

Identifying the Shortcomings in P2P Automation



Presenters



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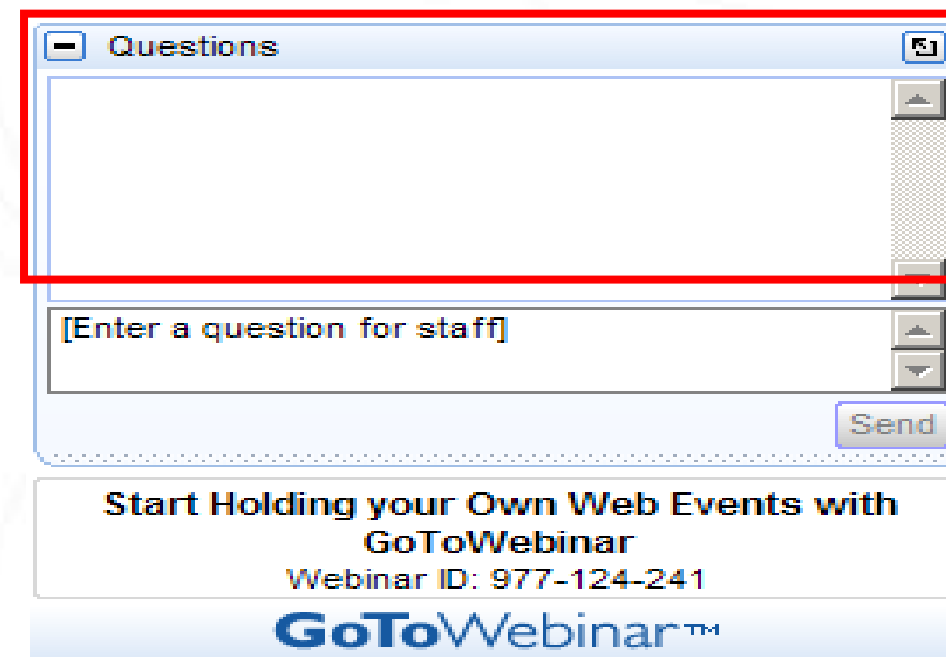
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VP of Sales
Direct Commerce



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CTO
Direct Commerce

Questions

- Send me your question early
- Use this opportunity to get the answers/info you seek
- The sooner you send me the question, the more likely it will be asked
- Remember to stay on for Q&A in the last 10 minutes of the session



Questions

[Enter a question for staff]

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The screenshot displays the sharespace website interface. At the top, the sharespace logo is on the left, and navigation links for subjectspace, summitspace, strategyspace, supplierspace, socialspace, and jobspace are on the right. Below this is a dark navigation bar with categories: My Interests, All, News, Blog, Articles, Webinars, Presentations, Reports, Interviews, and Templates. A search bar is located below the navigation bar, with buttons for Preferences, Filters, and Reset filters. The main content area is divided into sections: 'New to subjectspace' featuring a 'Blog' article titled 'Applying AI and Machine Learning to Benchmarking' (dated 26-Sep-2017) and two 'News' articles: 'IBM Names CloudTrade as e-Invoicing Business Partner' and 'World Vision Opens Regional SSC in Accra, ...' (both dated 26-Sep-2017). Below this are 'Editor's Picks' and 'Selected for you' sections. The 'Selected for you' section features a 'Webinar' article titled 'Digital Transformation through e-Invoicing at Infineon' (dated 26-Sep-2017) with a prominent 'E-INVOICING' graphic. Other articles in the 'Editor's Picks' section include 'The Duty to Report' (dated 12-Sep-2017) and '10 Cracking Bits of' (dated 19-Sep-2017).

The slides will be available after the webinar at www.sharespace.digital

Context and methodology

If AP and P2P automation were easy, everyone would have done it all. But most companies hit a stumbling block somewhere on their journey.

We surveyed 80+ P2P professionals and today we will share the findings of our survey including:

- What aspects of P2P technology have been disappointing to users?
- Where are the areas AP and P2P professionals are most looking to improve?
- What factors are the highest and lowest-rated in AP and P2P tools

This webinar will be the first time we share the findings and we will be launching the infographic in a few weeks.

Executive Summary

- ❑ Rates of e-invoicing are alarmingly low
- ❑ There are high levels of dissatisfaction with invoice processing software providers. Average NPS was 5.9
- ❑ The highest levels of dissatisfaction are around resolving disputes and supplier adoption
- ❑ Generally, 20% adoption is crucial to satisfaction with the software
- ❑ The stand-out priorities to improve P2P are in increasing automation and supplier self-service

Analysis

- ❑ PDF ≠ e-invoicing. Top performers have 85% e-invoicing
- ❑ A positive Net Promoter Score is a 9 or 10. A score of 5.9 is a 'detractor'
- ❑ There are ways to improve dispute resolution outside of your existing systems
- ❑ 20% supplier adoption should be the bare minimum, but 80%+ adoption is possible when tools are user friendly and adoption processes are followed
- ❑ Manual invoices and routine supplier communication are often the biggest 'wins' in automation as they create some of the greatest cost savings

