

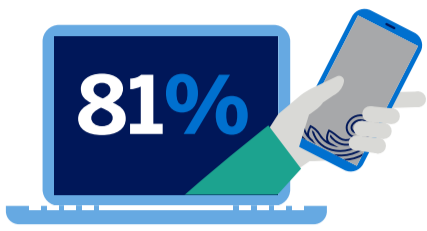
THE STATE OF PAYMENTS IN B2B PROFESSIONAL SERVICES

In the professional services industry, rapidly evolving technology is transforming the market and separating leaders from the rest of the pack.¹

The speed of business today demands agility, but **outdated payment processes can create hurdles for many businesses** that leave them vulnerable to inefficiencies and lost revenue.²

ON YOUR MARK: CURRENT CHALLENGES

1 CLIENT EXPECTATIONS



of professional services have had to **adapt quickly to new ways of selling**³

Common barriers to client excellence:

- ▶ Poor communication during scoping
- ▶ Lack of continuity between teams⁴

2 OPERATIONAL INEFFICIENCIES

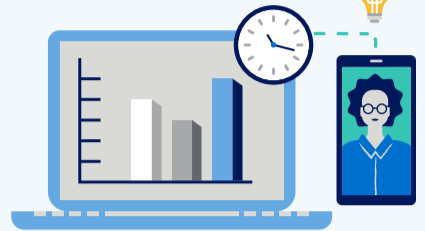


Cost to process a paper invoice⁵

Manual AR processes:

- ▶ Hinder cash flow
- ▶ Stifle growth
- ▶ Slow innovation⁶

3 UNSOPHISTICATED DATA



Real-time insights are the key to winning clients in professional services⁷

Lack of data integration keeps businesses from understanding:

- ▶ Consumer behavior
- ▶ Consumer preferences
- ▶ Spending patterns⁸

GET SET: DIGITAL PAYMENT SOLUTIONS

EXCEED EXPECTATIONS



say fully electronic payment processing is important or very important⁹

Experts say payment modernization is driven by:

- ▶ Client demand
- ▶ Improved customer satisfaction¹⁰

OPTIMIZE OPERATIONS



AR automation helps businesses:

- ▶ Streamline operations
- ▶ Improve financial visibility
- ▶ Sustain growth¹¹

Virtual cards help B2B firms:

- ▶ Enhance backend efficiency¹²
- ▶ Close books faster
- ▶ Guard against fraud¹³

DISCOVER DATA

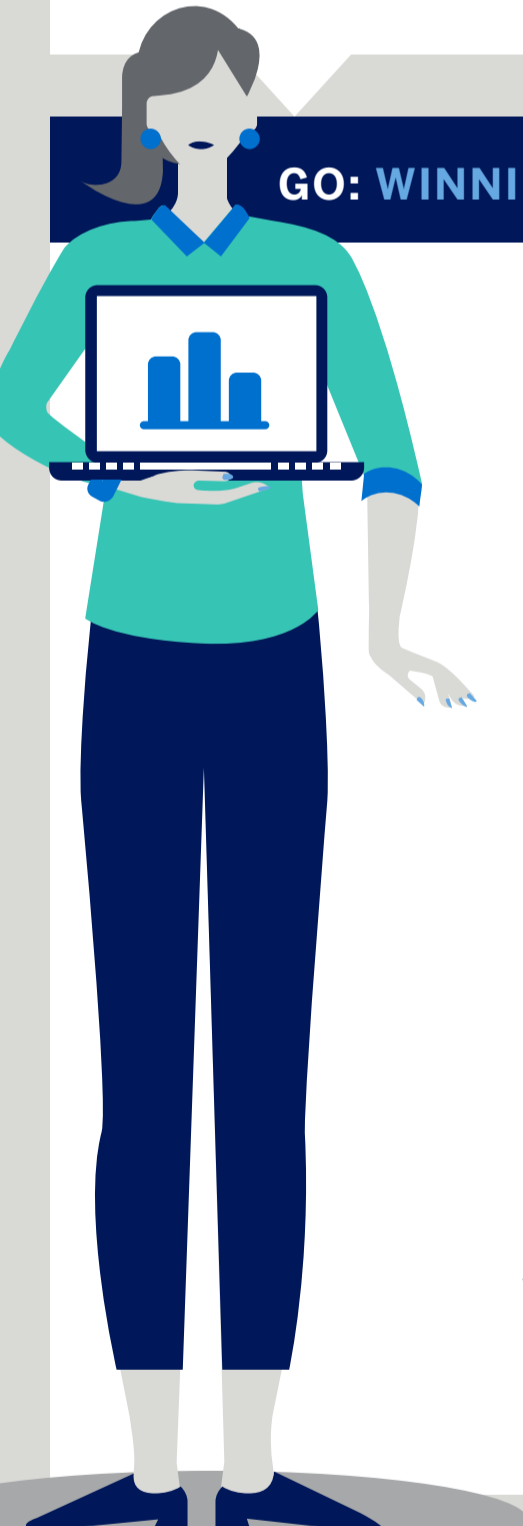


plan to increase investments in analytics to drive profit growth¹⁴

B2B payments analytics can:

- ▶ Enhance decision-making processes
- ▶ Enable tailored payment strategies
- ▶ Deliver actionable, data-driven insights¹⁵

GO: WINNING THE RACE TO DIGITAL PAYMENTS



49% of CEOs **plan to increase** their investment in digital transformation by 10% or more¹⁶

75% One-third of firms expect that 75% or more of their **revenue will come from digital** within 3 years¹⁷

1 IN 3 surveyed leaders believe **digital growth will boost resilience** in the face of crisis¹⁸

Firms that embrace digitization have an opportunity to **streamline their entire B2B payment ecosystem** for:

- ✓ **Faster transactions**
- ✓ **Fewer errors**
- ✓ **Reduced risk of fraud**
- ✓ **Lower operational costs**¹⁹

In professional services, the winners will be the ones who embrace technologies that foster exceptional client experiences²⁰

HELP PUT YOUR BUSINESS ON THE FAST-TRACK TO SUCCESS

DON'T do business WITHOUT IT™

SOURCES

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