

# AUTOMATION IS KEY TO IMPROVED FINANCIAL POSITION FOR HEALTHCARE SUPPLIERS

The following report is based on a survey of 100 senior finance decision makers working for healthcare suppliers in North America. The survey was conducted in February/March 2017 by Institutional Investor Custom Research Lab.



Say cash and working capital management are a primary focus in the coming year



Say companies are counting on improvements in cash/working capital to fund critical growth initiatives

## BARRIERS TO PROGRESS?

Inadequate IT systems Lack of payment-related automation

Order-to-cash is less automated than other finance related activities

Less than half of invoices are paid electronically

Lack of automation contributes to unreliable contract matching

## Key Order-to-Cash Activities Are Manual and Disconnected



Use manual processes and loosely integrated point solutions for invoice delivery and payment receipt

## TOP AREAS OF FOCUS TO DRIVE IMPROVEMENTS



Receivables performance **45%\***

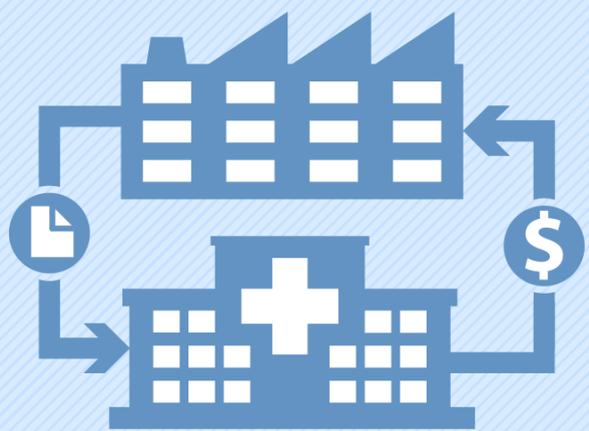
\* Finance executives recognize that increased automation and elimination of paper processes play an important role in improving receivables performance



Payables performance **24%**



Inventory management performance **31%**



Say delivering invoices electronically would yield meaningful financial benefits



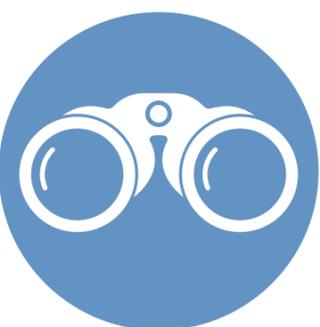
Say receiving electronic payments provides financial benefit in key areas:

- Achieve strategic working capital goals
- Enhance customer relationships
- Remain competitive
- Dedicate internal resources appropriately



## HIGHER LEVELS OF AUTOMATION + INTEGRATION = ACHIEVED OBJECTIVES

The relationship between automation and the ability to meet objectives is supported by suppliers reporting the use of higher levels of receivables automation and integration.



More visibility into invoice-receipt status and prep for payment **56%**

Gain end-to-end visibility for order-to-cash performance **44%**

Improve cash and working capital position **35%**