Why these findings matter

Lets' take a moment for the word: Composability

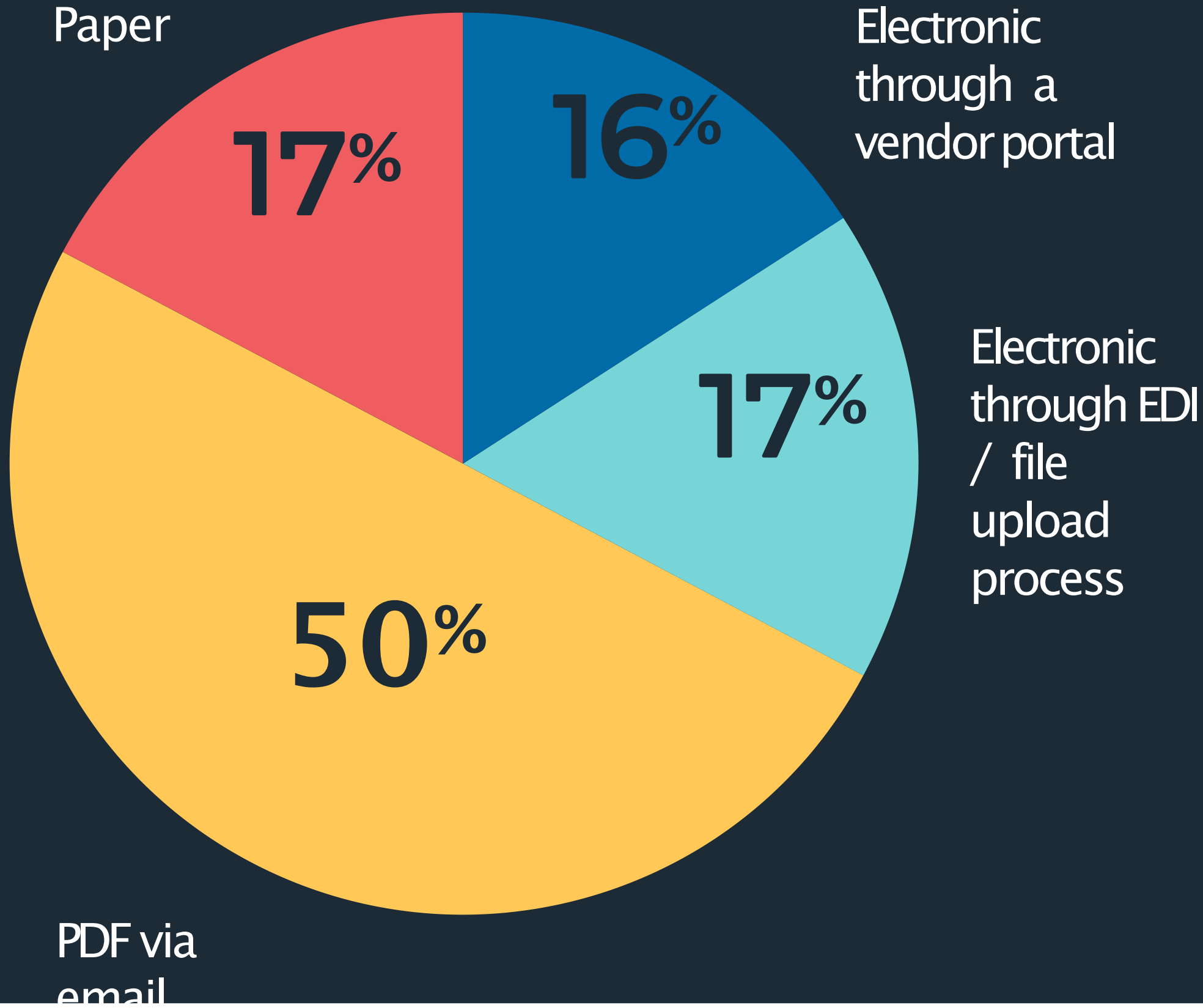
You should be able to choose the best solution and compose a platform to get the maximum ROI.

“Composability is a system design principle that deals with the inter-relationships of components. A highly composable system provides components that can be selected and assembled in various combinations to **satisfy specific user requirements.**”

“

“Fixed application experiences no longer meet business and customer requirements.” -Gartner, 2020

How are your invoices arriving?

