



Do what matters

# Modern Finance

DynUg 09 November 2022



# Who am I?



Ida Bergum – Data Strategy Lead Nordics, Avanade  
& Data Platform MVP

# 74%



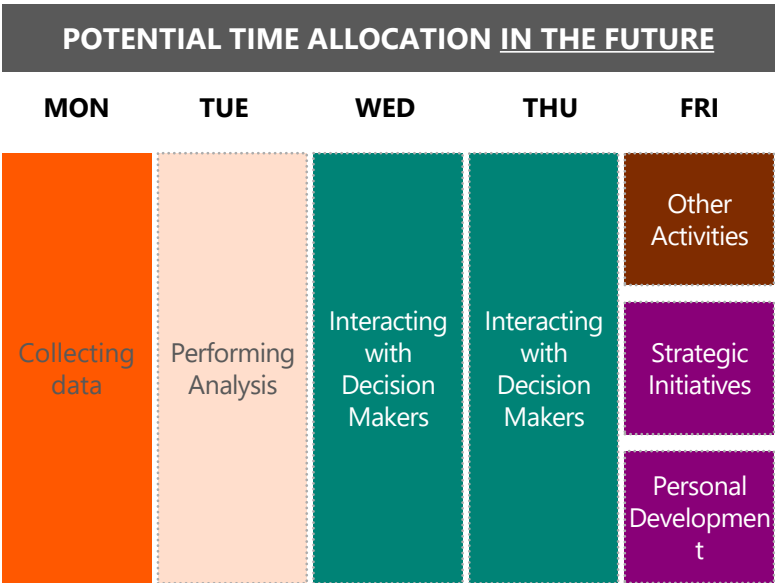
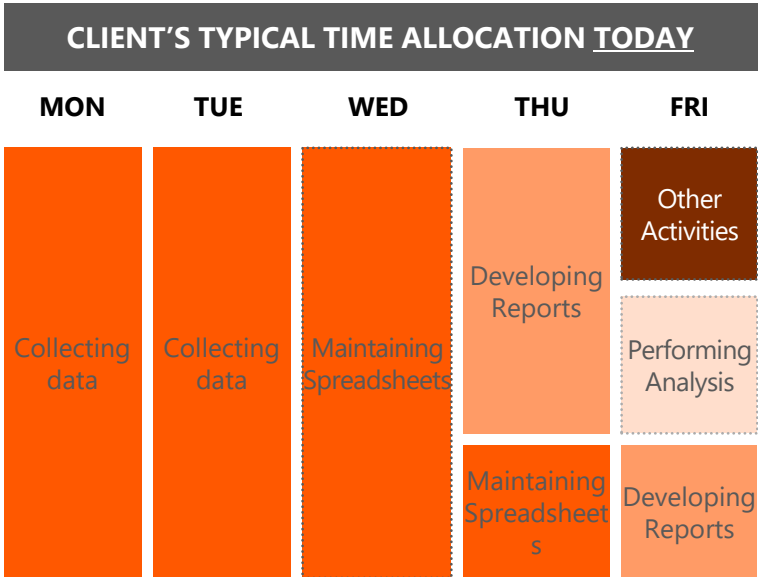
Of CEOs believe their company will completely re-think processes and operating models to be more resilient

Finance is evolving, from caretaker to value creator



# Finance transformations changes the role of finance personnel

IN THE ABSENCE OF THEIR OWN DIGITAL TRANSFORMATION PROGRAMME, FINANCE DEPARTMENTS HAVE BEEN CONSTRAINED TO LOW-VALUE ACTIVITIES



