IBM Consulting

G-Cloud 15
IBM - Generative AI for Finance Function

Service Definition Document

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IBM

Contents

IBM’s Generative AI for Finance Offering

Deliver growth, agility, operational efficiency and enhance finance customer experience powered by data and AI

E2E Finance Transformation
Reimagine your finance operations, embed finance expertise across your enterprise, and harness the power of hybrid-cloud and AI software technologies to transform end-to-end operational workflows.

Modernise core finance process
Modernise your core ERP and EMS systems and augment core finance processes like source-to-pay, order-to-cash, record-to-analyse, and financial planning and analytics with the capabilities of generative AI powered automation.

Boost efficiency w/ AI assistance
Enhance essential finance workstreams, improve reporting and customer experience with Ask Finance – an integrated generative AI-powered digital assistant that gets work done in more efficient and streamlined ways.

Data that drives AI value creation
Explore ways to enrich your data and equip your finance operation with AI-led insights that help maximise ROI, drive productivity, and extract greater value from investments in your core ERPs - with a unified data, AI and automation platform.

Our Key Principles - Unlock. Transform. Accelerate.

At IBM, we don't just implement AI—we lead end-to-end transformation with a focus on outcomes, scale, and trust. Our principles are grounded in delivering real business impact through intelligent design and execution.

Unlock early wins to build momentum

Kickstart transformation with targeted, high-impact initiatives that **deliver measurable productivity gains within 12–24 months**. Focus on core finance areas to achieve:

- 95% of sales orders require no human intervention
- 95% of invoices are paid on time
- 86% of J/E, 49%, intercompany and 48% of accruals are automated

These early wins build credibility and lay the foundation for scaled transformation.

Transform core finance processes with Agentic AI

Harness **IBM's deep research** and proven capabilities in Agentic AI to rearchitect finance workflows—driving speed, accuracy, and strategic value at scale. By embedding generative AI into core processes such as:

- **Order-to-Cash**
- **Procure-to-Pay**
- **Record-to-Report**

...we **eliminate inefficiencies**, **unlock real-time insights**, and enable finance to **operate as a proactive, data-driven partner** to the business

Accelerate with a Finance of the Future Team

Transformation doesn't stop at implementation. IBM recommends using a **dedicated Finance of the Future team** to sustain momentum, ensure alignment with the Client's enterprise AI vision, and drive continuous innovation.

Through **quarterly or bi-annual reviews with IBM's Finance Transformation thought leadership team**, the Client will gain access to best-in-class methodologies, emerging AI capabilities, and proven practices—keeping the transformation on track and ahead of the curve.

The Art of the Possible

Imagine if...

...agentic AI resolved supplier issues and timed payments automatically.

Source to pay

...AI agents ran the close, flagged anomalies, and prepared reports on their own.

Close and control

...every partner had an AI that surfaced insights and ran what-ifs.

Corporate finance partners

...AI agents adjusted plans in real time based on supply and cost shifts.

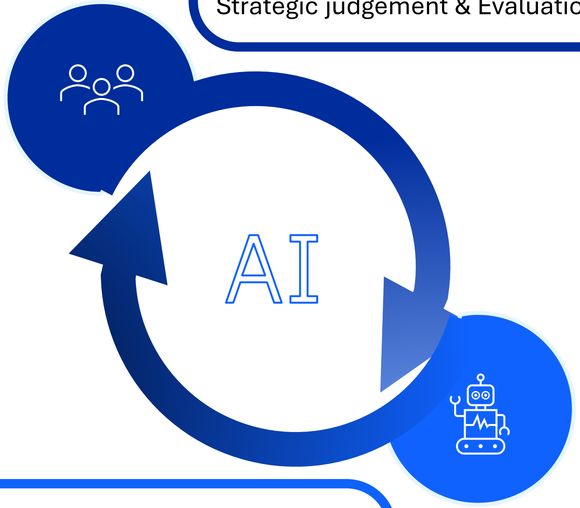
Supply chain finance operations

...AI agents handled filings and tracked regulations in real time.

