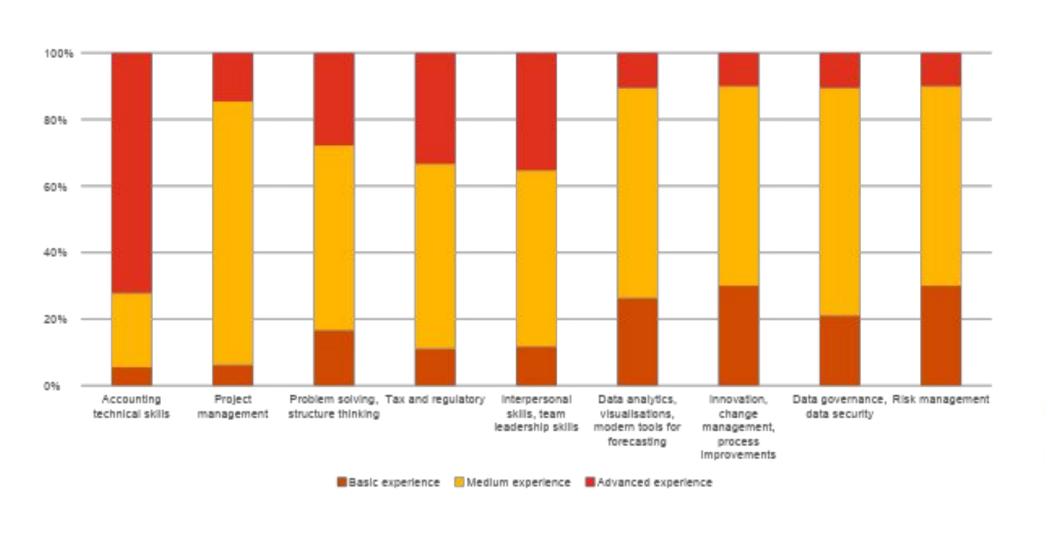


In next 3 years, how do you expect the number of operations to change in following teams?

- Teams, where number of operations is expected to increase or stay the same (or N/A) are: controlling, financial planning and business intelligence.
- 50% of respondents expects an increase in operations in busines intelligence
- The operation of controlling team is expected to increase in 45% of companies



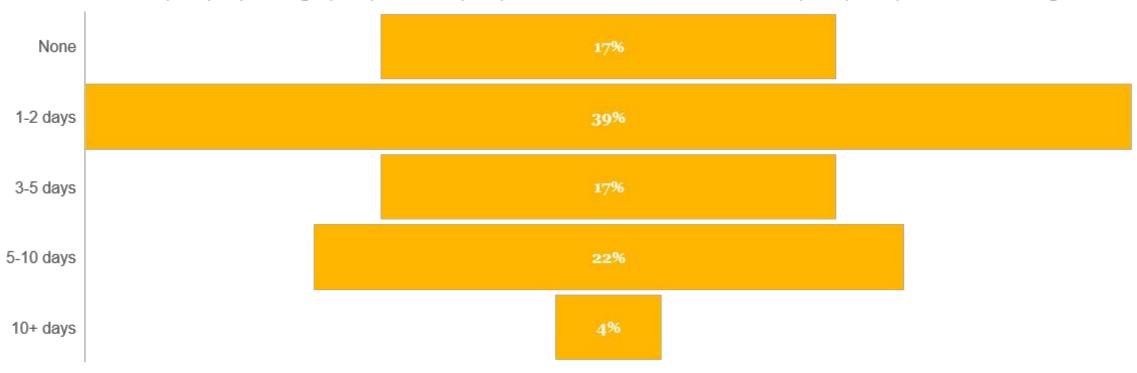
#### Please try to evaluate competencies of your current team





# Your people will need a new mix of capabilities which are significantly different to today...therefore creating a need for new roles in the future

How many days (average per year and per person in the finance function) do you spend on training?



#### Lead with Process

68%

are investing in digital transformation over the next 12 months, including in technologies like cloud and analytics [1]

48%

of companies will change processes to become less dependent on employee institutional knowledge [1] 67%

are investing in cybersecurity tools and training. As companies make the move to a hybrid work environment, cybersecurity remains a top concern[1]

49%

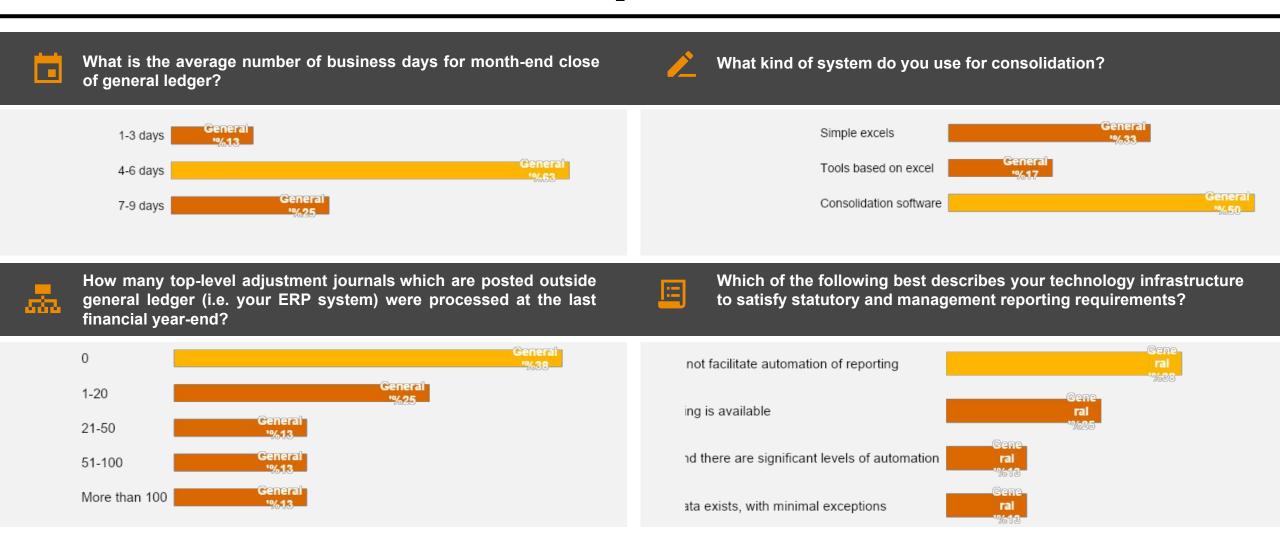
rank data analytics as the most important capability for supporting the future of work[1]

We often hear from our clients a desire to constantly improve processes "Can we evolve the scope of shared services and outsourcing and what's the role of a CoE?" "Should we expect shared services to be significantly cheaper or even eliminated in the future?" "What are the benefits of next generation cloud ERP and what's the role of Finance in leading this agenda? "What are the automation focus areas?" "How can we embed compliance and controls?" "Does real time reporting really exist and how can we reduce the number of days to close and the effort spent collecting and reconciling data?" 32