## TRANSFORMATIVE TAIL WIND FORCES



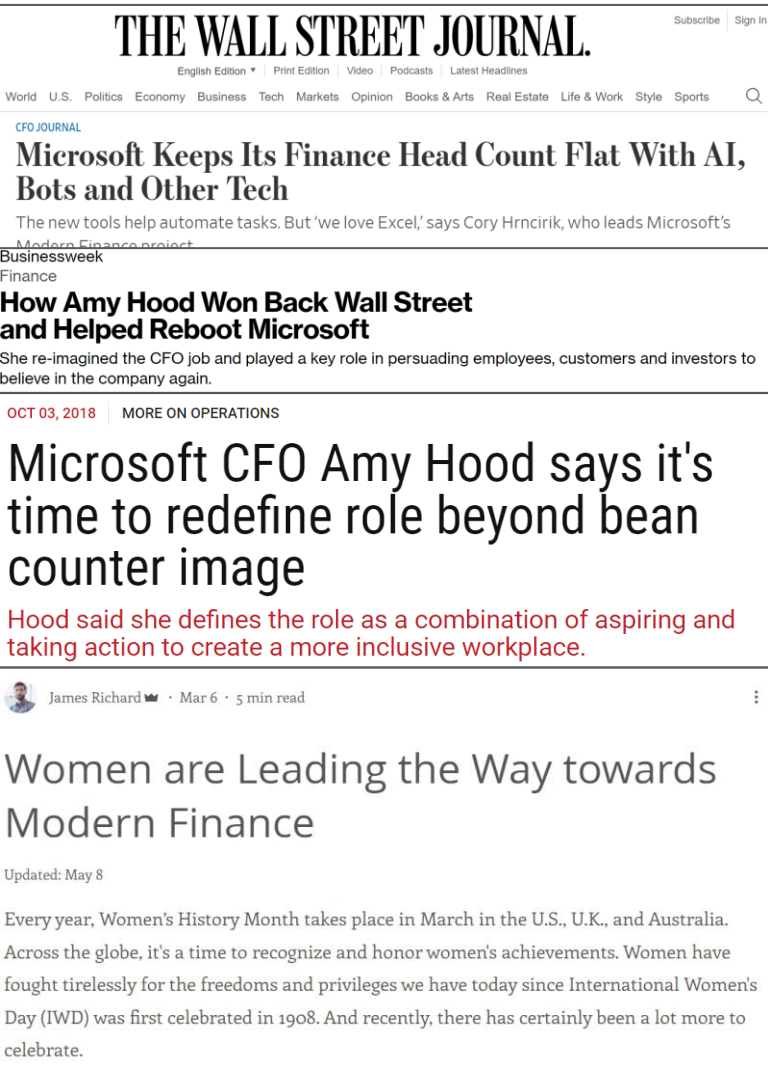
TYPICAL  
VALUE ACHIEVED

70% +  
Reduction in effort

150%  
Return on Investment

6 month  
Payback

# Becoming a Modern Finance Leader



“By adopting innovative technologies, finance will strengthen its business leadership through compliance, accuracy, and efficiency.”

— Amy Hood, Executive Vice President and Chief Financial Officer, Microsoft



# Modern finance impact at Microsoft (selection of solutions)

## Source to Pay

- 60%+ savings in E2E contracts set -up time
- Saved \$4M through operational efficiencies in requisition process; Increased CSAT rating from 2.5 to 4.2 stars
- Eliminated 1000+ hours or 66% of time spent manually processing standard Procurement reports on an annual basis; Decreased manual creation of simple reports by 25%
- Booking & managing trips are 25x faster through new MS Travel app
- Automated 50+ sourcing workflows; Decreased turnaround time from 22+ days to 1 day; Saved \$1.5M in a combination of hard and soft savings
- Solved 30% of nearly 1M annual internal support tickets through a multi-lingual Finance bot; reducing costs by 30%+
- Citizen developers created and launched WFH equipment purchasing program in 3 days, scaled to 110 countries and were able to enable average order fulfillment in 2.5 days
- 50% time savings and 70% efficiency gain in assessing suppliers globally

## Quote to cash

- Correctly predicted 60 -80% of late payments with "intelligent collections"
- Saved \$1M per month due to better predictions of errors in invoices
- Build Credit & Collections Chatbot, which led to a 98% reduction in response time and labor effort
- Streamlined merchant account management to reduce by 100K hours in 9 months

## Financial Planning

- Cut revenue forecast variance in half to 1.6%; reduced time spent by 70%
- 50% reduction in time to create a forecast in the field
- Optimized Days Payable Outstanding through direct calculation of cash flows

## Record to Report & Analysis

- Reduced CAPEX by 94% by moving to the Cloud; OPEX also declined
- Replaced over 1,000 HQ and field reports leading to 20% reduction in time = 150K hours per quarter
- Saved 100 hours per month generating financial statements and commentary for month/quarter end
- Automated the reconciliation of 48% of transactions, leading to near real time monthly account analysis

## Treasury Operations

- Reduced standby letter of credit time by 80% / reduced transaction rework by 50%; enhanced multi-party transparency
- Reduced FX impact on Other Income by 25% through 6% fee reduction
- Save need access
- Attain predic between
- Reduced complian

