

Intelligent Automation: the technology across all technologies

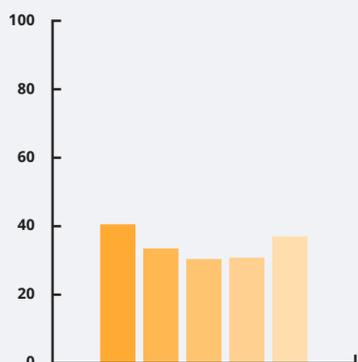
Intelligent Automation in the order-to-cash process



i Automation as a general concept has long been in existence, with ambitious organisations and individuals searching for clever ways of transforming time-consuming manual processes. While ideal in terms of efficiency, what if automation could go a step further and replicate the human thought-process? Enter Intelligent Automation. This innovative technology can tackle complex processes quickly and with ease. But how well known is this technology in the finance sector, and how receptive are finance professionals to working with it? To find out, Visma | Onguard interviewed over 300 finance professionals about the trends and developments within the financial world.

Embracing technology in the finance sector

-  **38%** are fully engaged in the internal development of innovative financial software
-  **12%** are following trends closely
-  **55%** use fintech for credit management
-  **32%** use fintech for digital invoicing
-  **37%** expect to be fully data-driven within the next 2-3 years



The trends that will have the biggest impact on the order-to-cash process

-  40% cited Artificial Intelligence
-  34% said Big Data
-  32% responded with Cloud & SaaS
-  32% use fintech for digital invoicing
-  37% expect to be fully data-driven within the next 2-3 years

Understanding of Intelligent Automation in the industry

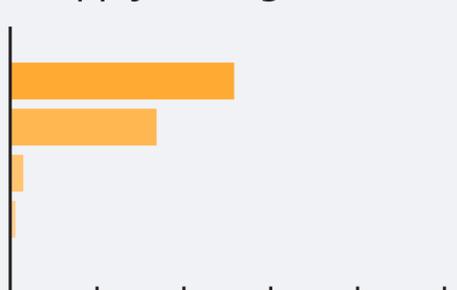
-  50% know what the technology is
-  36% have heard of it, but don't know what it is
-  14% have never heard of Intelligent Automation



While a significant portion of the industry are unaware of what the technology can do, Intelligent Automation is the answer to manual, inefficient and time-consuming processes. By automating elements of a finance professional's workday that previously required a lot of input, it frees up much-needed time for engaging with customers.



The extent to which finance professionals expect to apply Intelligent Automation in the future



-  53% have already adopted it
-  37% plan to do so within the next 1-2 years
-  3% plan to do so within the next year
-  Only 1% plan to implement later than in the next 2 years

Devising the best solution for the customer (**29%**) and receiving positive feedback from clients (**28%**) are the aspects of a finance professional's role that they enjoy the most.



The most common dislike is dealing with a lot of different systems (**29%**). Intelligent Automation allows both the customer experience to be prioritised and helps to bring technologies together to streamline processes.



Want to know more about Intelligent Automation and the road to effective implementation? Download the [whitepaper](#) Intelligent Automation in the order-to-cash process - potential, suggestions and tools for practice to find out more.



About Visma | Onguard



The continued evolution of automation, digital transformation and customer experience are keys to a business' success. Visma | Onguard has been supporting its customers for over 25 years with advanced solutions within the order-to-cash chain. Our solutions are focused on connecting data to a single centralised platform and linking internal and external systems and services. To do this, we use intelligent and intuitive automation to deliver valuable insights. This creates an optimal connection between all processes in the order-to-cash chain. At the same time, this ensures improved and personalised communication resulting in stronger and long-term customer relationships and tangible results in order-to-cash and credit management.

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