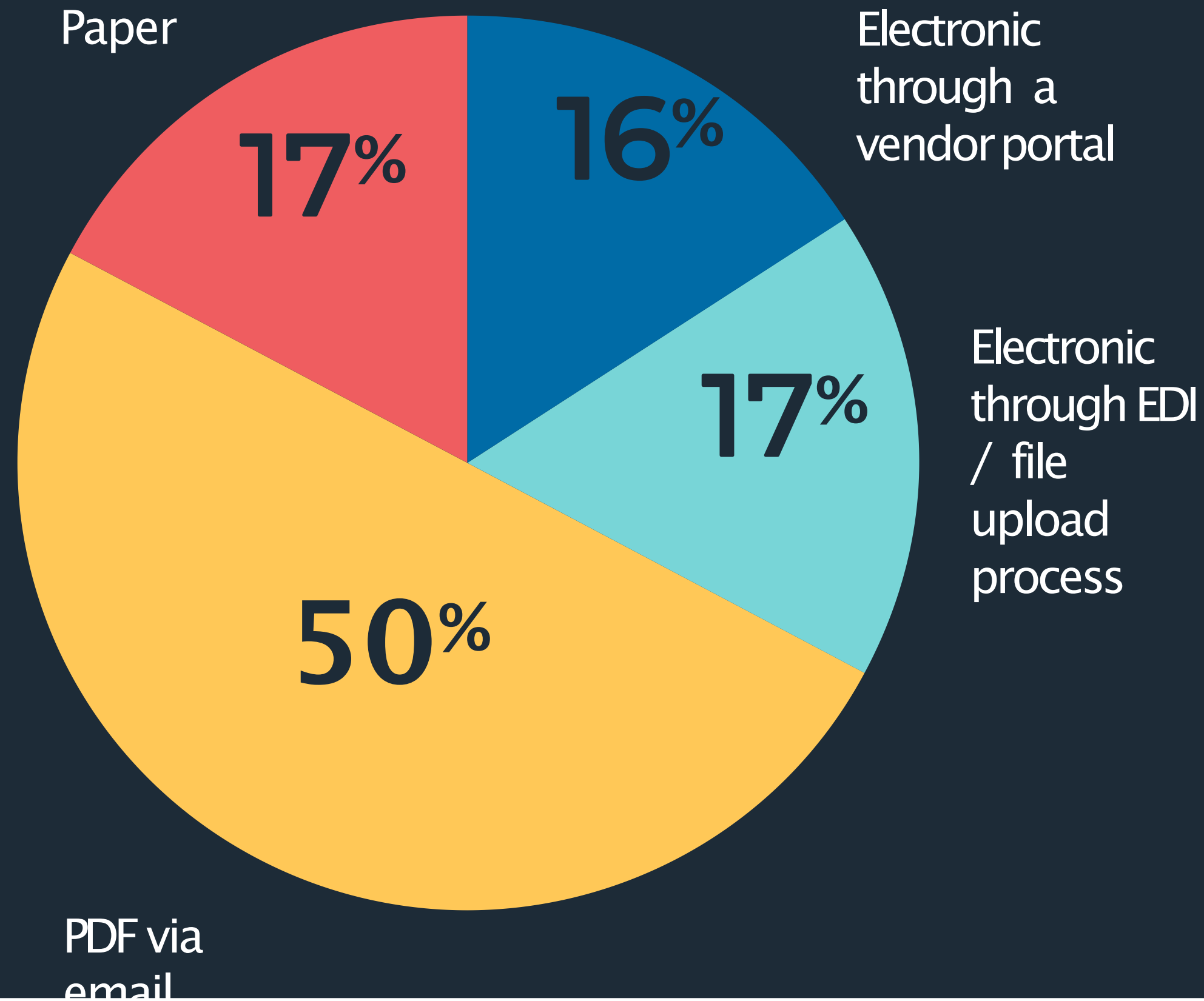


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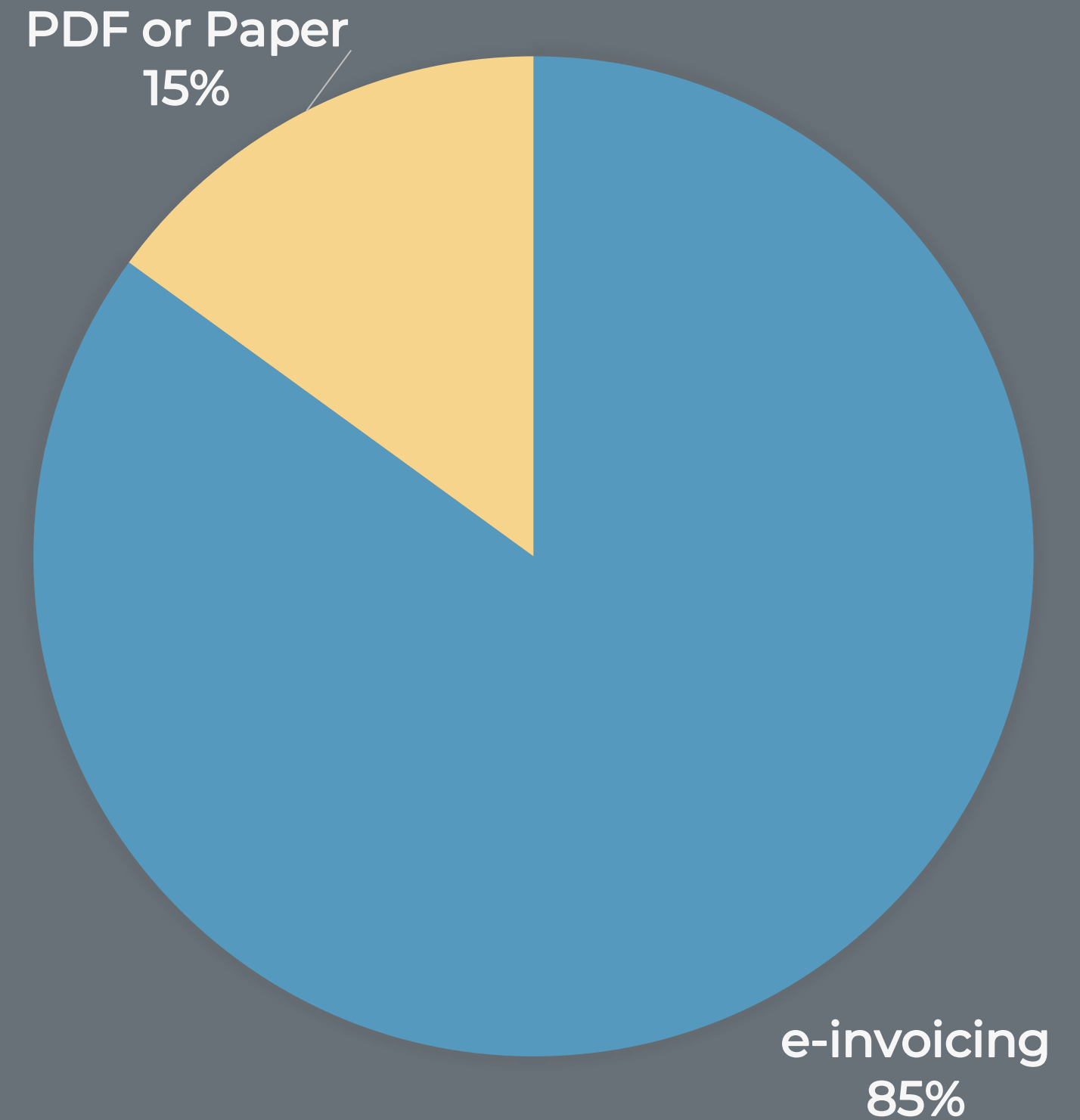
Research brought to you by:



How are your invoices arriving?



Best Practice



Who is the MAIN provider of Invoice Automation?

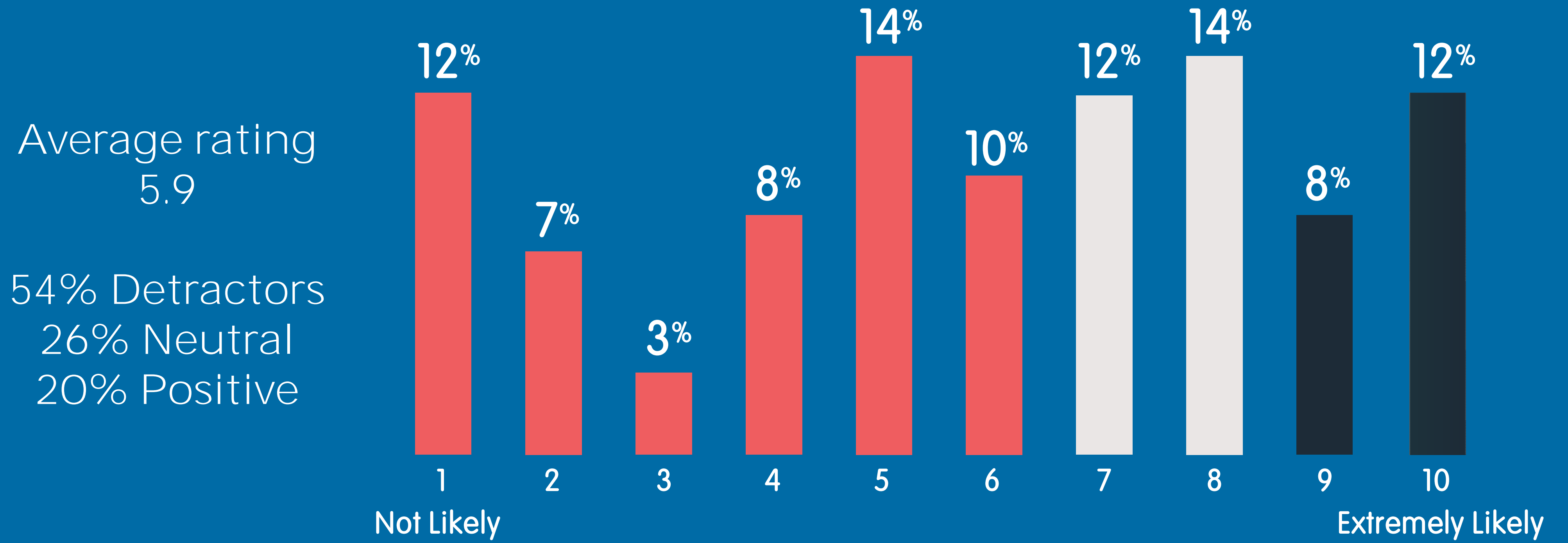
Who is your main provider?