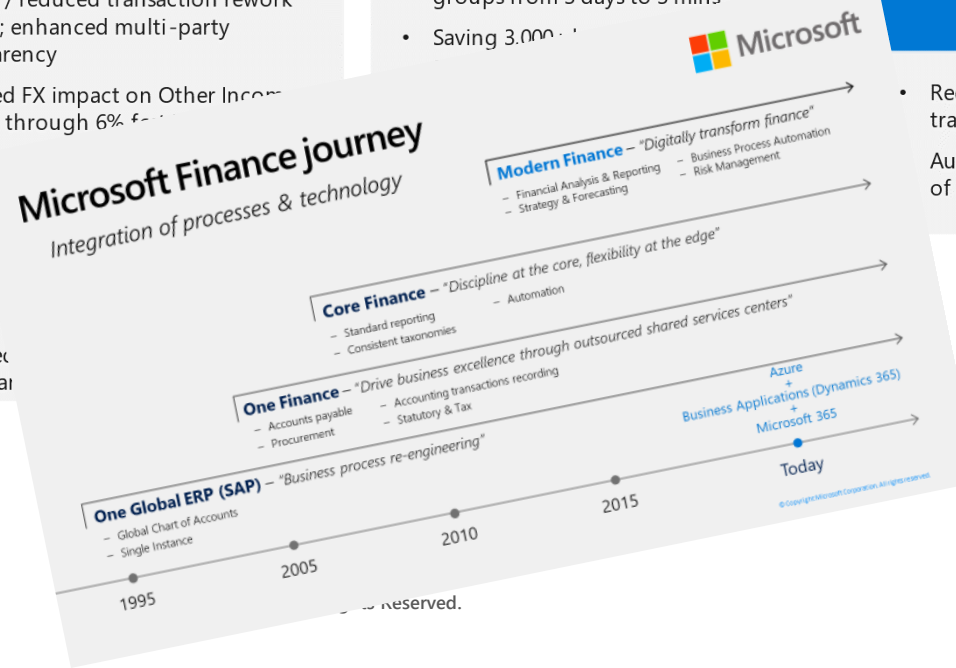
## Audit, Risk & Compliance

- Reduced time to review security groups from 3 days to 3 mins
- Saving 3,000...

## Tax & Trade

- Reduced time in time calculating transfer pricing by 70%
- Automation cut down the calculation of indirect tax from 2-3 days to 1 day

[Modern Finance \(microsoft.com\)](https://microsoft.com/modern-finance)





# How Accenture helped Microsoft

Insights driven services helping client achieve vision of OneFinance Organization



## What we did

Accenture **leveraged each element of SynOps (technology, data & people)** to drive targeted solutions to help Microsoft achieve its priorities. **It harnessed power of Bots, AI and analytics tools** ( Intelligent T&E, Invoice Predictive Analytics, Case Forecasting Model, Unbilled Prediction Model, Predictive Annual Financial Statement Model, Controller Workspace And Workflow Automation Tool, Sentiment Analysis etc.), **real-time dashboards and a powerful combination of 35% Automated & 65% Human talent** delivering specialized and judgement-based work to **transform the finance journey**.

**More recently**, we resumed **100% operations** during the pandemic to ensure **business continuity** across global locations.








[Article Link](#)



[Award Link](#)

 Adam Smith Awards 2020

## Business Outcomes

-  **\$750M P&L impact**
-  **\$350M improved working capital**
-  **~30% improvement in vendor and employee experience for AP Helpdesk**
-  **29% reduced finance operational costs (\$100M)**
-  **COVID-19 speed and agility with 100% operations in 24 hours**