Tax operations

This revolutionises finance and drives the urgent case for AI

Strengths of Human
Planning & Architecture
Intuition & Interpretation
Engagement & Messaging
Exception handling
Policy definition & Governance
Strategic judgement & Evaluation



Strengths of Machines
Computation & Forecasting
Process execution
Alerting & Notification
Compliance execution
Routine decision making
Evaluation & Recommendation

The Opportunity

- **Transform finance** from transactional to strategic through AI-embedded workflows
- **Optimise costs while boosting productivity** through intelligent automation of high-volume activities
- **Orchestrate seamless human-AI partnerships** across functional boundaries
- **Reimagine roles and skills** for the digital finance function of tomorrow
- **Deploy governed, traceable AI agents** that maintain regulatory compliance
- **Foster an AI-first culture** that embraces continuous transformation

Potential Outcomes

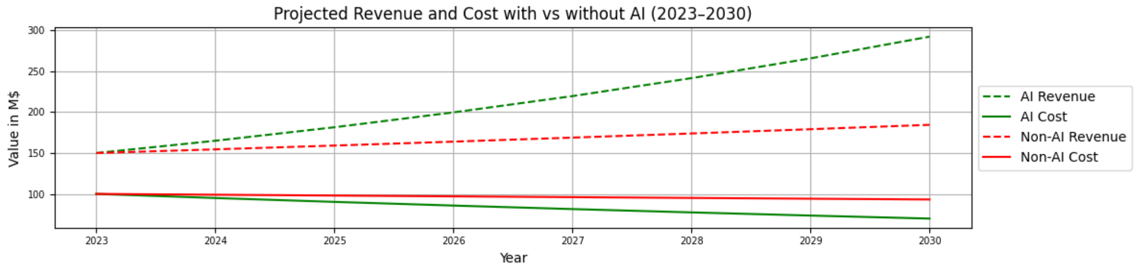
~15%
Productivity gain through standardisation & optimisation

25-35%
Improvements in operational efficiency

40-60%
cost savings in select Finance functions

~90%
Improvement in time to decision support

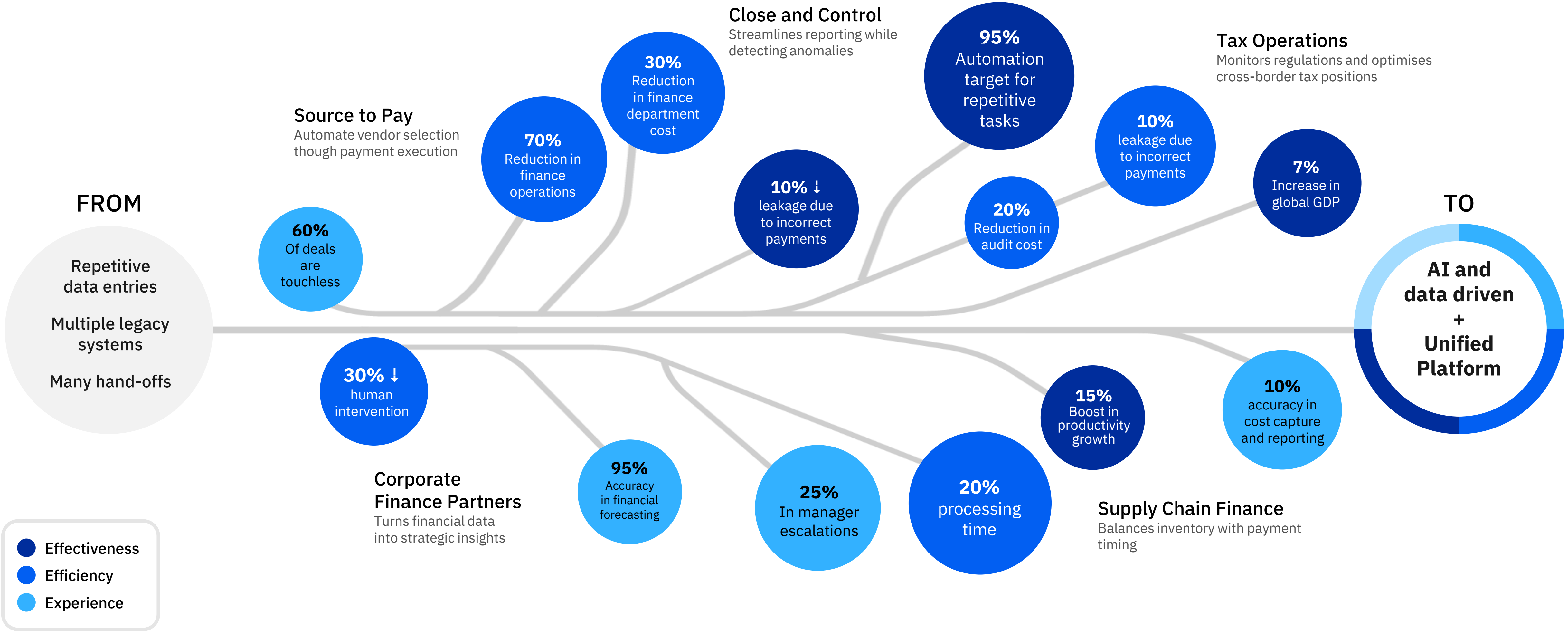
3x
monthly close cycles with agentic automation