SAP (ERP)	15%
SAP Ariba	14%
OpenText	11%
Coupa	5%
Canon	4%
Tradeshift	4%
Tungsten Network	4%

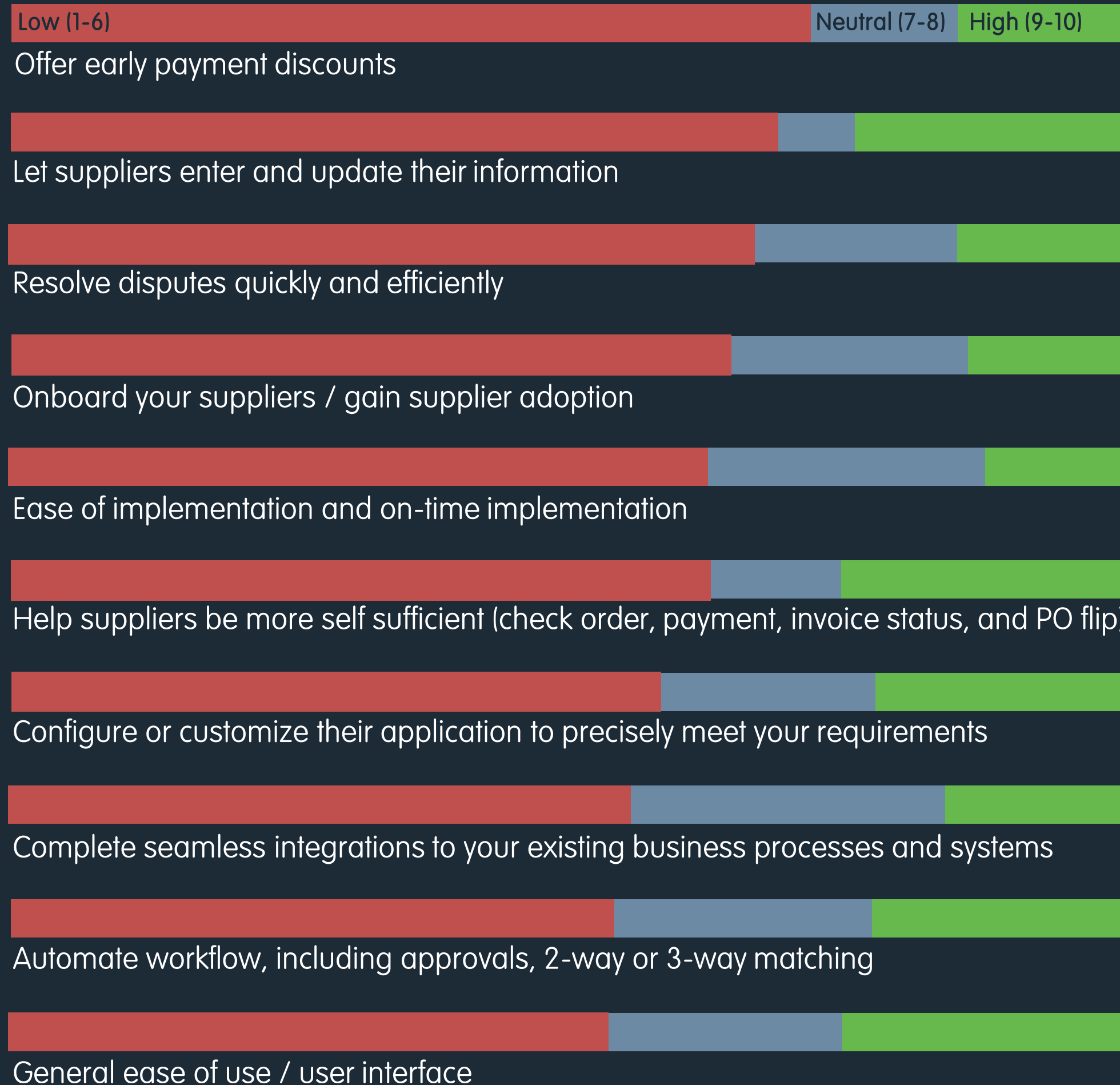
What other providers do you use?

SAP (ERP)	37%
SAP Ariba	19%
OpenText	18%
Oracle	12%
Coupa	11%
ABBYY	9%
ApexAnalytix	9%

On a scale of 1 to 10, how likely are you to recommend your current invoice automation solution?

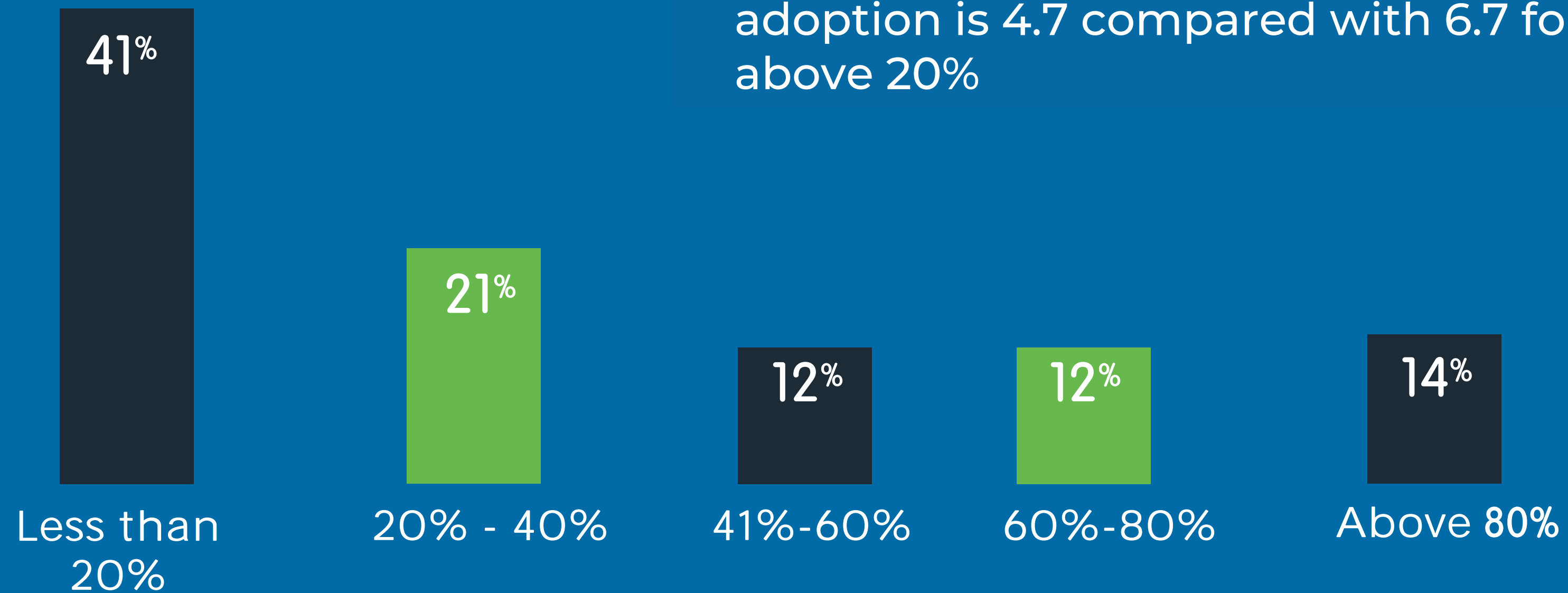


How would you rate your solutions ability to:



What percentage of your suppliers are using your main solution?