# 5 Lessons Learned



**Be bold**



**Execute on low hanging fruits**



**Leverage Power BI to accelerate insights**



**Innovate through Low Code**

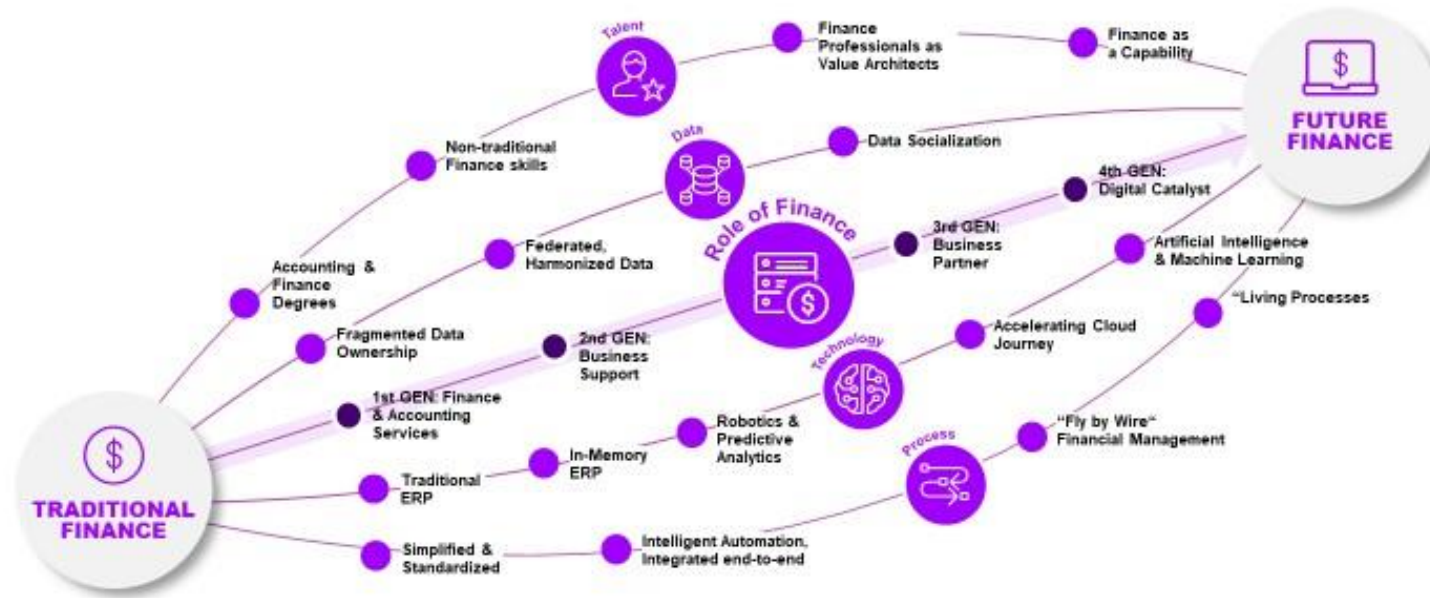


**Optimize digital business models**



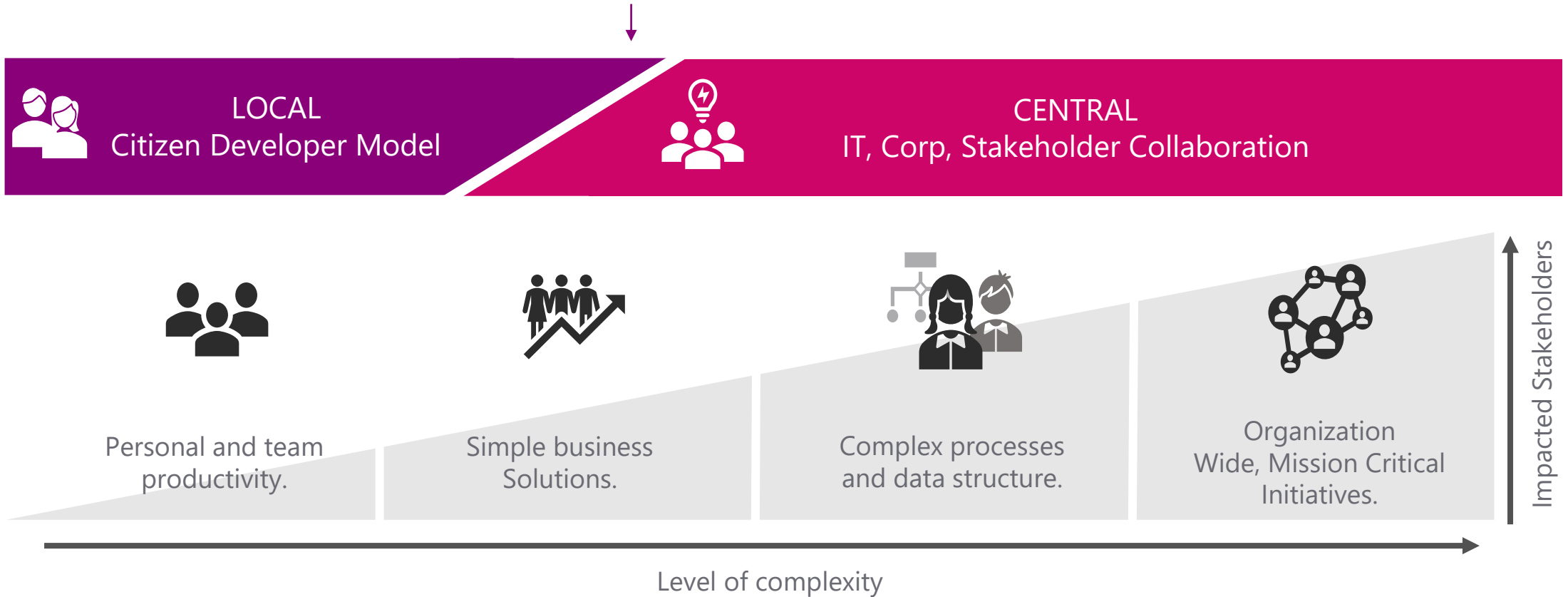
# Be bold

**A bold finance vision is required, with business alignment and pragmatic steps to achieve the future.**



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# Execute on low hanging fruits



Finance Leadership Vision  
Core Priorities Alignment  
Training Support: On the job, formal, informal training, learning paths