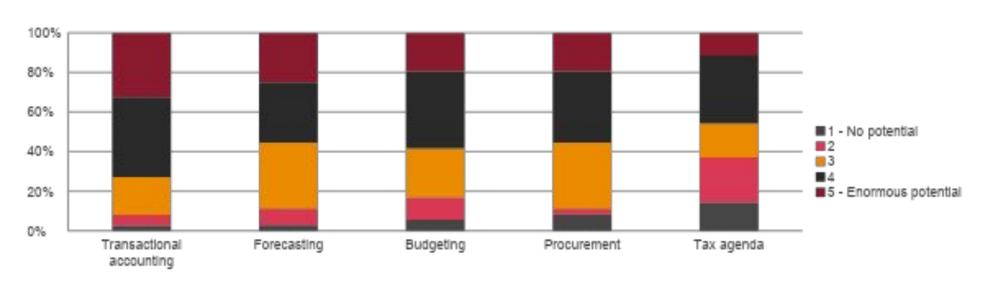
[1] PwC US Pulse Survey 2021



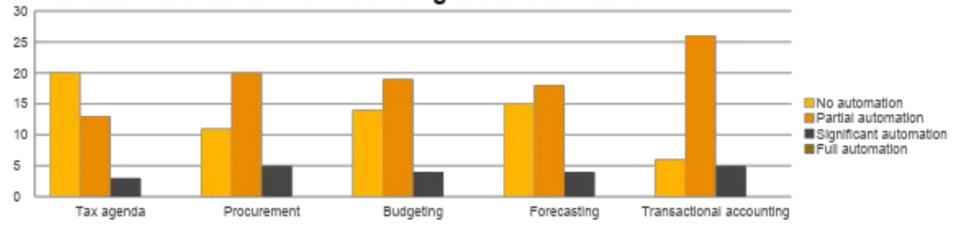
People in the financial departments prepare tens of reports in a month for management, group and regulator. While some processes and tasks are automated, there is still room for improvement.



What potential for task automation do you see in the following areas in your company?

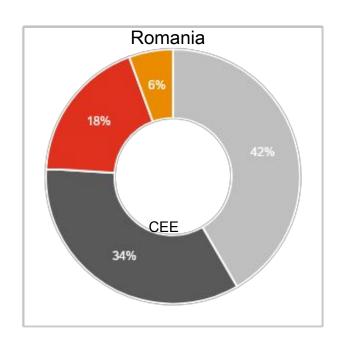


#### To what extent are tasks in the following areas automated?



# Which of the following best describes your technology infrastructure for budgeting and forecasting?

- Even though some kind of automation exists, spreadsheets are still used very often, 49% of companies in Romania and 42% in CEE are using spreadsheets extensively;
- A third of companies are using spreadsheets but in controlled fashion and comprehensive central guidelines are applied locally regarding data capture, processes etc.
- Less than 20% of companies at both local and CEE level are using planning tools for data consolidation from various sources, and
- Less than 10% have a fully automated process using web-based workflow and data capture and a central calculation and consolidation system/warehouse.





# While 63% of respondents fully document their tasks and processes, none of them consider it easy to search or use their documentation



50% of respondents don't use their documentation or find it difficult to use it

- Extremely difficult to search in and use documentation
- Documentation not used regularly
- No formal inventory, documentation of complex spreadsheets
- No formal test plan to document spreadsheets



Goal to strive towards as an organization

 A centralized database with all the documents and procedures of an entity where relevant documents can be found through the use of key words.



#### Lead with Performance

74%

claimed that finance business partners focus on both historical and future performance.

56%

of CFOs said in June 2020 that their tech investments would make their company better in the long run[2]

49%

About half of the technology executives surveyed cite analytics to drive better decision-making as a capability that will be most important.[2]

**75%** 

of CFOs say they plan to allocate more resources to digital transformation.

We often hear from our clients a desire to add value to the business through forward looking insights "How can we improve our data quality?" "Can we integrate our systems and data sources?" "How do we reduce the number of reports and spreadsheets and move to self service reporting?" "How do we start using more consistent and relevant metrics that are aligned to strategy?" "How do we create forward looking insights leveraging advanced analytics, Machine Learning and AI?" "What's the role of a Finance CoE when it comes to data, analytics and decision support?"

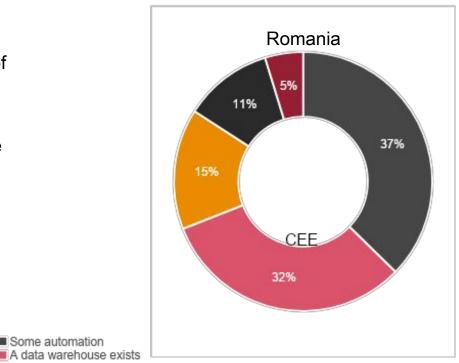
[1] PwC ACCA Survey 2020 [2] PwC US Pulse Survey 2021 [3] PwC US Pulse Survey 2020

### Romania CFO survey – results

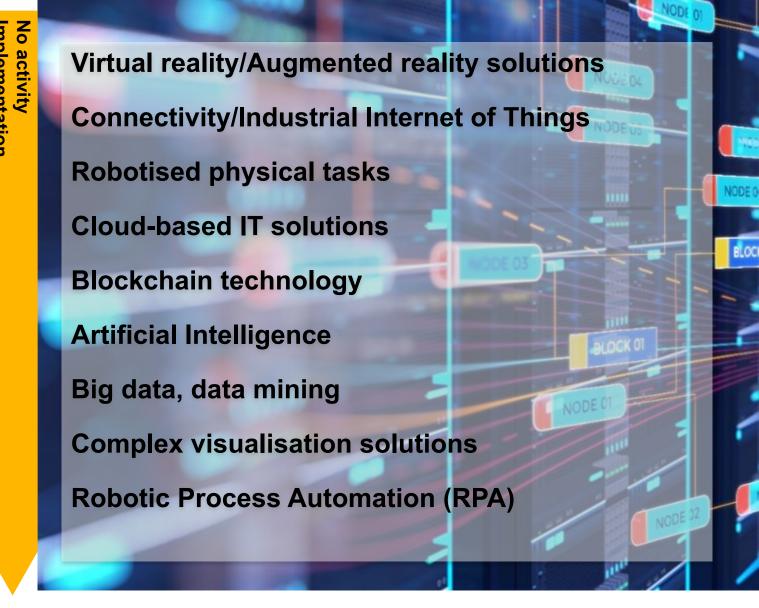
# Which of the following best describes your technology infrastructure to satisfy statutory and management reporting requirements?

- Locally 51% companies have some automation of reporting but spreadsheets are still used heavily, compared to 37% at CEE level;
- A quarter of the companies have data warehouse and there are significant levels of automation.
   However spreadsheets are still widely used.
- Almost 20% of the companies are still using heavily spreadsheets as systems architecture does not facilitate depth or automation of reporting.
- A standard taxonomy, with minimal exceptions is Some automation not common in Romania.
  - Single enterprise-wide data warehouse, powerful Minimal use of spreadsheets and well-understood reporting tools and

 Single enterprise-wide data warehouse, power and well-understood reporting tools and self-service reporting are not in place at the companies participating at the survey.

