

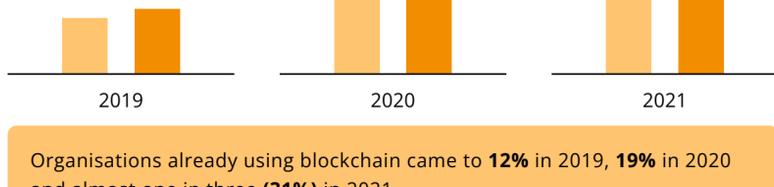
Fintech in the order-to-cash process

Insights from the UK between 2018 and today

i Now in its fourth year, Visma | Onguard's Fintech Barometer is an exploration into the credit management and order-to-cash landscape. Our research asks financial professionals about their thoughts on payment behaviour, the application of fintech, which technology they expect to see gain traction and the pace at which their organisations are actually succeeding in embracing that technology.

With several years of data now collated, we're able to chart trends over this period and make insightful comparisons. So what trends are we seeing in the financial sector, and what obstacles to technology adoption remain?

Blockers to blockchain have eased for UK companies



Organisations already using blockchain came to **12%** in 2019, **19%** in 2020 and almost one in three (**31%**) in 2021

Businesses making their first steps towards adoption totalled **14%** in 2019, **24%** in 2020 and **34%** in 2021

How often blockchain is discussed in meetings:

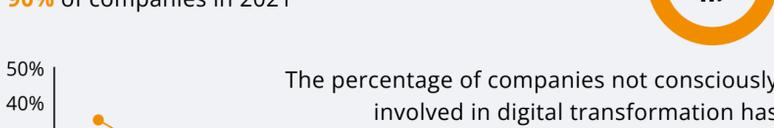


Security remains the **biggest challenge** to blockchain adoption, but concerns are declining, down from **40%** to **35%** in the last four years

Blockchain's **biggest opportunity** was seen as enhanced data security in both 2018 (**30%**) and 2021 (**28%**), but greater ease in terms of international and corporate payments increased from **18%** (2018) to **25%** in 2021

Digital transformation challenges remain, although progress has been made in the last four years

Digital transformation is on the agenda for a record **90%** of companies in 2021



The percentage of companies not consciously involved in digital transformation has decreased from **33%** in 2019 down to **16%** in 2020 and **10%** in 2021

Challenges to successful digital transformation:



Lack of time or not being prioritised: **9%** in 2019, **17%** in 2020 and **21%** in 2021

Resistance of employees to change: **23%** in 2019, **15%** in 2020 and 2021

Not enough financial resources: **22%** in 2019, **18%** in 2020 and **21%** in 2021

Lack of available technology: **17%** in 2019, **11%** in 2020 and **17%** in 2021

Lack of support from management: **11%** in 2020 and **9%** in 2021

Difficulty finding the right partners: **8%** in 2019, **16%** in 2020 and **7%** in 2021

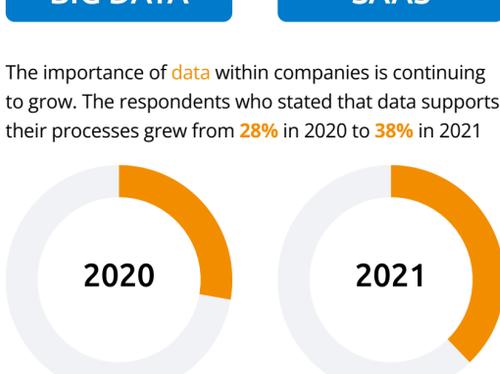
Big data and artificial intelligence (AI) technologies have been identified as having the biggest impact in the order-to-cash process

The top three technologies identified as having the greatest influence on the order-to-cash process across all four years were **AI**, **big data**, and **cloud software-as-a-service (SAAS)**



In 2018, cloud SAAS (**33%**) was the top trend, moving to third in 2021 (**32%**), with AI taking the top spot in 2021 (**40%**)

The importance of **data** within companies is continuing to grow. The respondents who stated that data supports their processes grew from **28%** in 2020 to **38%** in 2021



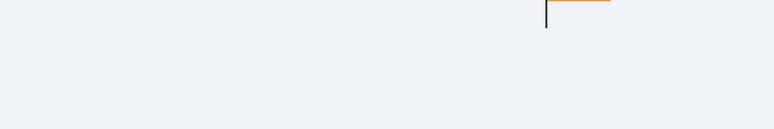
COVID-19 and other pressures have created problems for prompt payment



Cash flow problems have remained problematic for organisations, with **44%** in 2019, **51%** in 2020 and **42%** in 2021

Furlough and redundancies during the pandemic led to contacts leaving organisations, increasing from **16%** in 2020 to **31%** in 2021

22% cited economically uncertain times in 2021, an increase from **14%** in 2020



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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