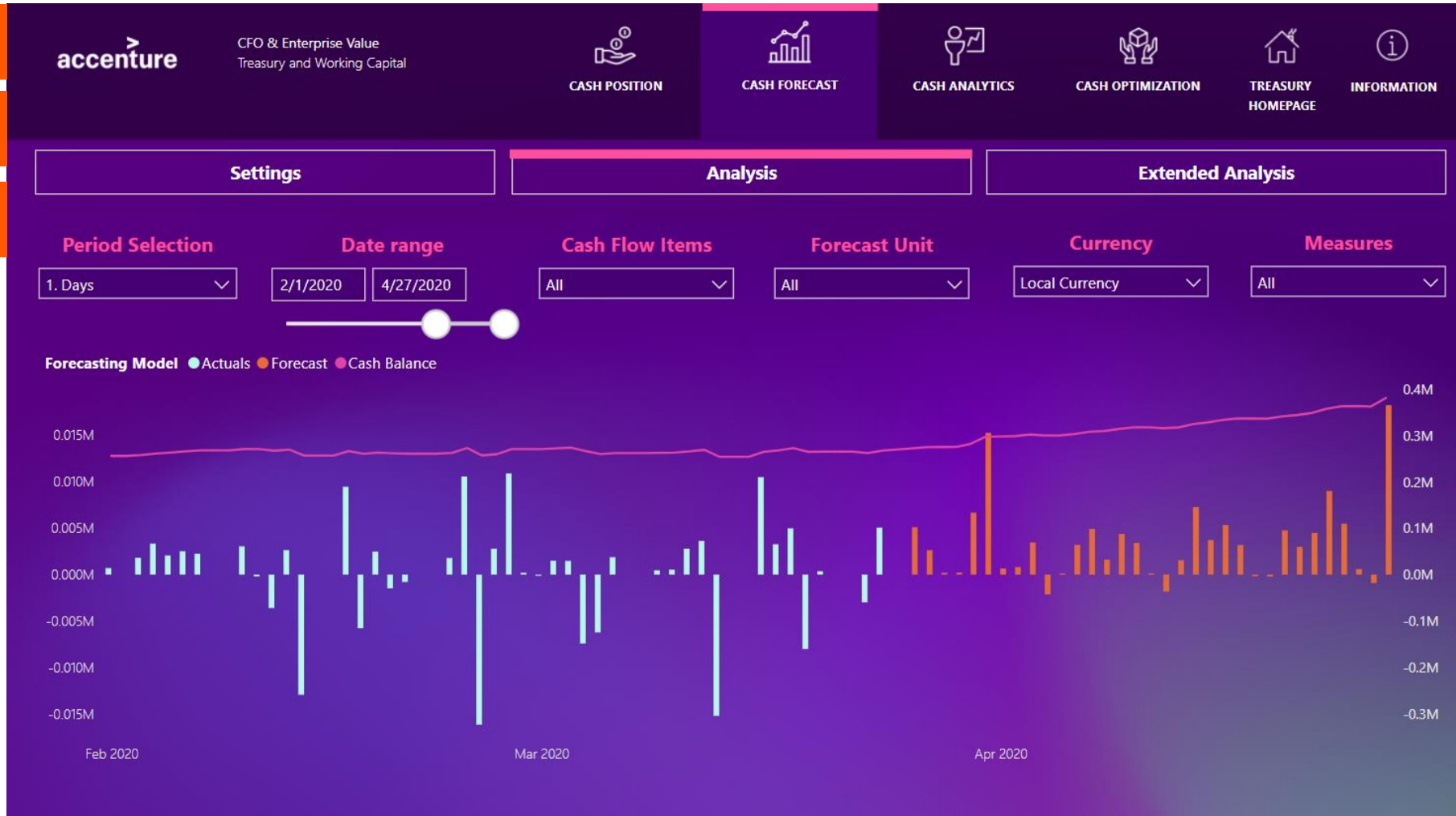


# .... Leverage Power BI and data connectors to accelerate speed to visibility