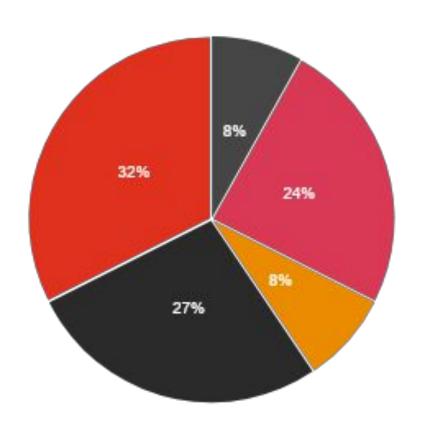


While on some emerging technologies such as RPA, complex visualisation and big data mining steps have been taken towards implementation, there are still many areas which can still be explored

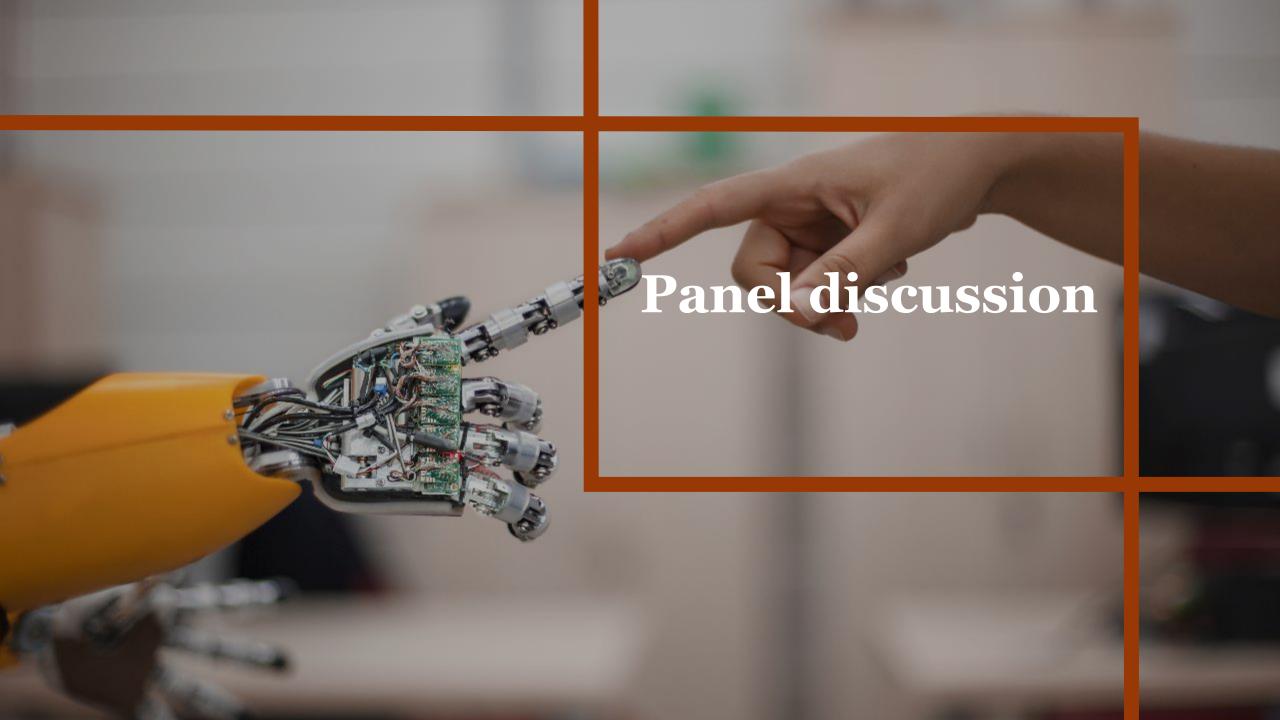


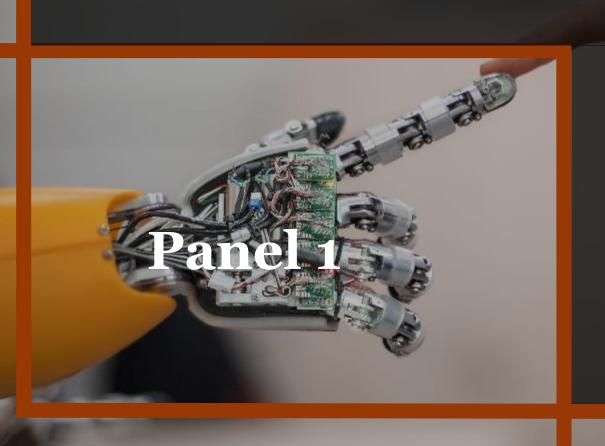
# Romania CFO survey – results

Are you planning to implement new ERP or new version of the current ERP system (e.g., SAP, S/4 HANA) in the next 3 years?



- Not relevant for us. We have already had a major update/change in the previous 1-3 years.
- ■No, there are no current plans.
- No, but we are planning to implement in the long term.
- Yes, but the project has not commenced yet.
- Yes, the project is already in progress.





#### **Open Panel with guests**

- Elke Meier, CFO, Banca Comercială Română
- George Călinescu, CFO, Banca Transilvania
- Dana Popescu, CFO, Blue Air Aviation
- Mihai Ion, CFO, Raiffeisen Bank
- Octavian Petrescu, COO, RodBun Grup
- Nicolas Mahler, CFO, Telekom Romania
- Gabriel Voicilă, Partner Technology, PwC Romania
- Monica Movileanu, Partner Capital Markets and Accounting Advisory Services, PwC Romania
- Ana-Maria Butucaru, Partner Financial Services, PwC Romania

# Finance steps up.

### **Embracing** transformation

The Essential





















Intelligence

Augmented **Blockchain** Reality

#### **Disruption**

#### Responses



better support the business.

This means the role and capabilities of Finance need to be reframed.