- Supplier adoption is low.
- Respondents who have fewer than 20% rate their solution lower. Average score of low adoption is 4.7 compared with 6.7 for those above 20%



What does your current supplier do poorly / where would you like to see improvement?

- 1 Better e-invoicing (capturing the right information, enabling 3-way matching)
- 2 Better supplier onboarding, supplier adoption rates
- 3 Customer service from the software provider (slow to respond to tickets, not in the right time zone for responses)
- 4 Issues with scanning

“Enhance electronic invoicing and tool efficiency”

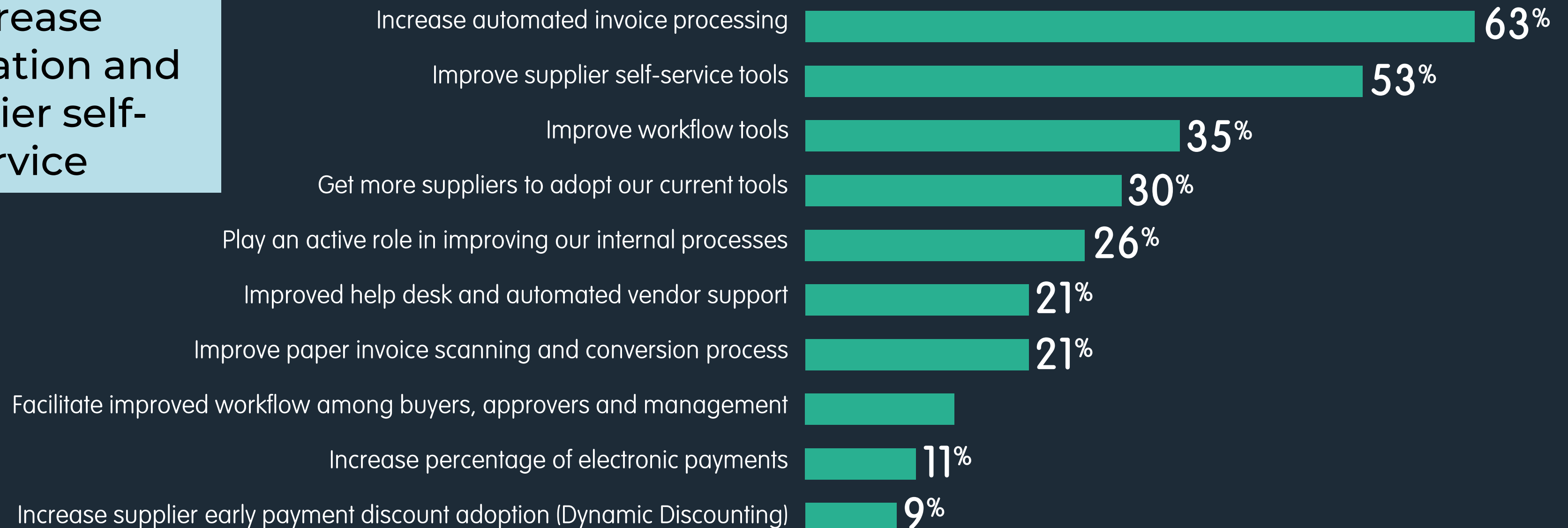
“Supplier onboarding during implementation is poor”

“Manual invoices which hard to read by any AI”

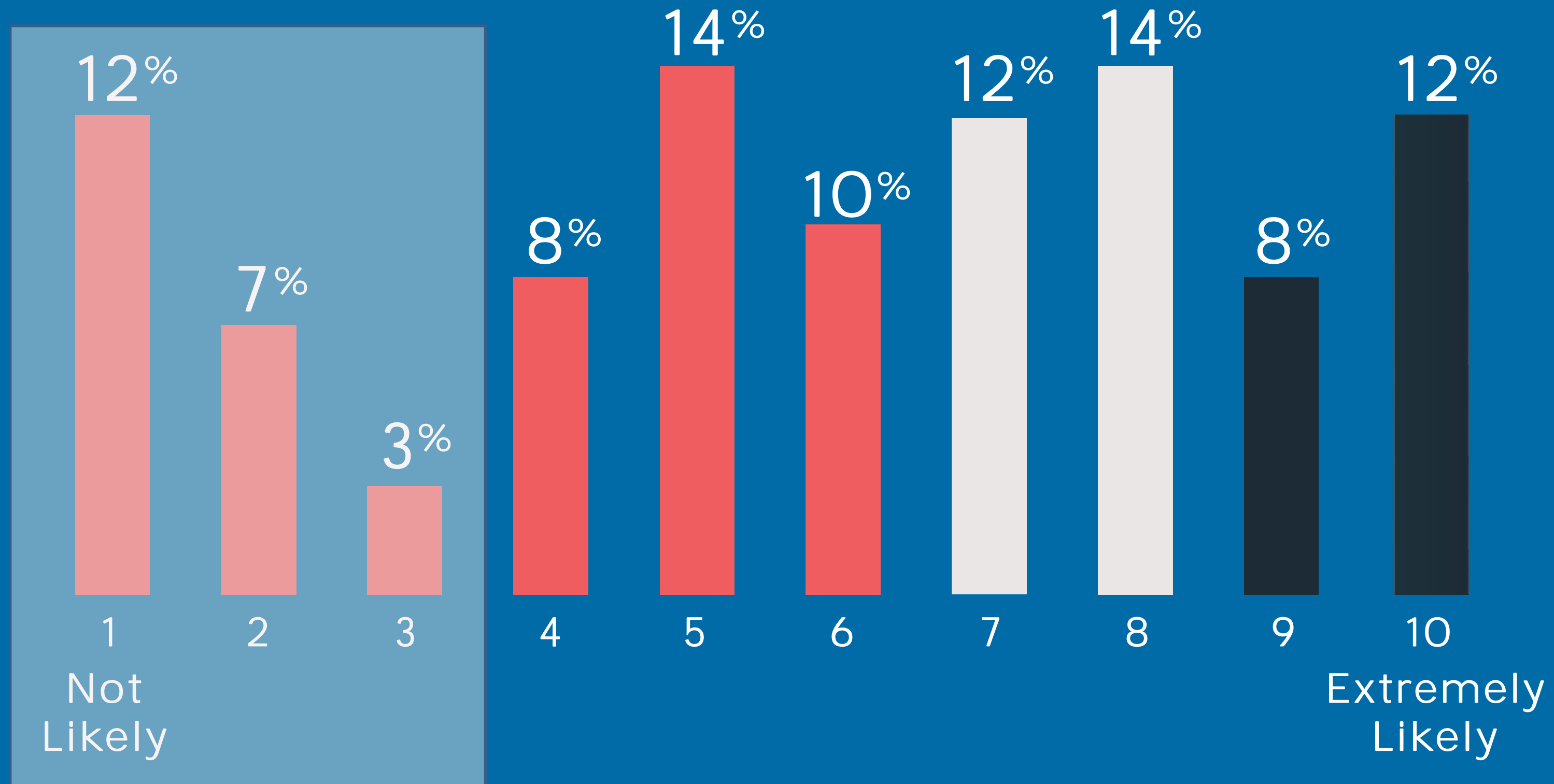
“Service Support. We are in different time zones so availability is limited”