and decision making

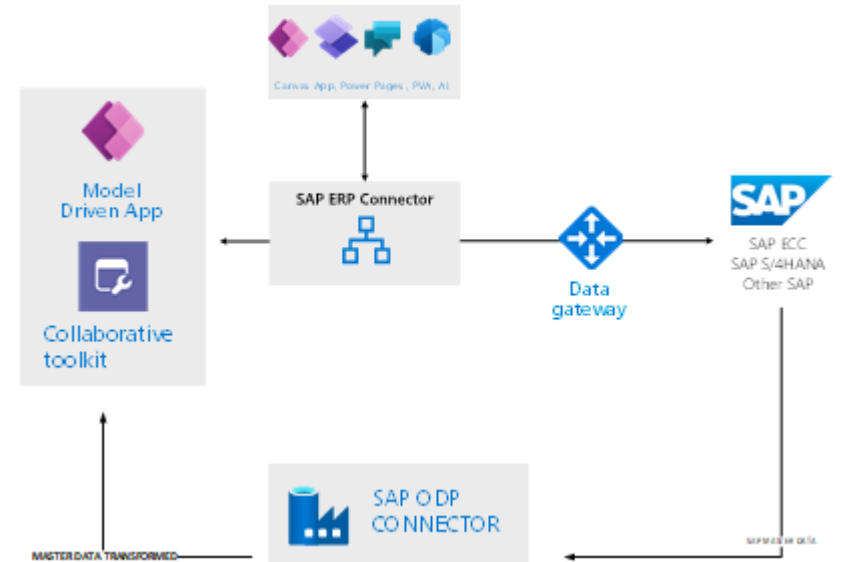
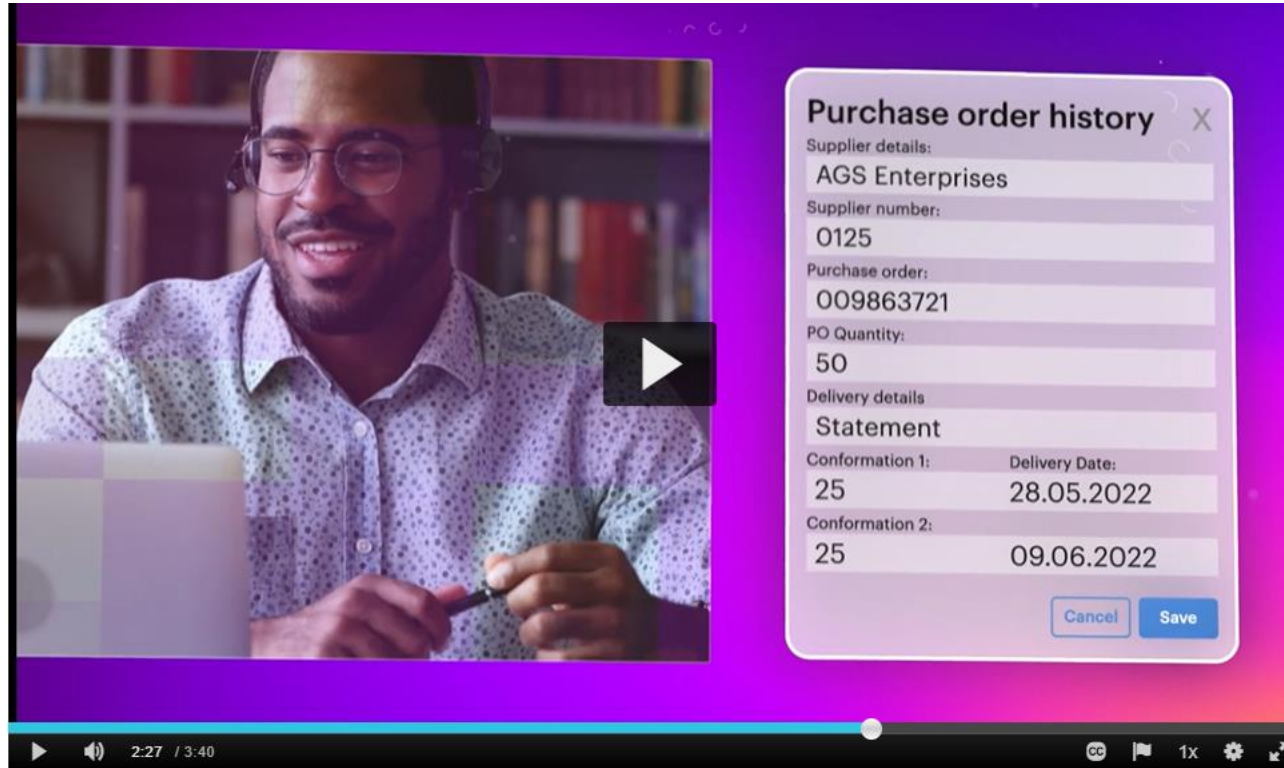
1. Control Tower