**Accelerating Urbanisation** 

Megatrends

 New entrants Ease of Switching

Disintermediation

More attempts to drive ROE



**Demographic & Social Change** 

- · Technology (i.e. Cloud and **Exploding Data**)
- Talent

- Leverage latest technology tools
- Consolidation



**Resource Scarcity** & Climate Change

- Funding

- Exit from businesses
- Increasing costs



**Shift in Global Economic Power** 

- Trust
- Reputation

More focus on customer

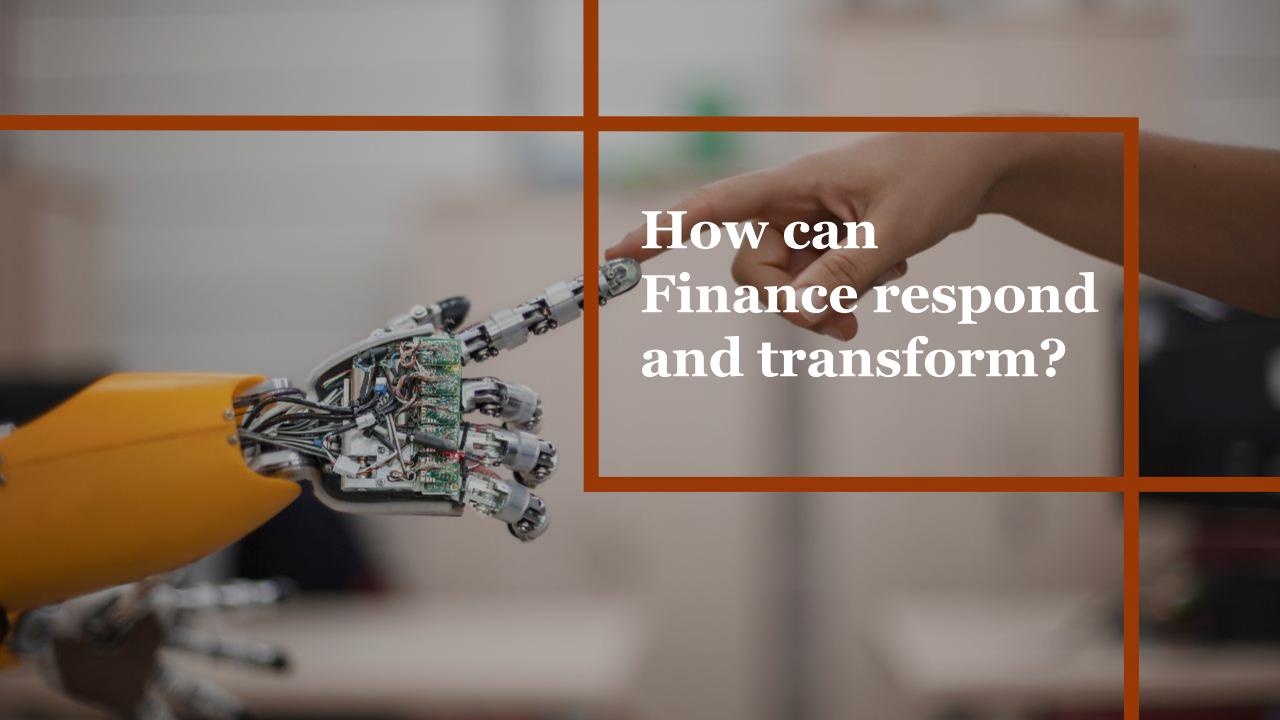


Changing **Global Politics**   Changing Customer Appetite

 Adopt different business models

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43



# Lead with People

Attracting, developing and retaining the right skills are critical if Finance wants to pivot in to a value enhancing advisory role.



### Finance Workforce of the Future



Finance Modern Workplaces

Modern Finance Workplace & Talent Management



Alongside global process owners; new job families and competency frameworks will organise and develop the right capabilities within Finance.

E.g. Automation Controller, Data talent.

Scientist, Digital Finance Lead.

Modern Finance
Job Families &
Competency Frame



Learning programmes develop the right skills for Finance to be effective. From Finance Summits to just-in-time e-learns creating digital, data, analytic and commercial savvy capabilities.

**Modern Finance** 

Learning

**Journey** 

Clarity of purpose and learning journey; cycles of experience and career path flexibility, a culture of diversity and empowerment and a modern workplace are prerequisites for attracting Modern Finance talent.

The Gig Economy & Augmented Finance Workforce



Contractors and part time employees coupled with flexible working arrangements and working in tandem with bots and machines creates a Finance workforce capability that's fit for the future.

The Cloud Enabled Workplace



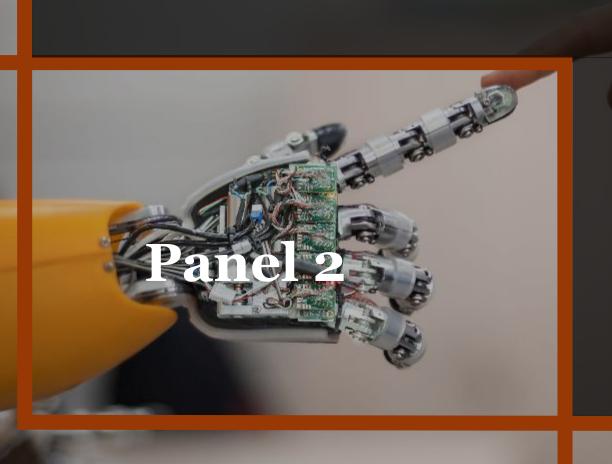
The cloud enabled workplace, new working methods and collaboration tools enables a workforce to operate smarter and faster across diverse geographies in virtual teams without being bound by traditional offices.

The Adaptive Operating Model



A culture of continuous improvement, Lean working methods, Agile methodology and cycles of experience enables an adaptive operating model to flex to the needs of the business.

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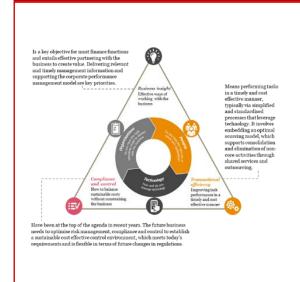
#### **Open Panel with guests**

- Barry Downey, VP of Solution Consulting OneStream
- Clive Web, Senior Insights Manager, ACCA
- Gabriel Voicilă, Partner Technology, PwC Romania
- Monica Movileanu, Partner Capital Markets and Accounting Advisory Services, PwC Romania
- Mircea Bozga, Partner, Risk Assurance Services, PwC Romania

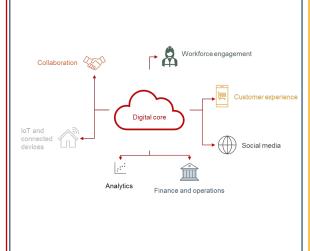


# The story so far...

#### Changing the balance of the function



#### Technology as the pipe, data as the oil



#### **Driving insights**





### A seat at the table?

- 'totally pushed finance to the forefront.'
- 'I think that this is now something that we are more and more being asked to contribute. I find this refreshing and positive.'
- 'from the CEO perspective there was a lot more focus on finance and reliance on us to bring the numbers. Finance became the single source of everything regarding numbers.'
- 'I found myself being uplifted, being part of meetings which I wasn't in the past.'



Whatever role you carry out in the finance function you can make a difference in this technological world. Boundaries are falling away, and opportunities are abundant. The limiting factors are mainly in the mindset of those who are unwilling to be open and embrace the transformation from industrious manual accounting to digital accounting.

The need for the accountant to understand the digital impact on businesses is far higher today than it was 20 years ago.

# How we perceive our digital skills

85%

How relevant do you consider digital skills to be for accountants and finance professionals in your industry?

63%

In the role that you perform, do you consider that you have the right level of digital skills required?

# Digital skills – our examples

# Emerging and existing technologies

- Enterprise Resource Planning
- Spreadsheeting
- Analytics applications
- Data visualisation tools
- Al and machine learning
- Robotics
- Blockchain

#### Capabilities

- Project management
- Programme management
- IT governance
- Data governance
- Data labelling

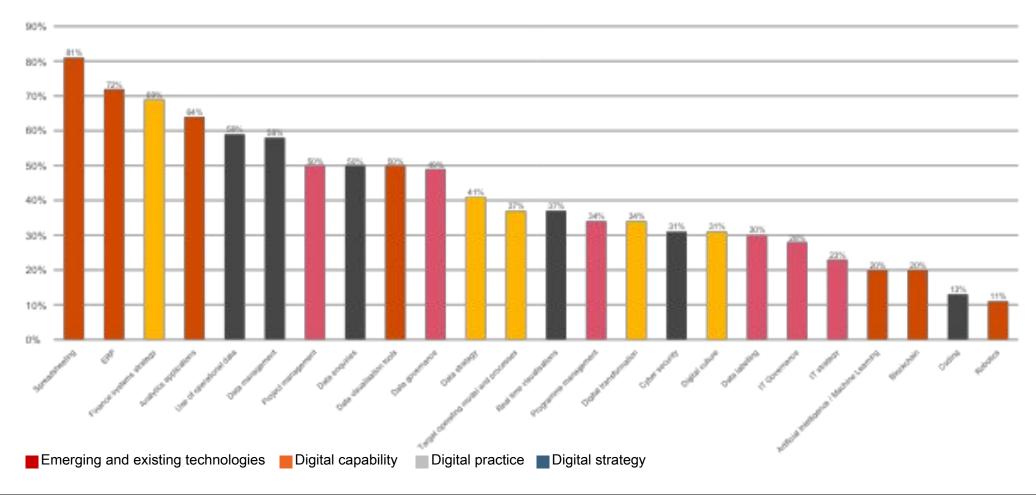
#### **Practices**

- Data management
- Use of operational data
- Real time data visualisations
- Data enquires
- Cyber security
- Coding