Illustrative chart

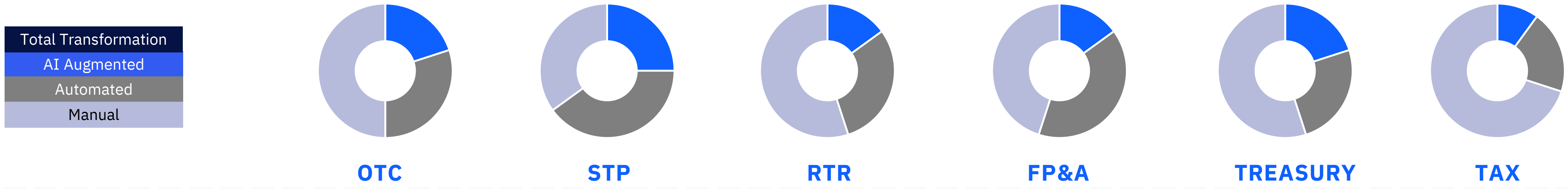
Outcomes to target for your Finance Digital Transformation

Orchestrate value across your organisation to achieve structural and endurable change to deliver 30 – 50% in efficiencies and value with a focus on the following areas.



Please note: these are examples, not the comprehensive list of how we plan driving savings and efficiencies.

IBM transforms our clients' finance organisations with Automation and AI



	OTC	STP	RTR	FP&A	TREASURY	TAX
Total - Digitally Transformed	50%	65%	45%	55%	45%	30%
AI Augmented	20%	25%	15%	15%	20%	10%
Automated	30%	40%	30%	40%	25%	20%
Manual	50%	35%	55%	45%	55%	70%

Expense Insight: Expense audit automation & Fraud detection

65% workforce efficiency through automation of receipt verification.

Close & Consolidations

AI for process standardisation & automation, identification of efficient personnel, redistribution of workload

24% increase in efficiency

Financial Planning

Real-time performance insight across business domains

98% budget & forecast model integrated,+300 reporting application aggregated;

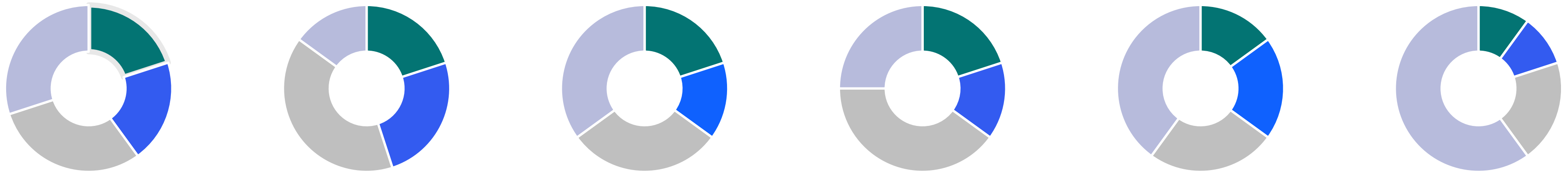
Market Performance Comparison

Quantitative capture of critical corporate events and trends

90% decrease in time spent on market research, 10x news reviewed

The next step is the inclusion of **Generative AI** within the Roadmap to future proof transformation and drive scalability

Total Transformation
Generative AI
AI Augmented
Automated
Manual



	OTC	PTP	RTR	FP&A	TREASURY	TAX
Total - Digitally Transformed	70%	85%	65%	75%	60%	40%
Generative AI	20%	20%	20%	20%	15%	10%
+ AI Augmented	20%	25%	15%	15%	20%	10%
+ Automated	30%	40%	30%	40%	25%	20%
Manual	30%	15%	35%	25%	40%	60%

OpenAI ChatGPT Microsoft aws
watsonx.ai Google Meta Open Source
Hugging Face mosaic[ML] salesforce

40% reduction in contract creation cycle time

75%+ of all POs have zero buyer involvement

70% increase in productivity through predicted and touchless processes

95% reduction in manual analysis and report creation

90% queries self-served

Service Definition

IBM Generative AI helps organisations step into the future of finance by enabling disruptive operating models, intelligent workflows, and proactive business insight. By leveraging next-generation ERPs, predictive analytics, and AI, we help finance move from retrospective reporting to forward-looking decision support.