2. Governance framework

3. Scale with data lake

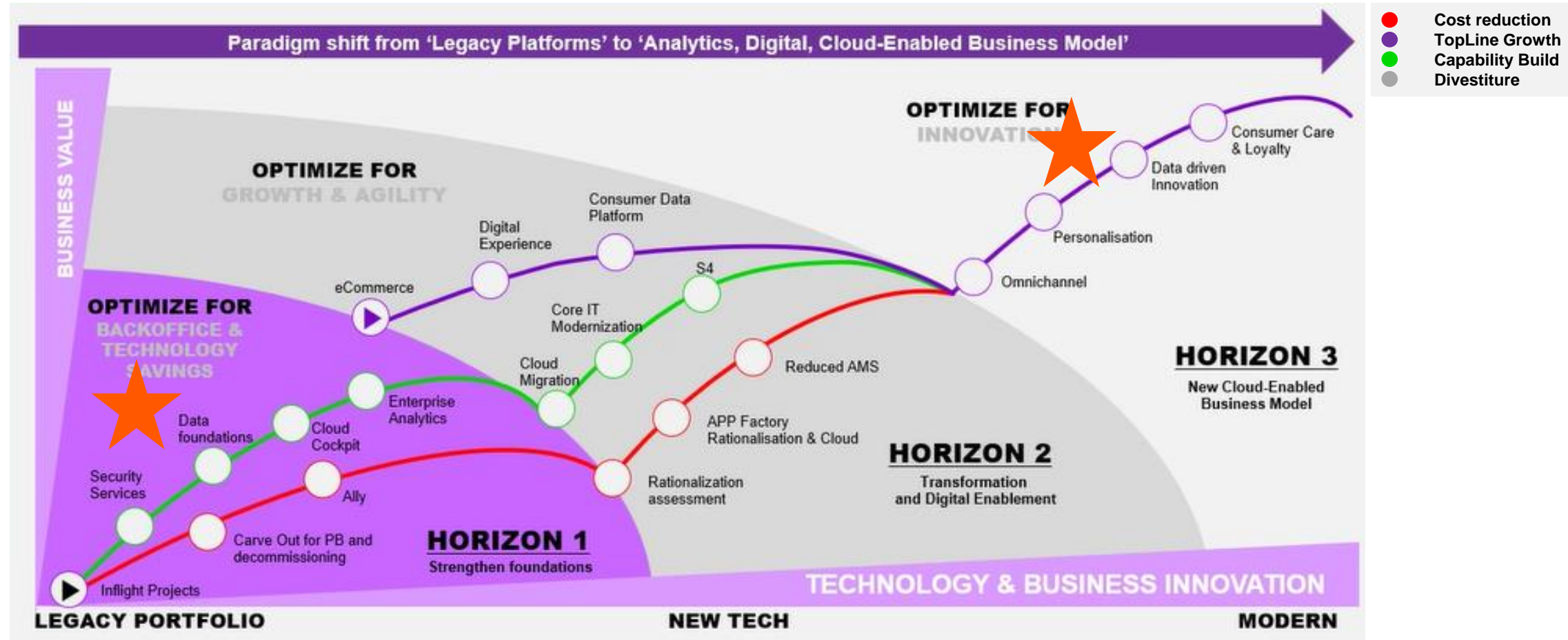


# .... Innovate through low-code

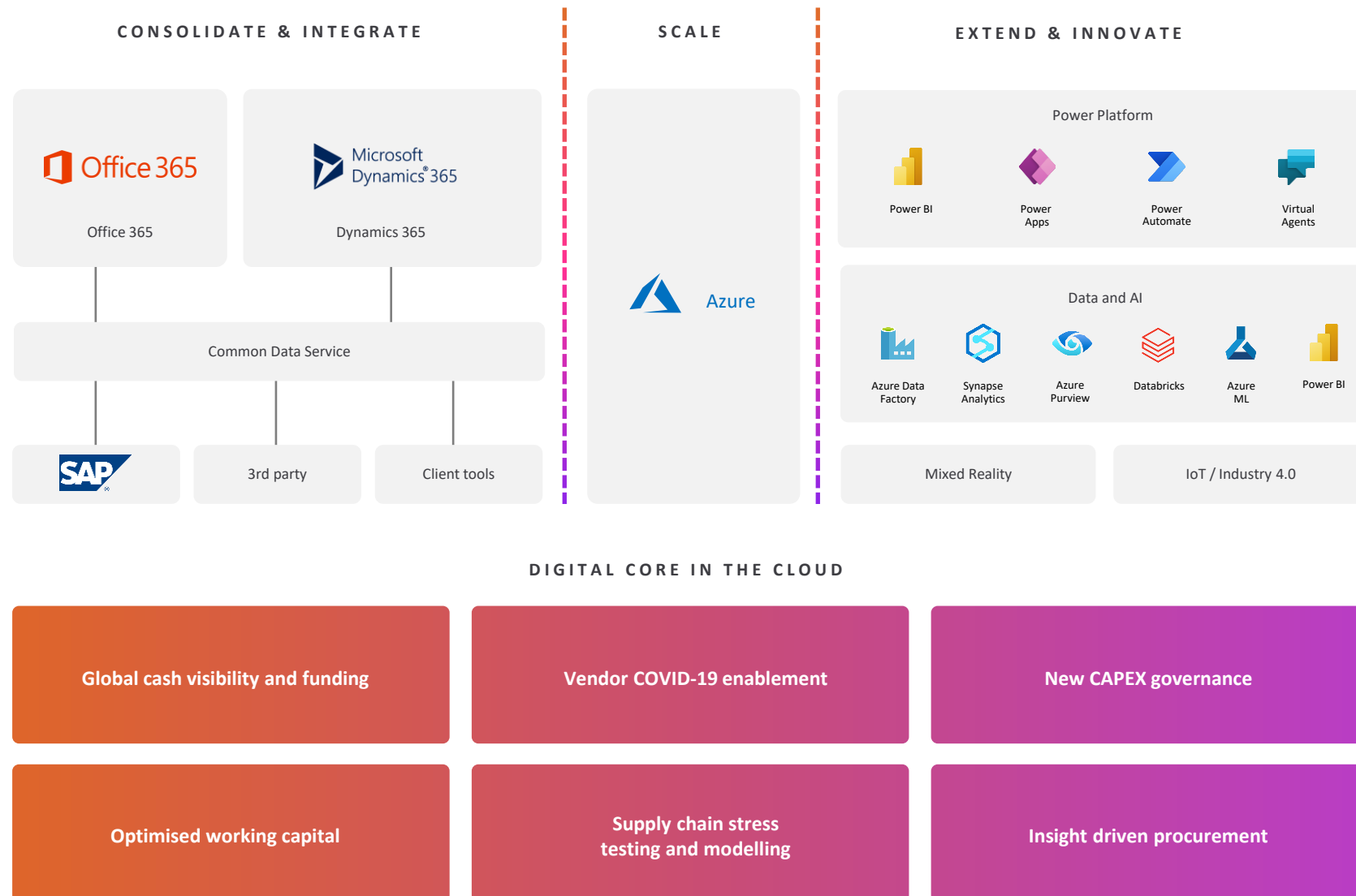




# ... Optimize for digital cloud enabled business models



# Soo.. What Modern Finance capabilities is there?





# Start transforming your Finance function from the bottom line up.

Speak to [me](#) to find out how you can optimize the combination of Finance and Microsoft Azure Data & AI to power your journey to becoming an intelligent enterprise.

Go [here](#) to read more about modern finance