Which of the following enhancements would help you most in P2P? (Pick your top 3)

The stand-out priorities are to increase automation and supplier self-service



On a scale of 1 to 10, how likely are you to recommend your current invoice automation solution?



Those who rated their solution 1-3

Which tool are they rating?

- SAP (ERP)
- SAP (ERP)
- SAP (ERP)
- SAP Ariba
- SAP Ariba
- ABBYY
- Basware
- Canon
- OpenText
- In- House & obscure systems

Supplier Adoption

- Those with lower adoption have lower ratings.
- Those with fewer than 20% adoption have an average rating of 4.7.
- Above 20% has an average rating of 6.7
- Once above 20% ratings stay stable 80%+ adoption is also 6.8

Rating of features

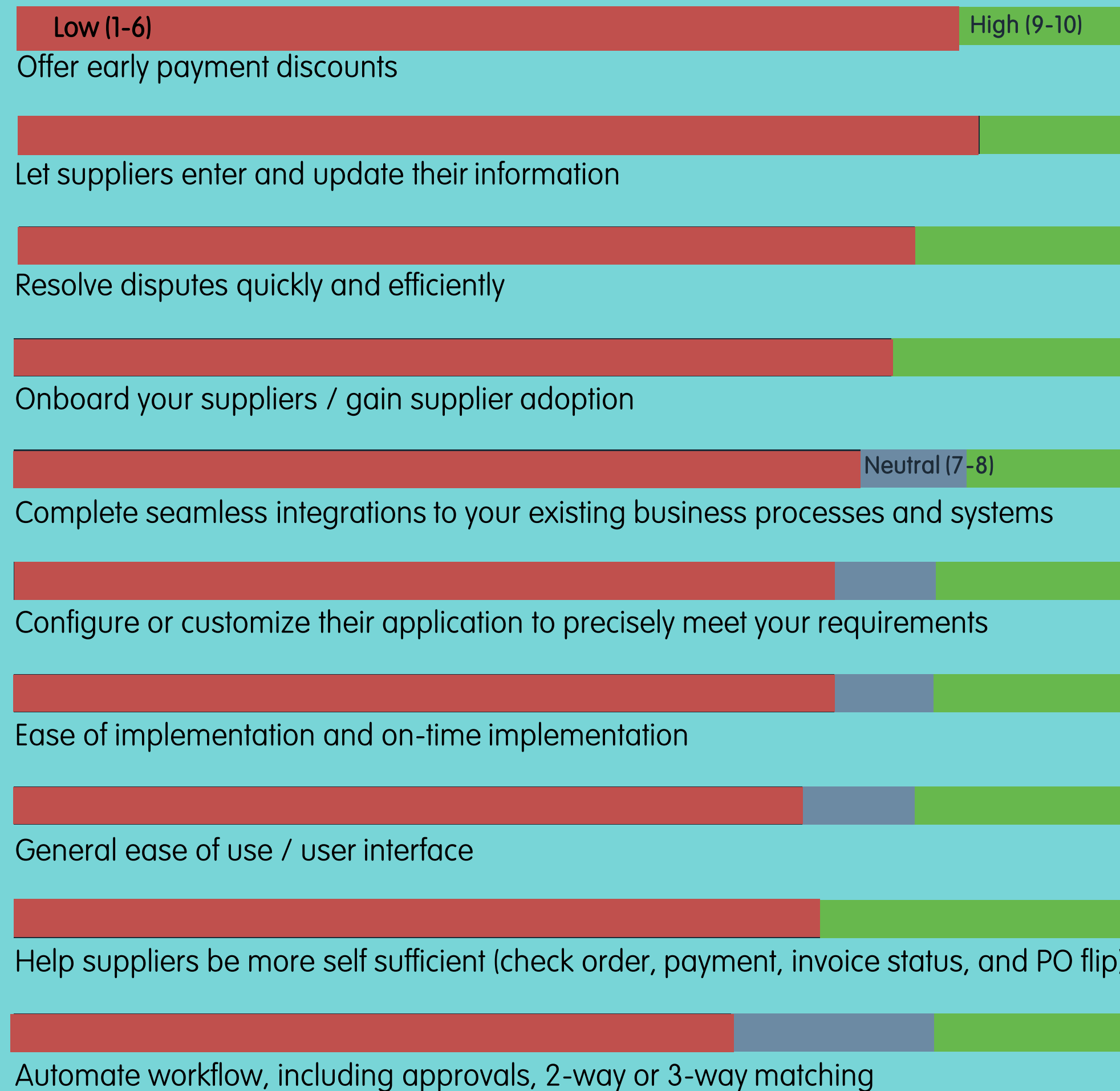
When rating the features of their system, many of them said N/A. Many did not have features such as early payment discounts or supplier self service.