#### Strategies

- IT strategy
- Finance systems strategy
- Target operating model and processes
- Digital transformation
- Data strategy
- Digital culture

# **Evaluating some examples**



# Digital is not just technology

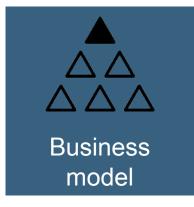
Leaders now realize that "being digital" is a people problem, not a technology problem. Continuous reskilling will continue, but we have to move beyond merely providing learning content to capability academies and learning in the flow of work.

# **Developing digital skills**

















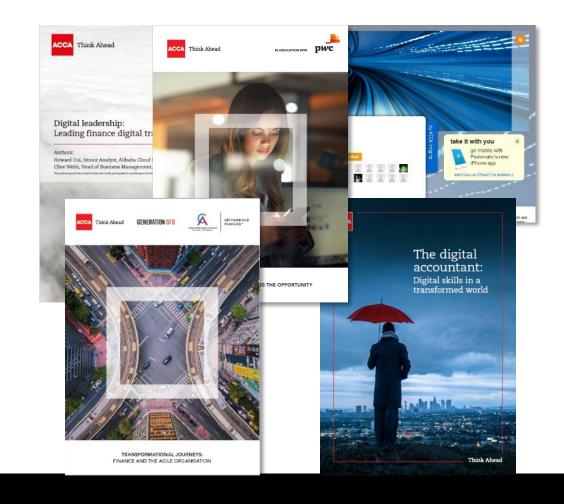




# **ACCA** reports and other collateral

- Digital leadership: Leading finance digital transformation
- Digital accountant digital skills in a transformed world
- Transformational Journeys
- Finance Functions Seizing the Opportunity
- Podcasts

Access the reports at accaglobal.com/insights or from the ACCA Insights app.



# Certificate in Digital Innovation for Finance (CertDIF)



Home / Employers / Qualifications for your business / Certificate in Digital Innovation for Finance (CertDIF)



#### ACCA Qualification

Foundations in Accountancy

Global MBA

Certificate in International Financial Reporting

Dioloma in International Financial Reporting

Certificate in International Auditing

Global Business Services Qualifications

#### Introducing the Certificate in Digital Innovation for Finance (CertDIF)

Our new certificate is aimed at accountancy, finance, business and advisory professionals who wish to develop their knowledge, skills and awareness of innovations in digital technology and its impact on the finance profession.

It provides an opportunity for professionals working in your organisation to increase their knowledge, develop broader technology skills, and understand how technology can create value for your organisation.

There are no formal educational requirements to begin the certificate.

If your team already have professional accountancy qualifications, this certificate can be a valuable source of CPD. It also provides an opportunity to top up existing competencies with specific knowledge and skills around digital technology, future disruptors and digital transformation.

Team members who don't currently hold any professional accountancy qualifications can benefit from the opportunity to gain formal recognition of their capabilities.





· Professional insights report: The digital accountant - digital skills in a transformed world

# How to stay in touch

**Email:** 

clive.webb@accaglobal.com

**Telephone:** 

+44 (0) 7712 414182

Online:

www.accaglobal.com/insights

https://www.linkedin.com/in/clive-webb/

# The Enterprise Risk Management Framework eg COSO, ISO 31k

Expectations become higher in terms of governance, risk management and fraud detection and prevention



Anticipates the significant risks earlier and more explicitly

Finance can lead the way by becoming a strategic partner within the organisation using ERM as a structured framework everyone understands



**Responds** to performance deviations faster and more consistently

Likelihood/ Impact	Minimal	Minor	Moderate	Major
Very Likely	Low	Medium	High	Extreme
Likely	Low	Medium	High	High
Possible	Low	Medium	Medium	High
Unlikely	Low	Low	Medium	Medium
Rare	Low	Low	Medium	Medium



Provides insights into all risks and improves collaboration, exchange of information and trust in the organization

# Lead with Process

With pre-configured Cloud ERP at the core and broader digital enablement; Finance processes, data and controls become simplified, standardised and automated.





**Process Excellence** & Automation



**Risk & Regulatory** 

# **Pre-configured Cloud ERP**



Next generation cloud ERP and a 'fit to standard' design enables simplification and standardisation of global processes and controls which improve data quality and drive a highly efficient end to end process.

#### Robotic Process Automation



Leveraging 'fit to standard' Cloud ERP; end to end transaction processes can be automated with RPA and automation can extend further with Blockchain and speech Recognition.

#### Machine Learning Intelligent Automation



ML further automates finance processes beyond transactional, such as automation of the "first mile" of budgeting & planning, the close process, performance management insights and analytics.

#### Connected Self-Service Data



Cloud ERP and Finance Data Lakes with in memory computing, simple to use app interface, speech recognition and chatbots - real time self service reporting further enhances the process.

# Digital Twin & Process Monitoring



A digital replica and monitoring of end to end finance processes, potential bottlenecks and the ability to simulate process optimisation through changing team workload or applying RPA drives continuous improvement.

# Predictive Risk & Regulatory Reporting



Automated controls has advanced to predictive controls over and above retrospective trend and anomaly analysis. Integration tools further enhance controls with electronic regulatory reporting.

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# Key for Success



Efficiently connect to multiple source solutions, present and future, manage data mappings and validate

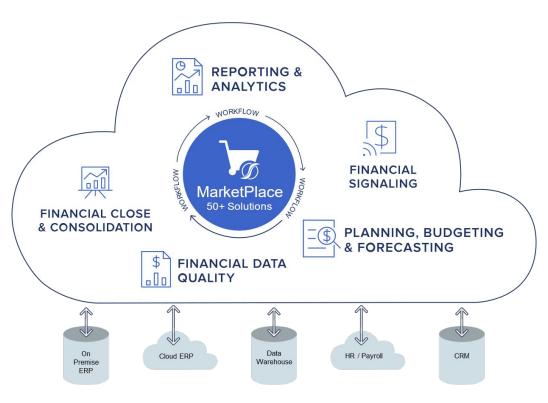


A Single, Flexible Data Model, with varying dimensionality by Process and Operating Unit



