

## The evolution of order-to-cash

A Billtrust Global Order-to-Cash Study in cooperation with IDC, August 2023

We asked 622 AR professionals (mainly decision-makers) in the US, UK, Belgium and Netherlands about their order-to-cash challenges.

# Uncertainty impacts all businesses

The most important factors influencing the order-to-cash function:

48% inflation

pressure

46% focus on financial

resilience

42%

increasing unreliability of supply chain

# The office of the CFO is changing

"Be prepared to adapt, innovate, and thrive in the face of disruption."



90%

agree that an impending economic downturn and the current economic uncertainty has "significantly" elevated the CFO's importance to the organization.



have changed major aspects of their order-tocash process over the past 24 months.



### There are still many companies that have not managed to make it to the connected stage of maturity.

But inefficiency still rules.



process based on real-time data

Only 15%

have a connected order-to-cash





And it's having a direct impact...



manual order-to-cash processes have negative

impacts on the bottom line

of the businesses



important"

the impact of order-tocash modernization on customer service is viewed as "important" or "very

on customer



on people.

ability to attract and retain financial employees

the lack of order-to-cash

modernization has had a

negative impact on the

### Having a firm view of the order-to-cash process is essential.

The need for a revamp



77%

How to make the transformation?

digital transformation across the order-to-cash

process is critical to the survival of the organization.



Use technologies that shape the order-to-cash future

Shift to an intelligent

order-to-cash mindset





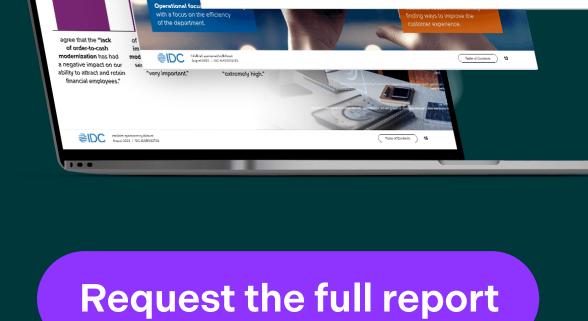


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€IDC

Shifting

**OTC Trans** Employee '

Director 51%