E-invoicing rates

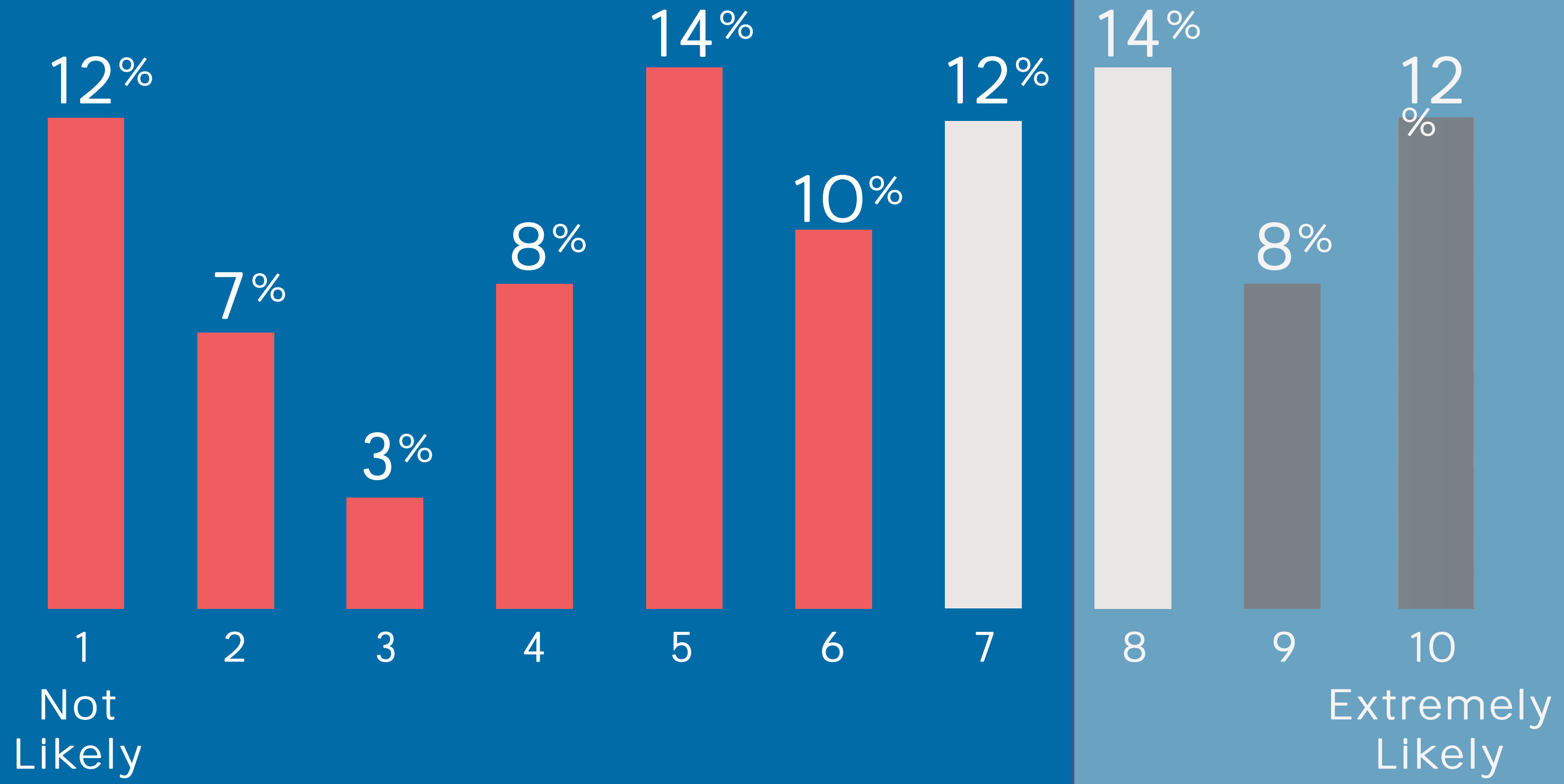
On average, 19% of invoices are arriving electronically

Those who rated their solution 1-3

How would you rate your solutions ability to:



On a scale of 1 to 10, how likely are you to recommend your current invoice automation solution?



Those who rated their solution 8-10

Which tool are they rating?

Supplier Adoption

Rating of features

E-invoicing rates

Supplier adoption is not necessarily high.

Only 32% in this group have over 60% of suppliers using their main tool.

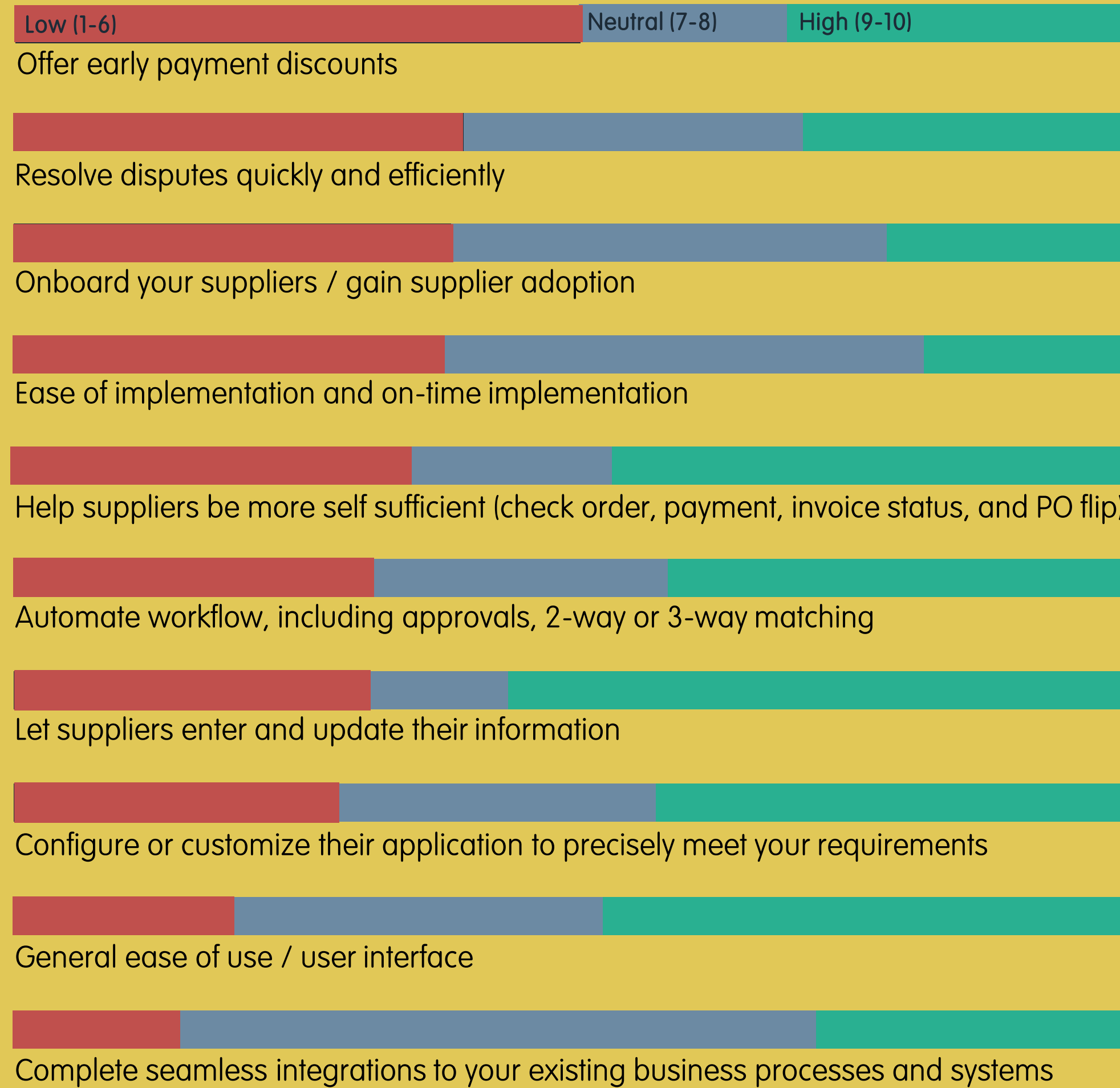
Those rating their solution highly showed markedly higher levels of satisfaction with supplier self-service tools.