Embedded Workflow & Analysis Tools, advance planning and automation techniques



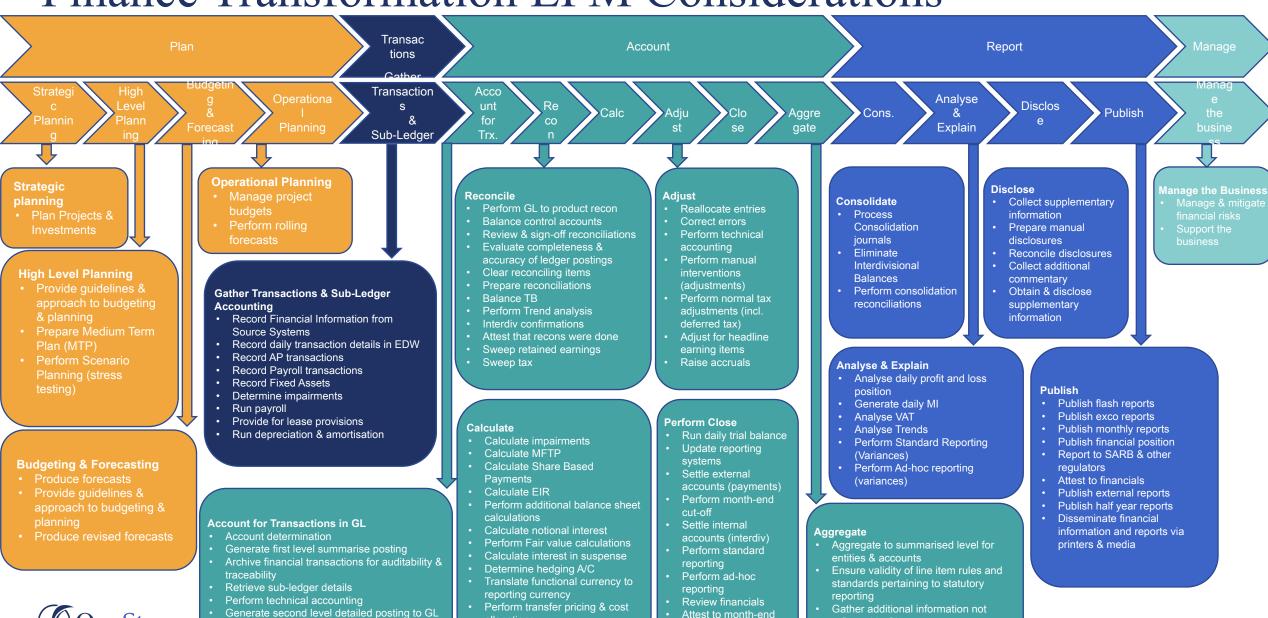


#### MarketPlace Solutions



### Finance Transformation EPM Considerations

allocations

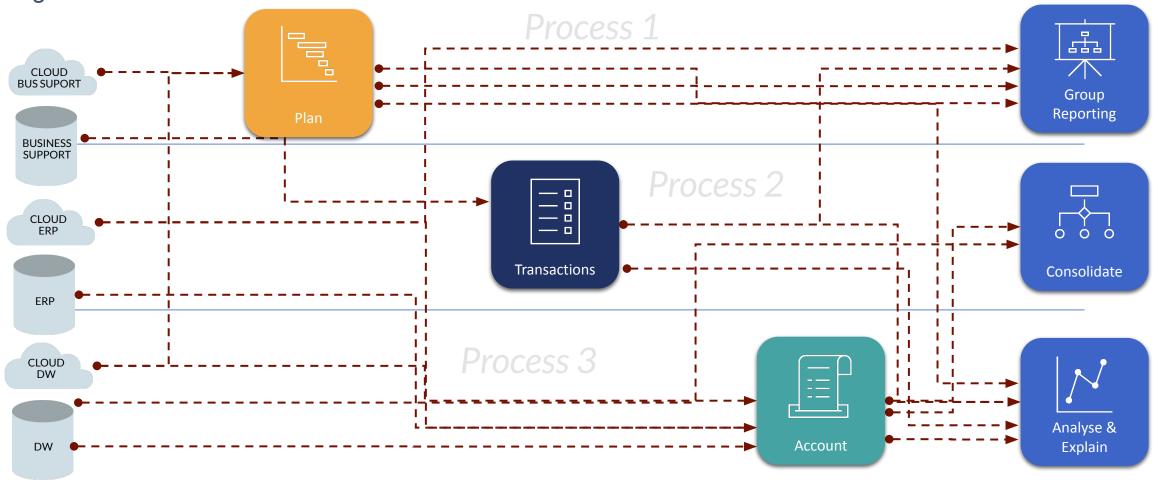


position

reflected in GL

# → Inefficient Data Value Chain (many complex integrations)

Fragmented Architecture

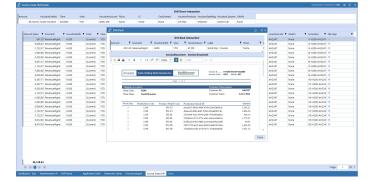


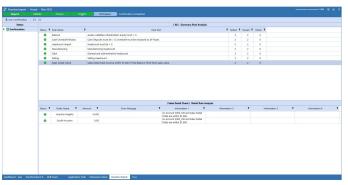


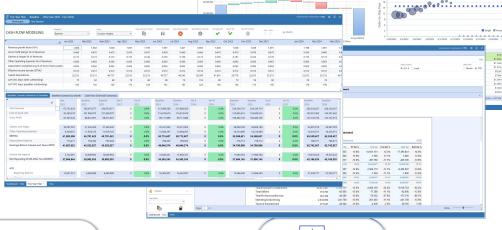
### → Efficient Data Value Chain

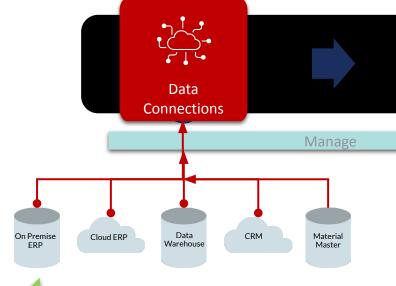
OneStream provides a unified Data Value Chain across all processes

Data Quality &











Plan,

Transactions



Manage

Group

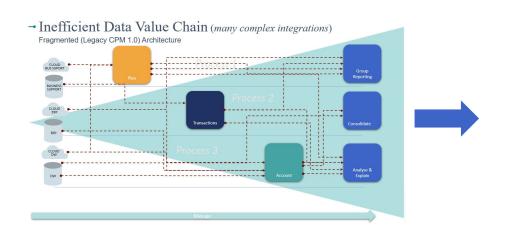
Reporting &

**Analysis** 



### An Efficient Flexible Data Model

Unlimited dimensional flexibility with the lowest possible maintenance overhead



- Unique Advantage: Extensible Dimensionality®
- Account Plan Transaction

  COA COA COA

  Bank --- Bank --- Bank --- Cash --- Cash

**Net Op Profit** 

Depreciation

Capital Expenditure

Change in Working Cap

- Single data model, extended for operational relevance
- No need to compromise on granularity across operations or process
- In a single application
- Owned By Finance



Net Op Profit

Depreciation

Capital Expenditure

**Buildings** 

Hardware

# → Manage the Business Process

Fragmented Architecture – Disconnected Processes – Reduced Transparency Process 1 # CLOUD BUS SUPORT Group Reporting Plan SUPPORT CLOUD ERP Transactions Consolidate **ERP** CLOUD DW Analyse & Account Explain DW

