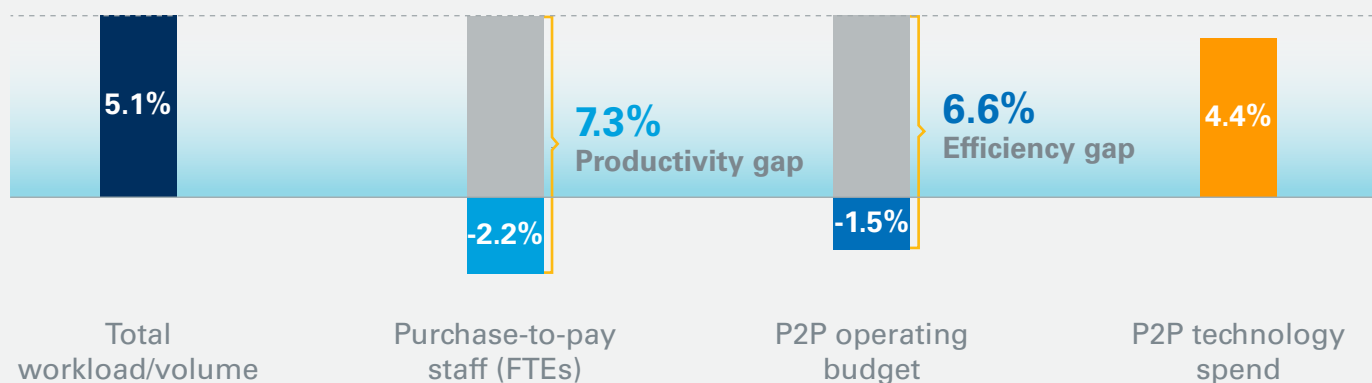


2023 Purchase-to-Pay Agenda and Key Issues Study Results

Purchase-to-pay responsibilities are increasing, but procurement divisions are expected to **“do more with less”**...



PROJECTED PERCENT CHANGE FROM 2022 TO 2023 FOR PURCHASE-TO-PAY WORKLOAD, STAFFING, BUDGET AND TECHNOLOGY SPEND

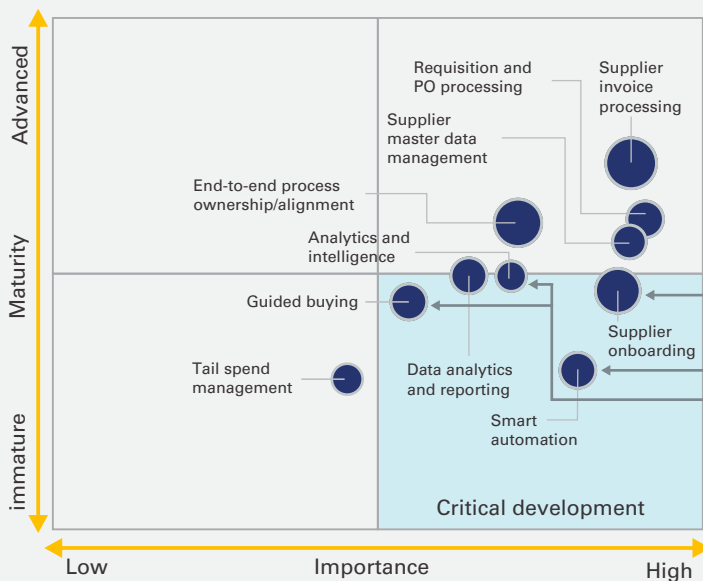


Expectations indicate a productivity gap of **7.3%**, coupled with an efficiency gap of **6.6%** which implies high expectations for the performance of purchase-to-pay (P2P) technology.

Organizations are **relying less on FTEs** favoring **technology spend to increase efficiency** through transformation.

... so organizations are targeting critical P2P process improvements to increase efficiency and drive change.