On average 44% of invoices are arriving electronically (compared with 19% for poor performers)

SAP (ERP)	Adquira
SAP (ERP)	Canon
SAP (ERP)	Direct Commerce
SAP (ERP)	FEBOS, ALAIA
SAP Ariba	Hyland
SAP Ariba	iPayables
SAP Ariba	Oracle
Coupa	Readsoft
Coupa	
OpenText	
OpenText	
Taulia	
Taulia	
Tradeshift	
Tradeshift	

Those who rated their solution highly (8-10)

How would you rate your solutions ability to:



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- ❑ 20% supplier adoption should be the bare minimum, but 80%+ adoption is possible when tools are user friendly and best practice around adoption is followed.
- ❑ Manual invoices and routine supplier communication are often the biggest 'wins' in automation as they create some of the greatest cost savings

Why these findings matter

Lets' take a moment for the word: Composability

Composability lets you tackle smaller problems one issue at a time instead of re-thinking your entire P2P strategy or platform

“

“Fixed application experiences no longer meet business and customer requirements.” -Gartner, 2020



There is no silver bullet in Procure-to-Pay.

Benchmark yourself and across these areas.

Where you feel they are lower than they should be, take action.

You don't have to sit in frustration. You can target areas for improvement and save yourself a lot of frustration.



We shouldn't be happy with the status quo of e-invoicing. We can look to top performers, not peers on how to improve.

Best practice is 85% electronic invoicing.

Overall only 33% of invoices are arriving electronically on average.

Of those rating their tool highly, it's still only 44%

Satisfaction with supplier self service and communication is one of the strongest links to overall satisfaction

However even those who rate their tool highly, often struggle with supplier adoption, discounts and disputes.





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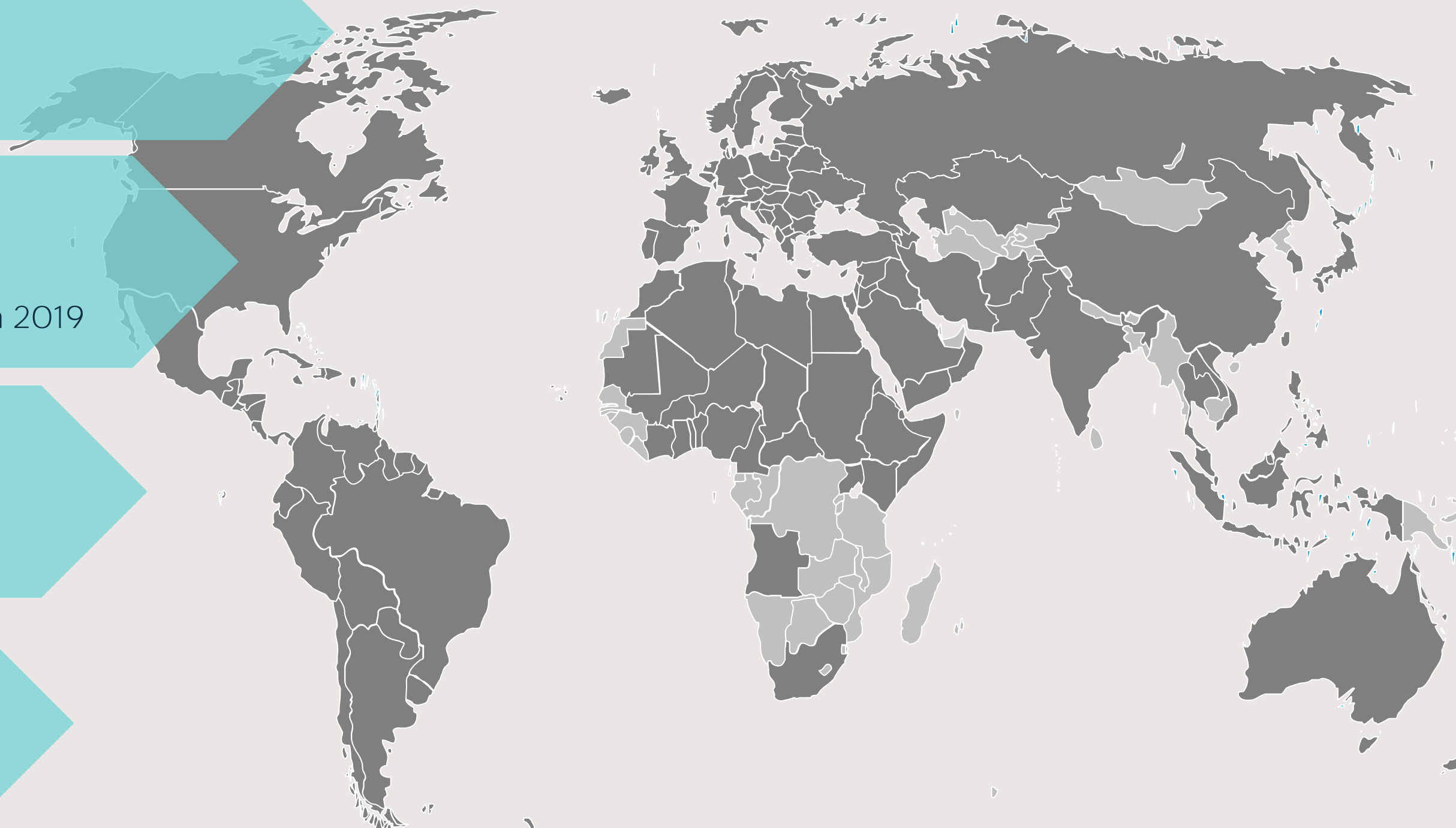
Spend Under Management in 2019

240,000+

Suppliers

120

Supplier Countries



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GROWING SUPPLIER NETWORK





Audience Q&A

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Q&A



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