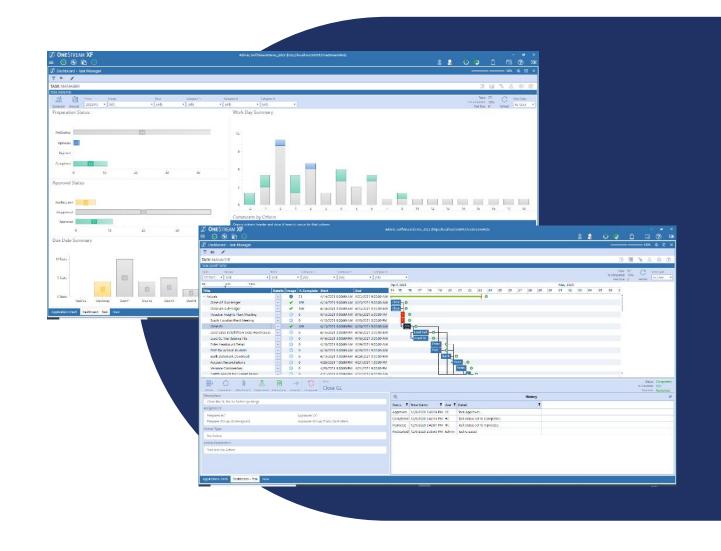


Manage

# → Task Manager & Guided Workflows

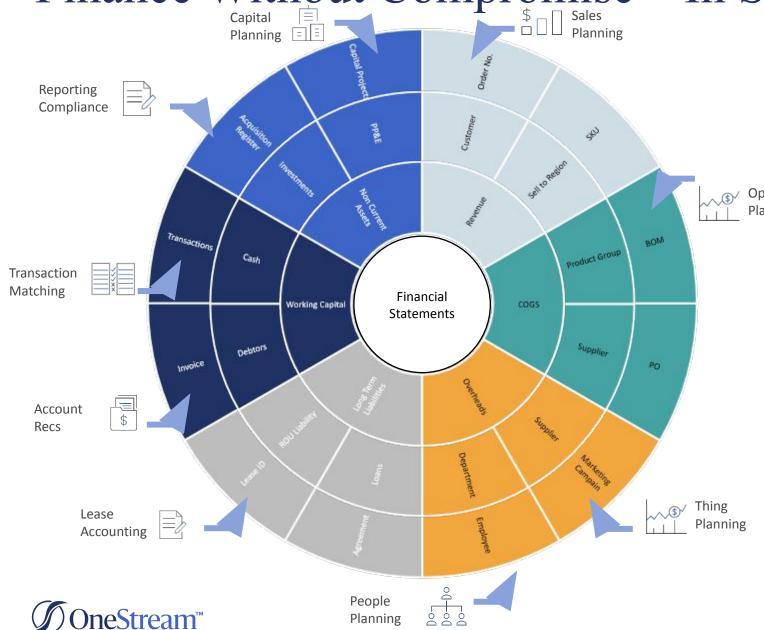
#### Workflow and Process control

- The Task Manager Solution provides a "Control Tower" to organize Workflows inside and outside of OneStream
- Assigns Tasks based on close or process start dates
- References and directs workflows to be completed or reassigned
- Allows communication around Tasks through email and internal commentary
- Provides at-a-glance charts to see Task status across individual Preparers, Approvers, and the Task Groups
- Workflow linked to dimensional model to phase data locking





# → Finance Without Compromise — In Summary



#### Corporate COA

Operational Planning

• Financial Intelligence, Reporting & Compliance

#### Extensible Data Model

 Multi Dimensional, Slice and Dice Analysis Varies by Process and Operating Unit

#### Transactional Data

 High Volume Dimensional & Transactional Data. Unlimited Dimensionality for Granular Analysis & Planning

#### Market Place

Solutions designed to work within the platform to easily extend capability



# Thank You!

Please reach out to us with any questions or for more information.

#### Contact us:

- OneStreamSoftware.com
- sales@onestreamsoftware.com

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# Lead with Performance

Finance has a critical role to play; sitting alongside the business to navigate and mediate performance management decisions.



### Connected, Self-service Data



#### Performance Excellence

#### Connected, Self-Service Data



Finance data lake augments and cleanses the data needs of finance. Creating data quality and a single version of the truth across disparate systems and unstructured data with real time self-service reporting.

#### Real-Time Performance Management



In memory computing and machine learning moves monthly close to real time virtual close and performance insight. As a result, Finance effort pivots to a forward looking performance management agenda.

#### Predictive Analytics



Machine learning and AI advances BI to a Predictive Analytics capability. Finance business partners supported by Finance Data & Analytics CoE can support the business navigate a broader commercial agenda.

#### Machine Learning Assisted Insights



Machine learning within next generation ERP creates performance storyboards whereby driver tree insights, data and performance anomalies and predictive baseline forecasts are automated.

#### Dynamic Planning & Scenario Modelling



Integrated cloud EPM, sophisticated real time planning, budgeting and scenario modelling provides ability to model and compare performance outcomes and investment trade off choices.

# Visualisation & Mobile Deployment



Embedded visualisation creates ability to interpret complex performance issues . Available anytime on any device and self service including NLP makes Performance Management pervasive.

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Why change and what is the Future of Finance?

How can Finance respond and transform?

How can we get started?

### Our future of Finance framework

Finance modernisation is a strategic shift in the Finance operating model enabled by continuous digital transformation across **People**, **Process**, **and Performance**. The framework below outlines the 7 levers of the Future of Finance - you can start anywhere but **true value is achieved when these are successfully orchestrated through transformation**.

Lead with People

#### **Finance Organisation and Structure**

The Finance organisation includes human and machine based roles in a structure that combines digital workforce, shared services, centres of excellence and Business Partnering. Teams operate virtually using agile flow to work models to optimise service delivery and drive organisational agility



The Finance workforce is 'digitally fit' and has a culture of curiosity and continuous improvement. Emerging skills and capabilities include influencing stakeholders, story-telling, change and leadership skills underpinned by new digital capabilities



Lead with Process

Strategy

Vision and

### Process Excellence and Automation

Processes are standardised, automated and simple to operate. Automated workflows enable improved efficiencies and effective escalation

# Cloud ERP and Digital Platforms

New digital Finance capabilities are enabled using cloud ERP and digital solutions underpinned by connected, relevant and trusted data

### Automated and Predictive Controls

Automated controls are embedded into the end to end business processes,
Al enables a shift from detective to predictive controls

Lead with erformance

#### **Advanced Analytics, Insights and Action**

Al and machine-learning models deliver real-time, predictive financial planning forecasting and business insights that define the actions that should be taken to drive business performance. Dynamic scenario modelling provides rapid insights into risks and opportunities

#### **Strategic Finance Business Partnering**

Business partners leverage real-time and connected data to provide actionable strategic insights to drive commercial decision making and business performance, supporting the pivot to an insight-led advisory function







#### Lead with Performance

Finance must pivot to insight and become a valuable and trusted business partner supporting commercial and strategic decision making to drive growth.



#### **Key Opportunities and actions**

#### **Planning and Forecasting**

How can I prepare predictive and forward looking insights supported by Machine Learning and data science / AI capability?

- Review current planning, budgeting and forecasting practices
- Accelerate the process with state of the art processes and technologies (i.e. Machine Learning / AI) based on predictive analytics
- Combine internal data with external market signals to improve forecasting accuracy

#### **Analysis and Reporting**

How can I create a connected, data, insight and analytics capability to facilitate visibility into the key drivers of performance?