TOP 10 P2P IMPROVEMENT INITIATIVES – MATURITY VERSUS IMPORTANCE

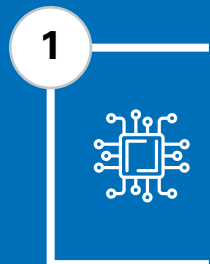


Smart automation and supplier onboarding projects lead in P2P capability development opportunity.

Guided buying, process ownership, and analytics are also important.

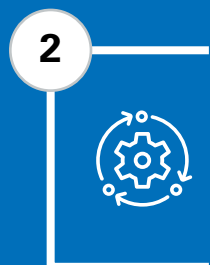
SIZE INDICATE PERCENTAGE OF ORGANIZATION WITH AN IMPROVEMENT INITIATIVE UNDERWAY

Factors expected to drive the greatest transformational impact of P2P



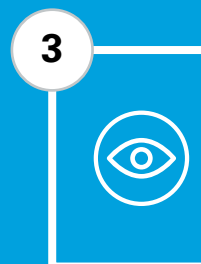
1

Artificial intelligence (AI), machine learning (ML) and cognitive computing



2

Utilizing Process Mining/ Analytics tools for Real-time Visibility



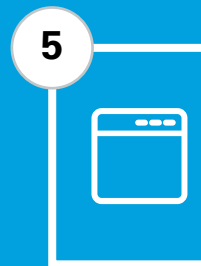
3

