

Intelligent Finance:

Enabling Growth Before and After Business Expansion

How are enterprises around the world managing to grow and scale their business? And what can you learn from their experiences? A new survey of 500 finance and IT executives in enterprise and small-to-midsize companies - conducted by Oxford Economics and SAP – reveals valuable findings.¹



Enterprises are pursuing growth to scale their success.



Top reasons enterprises underwent their recent expansions:

33% Capture new customers

32% Meet increased competition

31% Achieve greater efficiency

20% Improve the customer experience and client satisfaction

53%

53%

During pre- and postexpansion, growth is rarely easy.



Expense report processing Cash flow or spending management Financial planning and analysis Travel and expense management Vendor invoice processing

Finance executives report spending more time on day-to-day tasks such as:

Of IT executives say they spend

more time and gather more information **after** an expansion 50%

Of large enterprises report postexpansion challenges with visibility into spending

Adding more headcount doesn't solve the problem and can create new headaches.



As companies increase headcount, they report spending more time on:

- · Spend and cash flow management
- Expense report processing
- Aligning growth strategy with internal stakeholders
- Financial planning and analysis

41% Of non-cost-conscious enterprises struggled to keep up with increased supplier invoices

Of non-cost-conscious I enterprises reported that managing time and expense **report volumes** became very or extremely challenging after expansion



But cost-consciousness greases the wheels of successful expansion.



Businesses with fast revenue and profit growth factor cash flow and spending heavily into expansion-related decision-making, including:



Of those who significantly

increased revenues²

Of those who significantly increased headcount3

A focus on costs improves performance in non-spend-related areas such as:

Of those who acquired or merged

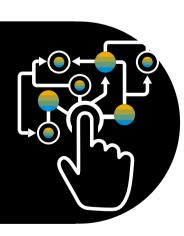
with another organization

- Speed of recovery after encountering a roadblock
- Breaking down silos between business units
- Corporate culture and employee satisfaction

Of non-cost-conscious enterprises say they have

difficulty reacting quickly when the business hits a roadblock, compared to 28% of cost-conscious enterprises

Intelligent spend and cost controls enable efficient growth - without additional headcount.



81% Of enterprises report they would benefit from focusing more on efficiency and cost control

Companies are implementing new technologies to support growth. According to survey respondents:4

33% Have adopted analytics

Have adopted

the cloud

Have adopted artificial intelligence and machine learning

It's time for IT and finance to join forces and enable intelligent finance. With SAP® Concur® solutions, IT leaders can consume process

innovation that automates key finance tasks such as travel, expense, and invoice handling. Finance leaders can achieve full visibility into the employee spending and costs they need to be effective. Together, they can transform cash flow and discretionary spend management in ways that fuel growth strategies.



Learn more Read the Oxford Economics survey paper to explore how intelligent spend and cost controls can help you drive efficient growth.

1. "Managing an Expansion: Keys to Successful Business Growth," Oxford Economics, Q1 2019. 2.-4. Raw data from "Managing an Expansion: Keys to Successful Business Growth," Oxford Economics, Q1 2019.