- Rationalise the current reporting and KPIs
- Identify opportunities to improve insights into the business drivers of performance
- Build persona based operational metrics to facilitate visibility and insights into the evolving business

#### **Scenario Modelling**

How can I build scenario modelling capabilities to guide the business through continued disruption and uncertainty?

- Increase frequency and ability to forecast and to scenario plan
- Develop early warning forecasting indicators to predict and communicate market / environmental issues early
- Identify opportunities to enhance model assumptions

#### **Strategic Business Partner**

How can I ensure that Business Partners have the right tools and capabilities to support commercial and strategic decision making?

- Understand how the business perceives Finance
- Identify opportunities to improve value added by Finance
- Understand tools and capabilities required to upskill Finance Business Partners



Planning and Forecasting

#### Lead with Performance

Traditional planning and forecasting is characterised by lengthy processes and inaccurate results. Forecasting with Advanced Analytics leverages statistics to avoid human bias...

#### **Traditional Forecasting**

Developed to recast the annual budget into a current view that would take into consideration the performance to date.

#### Challenges:



Time lag in Forecasting leads to late provision of forecast information (% companies +6 WDs<sup>1)</sup>



Inaccurate due to human bias and manipulations (>50% of forecasts deviate > +/-5% of actuals<sup>1)</sup>



Lack of actionable information (only 41% of CEOs regard forecasting data as comprehensive<sup>2)</sup>



Often forecast horizon is focused on fiscal year period (3+9, 6+6, 9+3) limiting planning horizon

#### **Forecasting with Advanced Analytics**

Leveraging advanced analytics to generate statistic forecasts and accelerate the planning and forecasting process.

#### Benefits:



Efficiency/Automation: developed technically with the push of a button for high process efficiency and timely provision (run time <1 day)



Quality/Excellence: time-series comparison proofs accuracy of approx. 98% compared to actuals<sup>3</sup>



Frequency: more frequently recurring and shorter cycle times for forecasts (4-10 times more frequent)



Value-Add: provides actionable information for better business partnering with data-driven fact base

<sup>1)</sup> PwC Realizing the value of budgeting and forecasting 2) PwC's 22nd Annual Global CEO Survey 3) PwC project experience



**Scenario Modelling** 

#### Lead with Performance

Using the predictive forecast as a base, Finance must build dynamic scenario models to guide the business through times of uncertainty and volatility.

#### Approach to Advanced Analytics and Scenario Modelling..

- **Define new** Insight requirements
- Align insights to growth priorities
- Identify new external environment sensors e.g. consumer market access, economic activity levels



- Create Visualisation and Scenario Modelling
- Create more comprehensive, user friendly and accessible formats
- Establish and maintain multiple scenarios



- **Manage Data**
- Collect, consolidate and clean structured / unstructured data
- New data points or linkages may be needed



- Drive insight via analytics
- Apply intelligent techniques to uncover insight from data
- Leverage predictive analytics to inform decision making



#### ...to re-point the business to growth



Spot and validate new / different growth opportunities with comprehensive, externally-sensitive forecasts based on scenarios



Provide senior leaders with real-time data to inform key strategic and commercial decision making



Re-balance the performance focus of the business to increase the importance of cash vs. profit



**Analysis and Reporting** 

#### Lead with Performance

Finance has a key role to play in helping the business to navigate and mediate performance management decisions.

#### Key elements of performance management

Connected, Self-Service Data



Real-Time Performance Management



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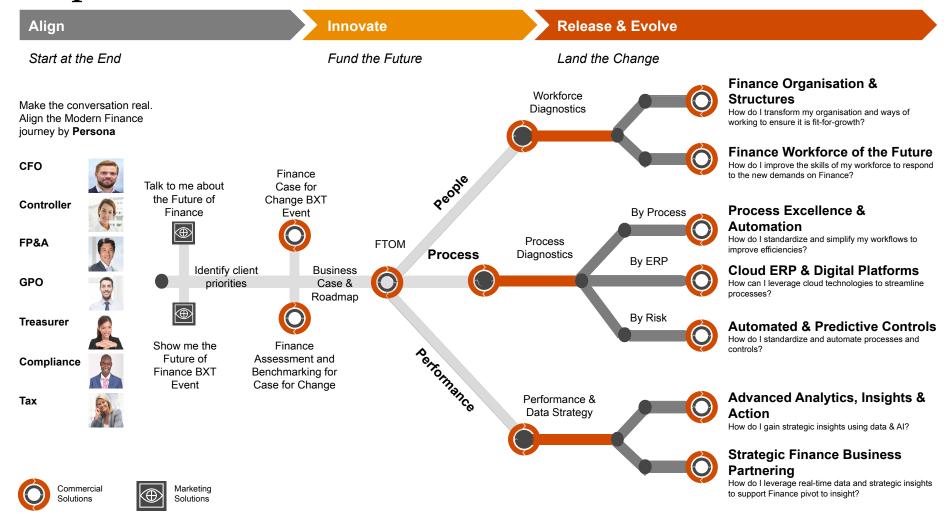


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Embedded visualisation creates ability to interpret complex performance issues. Available anytime on any device and self service makes Performance Management pervasive.



# Finance Transformation Integrated Solution Journey Map

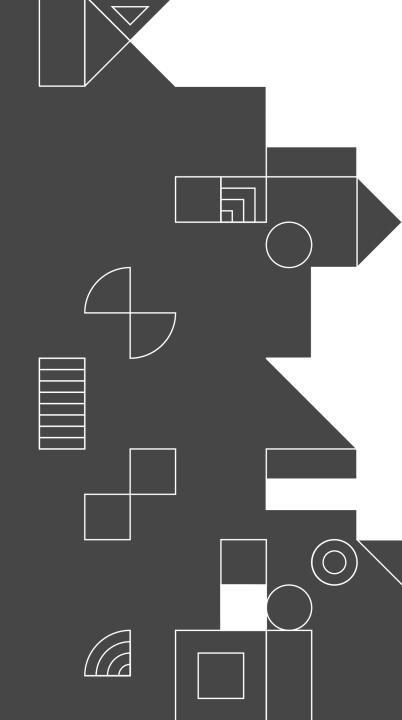


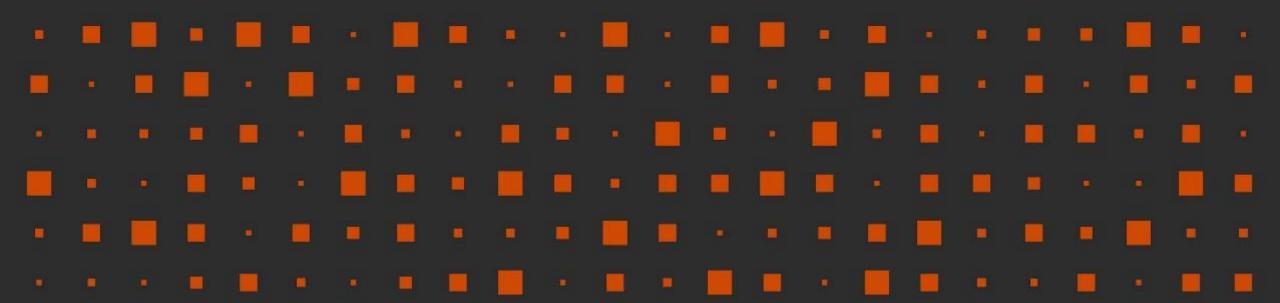
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