Analytics Driven Enhanced Visibility



4

Global Slowdown & Economic Disruptions



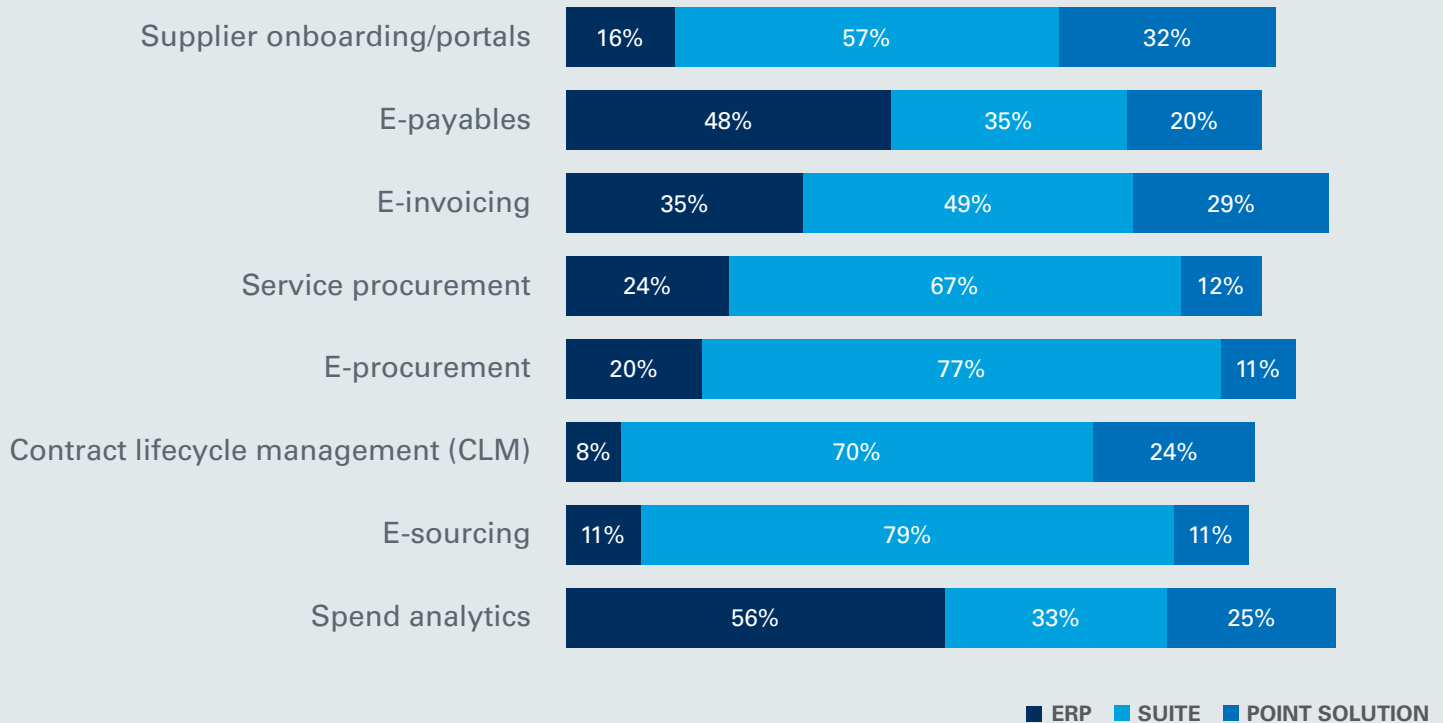
5

Application Programming Interfaces

Most P2P functionality area enablement is favored toward technology suites

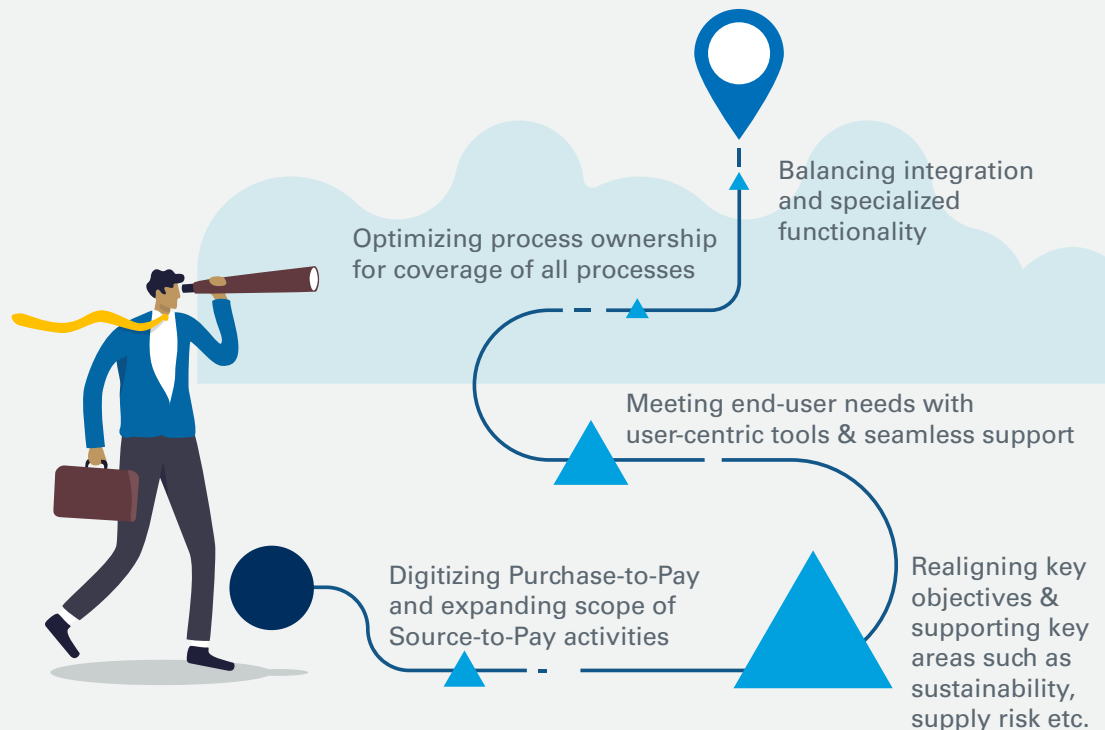
Organizations recognize the value add of end-to-end capabilities for process-wide transformation

PREFERRED SOLUTION TYPE BY FUNCTIONALITY AREA



Looking Ahead

As economic disruption remains a feature of the outlook for 2023, P2P teams will need to adjust their priorities to ensure they are able to support their business stakeholders to be successful in the upcoming year.



Source: The Hackett Group 2023 Purchase-to-Pay Agenda and Key Issues Study