We focus on the critical enablers required to deliver impact at scale—prioritised use cases, data and technology foundations, operating model design, and the talent and change capabilities needed to embed Gen AI sustainably across the finance function

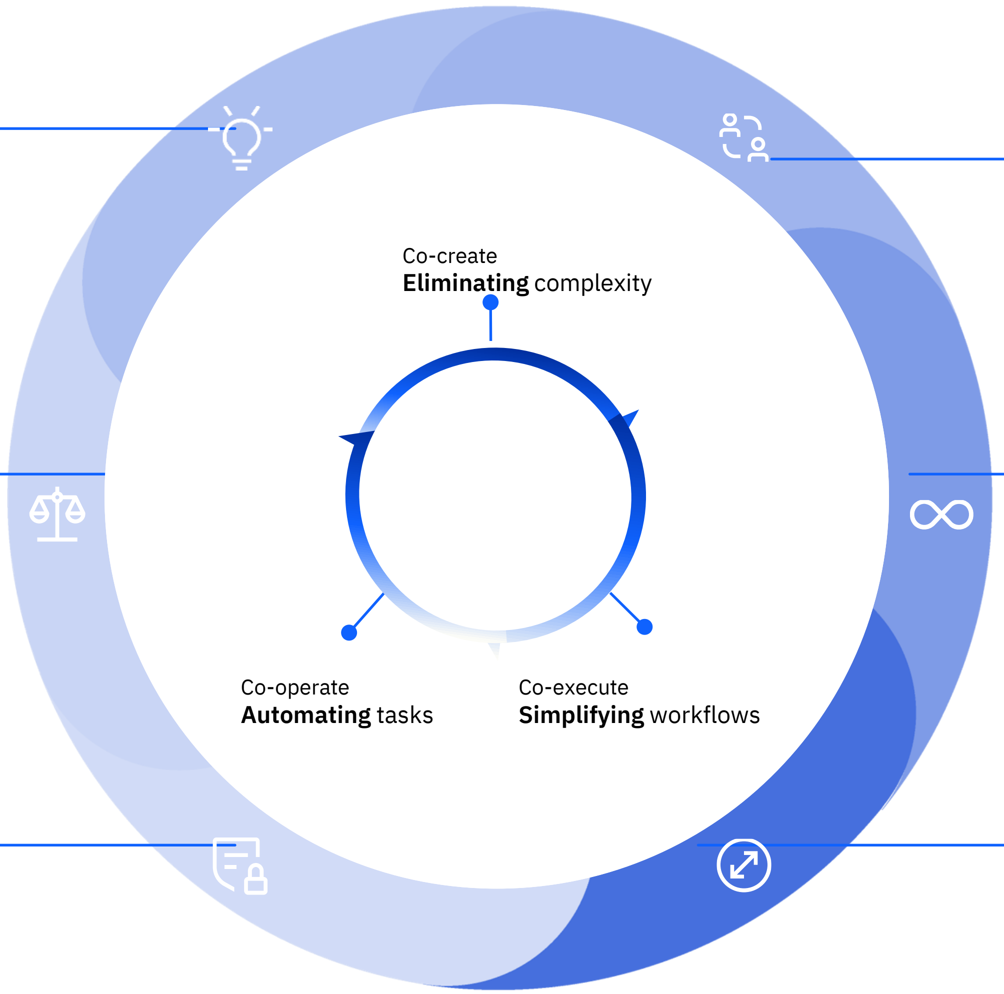
Our Approach

Our Guidelines for effective AI-enabled business process transformation

Motivate, Don't Dictate To Do The Right Thing
Empower product teams to make decisions autonomously and motivate each individual to do the right thing by emphasising on the value each team brings to Clients and their customers

Design with Ethics and Regulation in Mind
Prioritise ethical AI development, ensuring fairness, transparency, and accountability throughout the process

Ensure Security and Privacy
Protect data with strict and prominent adherence to data security measures and privacy regulations



Embrace Collaboration
Foster a culture of interdisciplinary collaboration and promote open communication to ensure development of effective and impactful AI products

Learn Continuously, Be Confident in Pivots
Continuously iterate by learning, gaining feedback, and adapting to changing needs

Optimise the "Whole" not the "Governance Part"
Focus on delivering solution outcomes, not governance outcomes, prioritise value to the builders

With steps to identify and assess the right opportunities to fast track your AI-fueled finance transformation

Deconstruct existing business workflows, eliminate redundancies, address pain points, and prioritise business problems by value and validate solution paths.

Develop the business use case, value drivers, and key KPIs using the planned common value language developed by the IBM team

Determine the potential ROI for the prioritised sub-functions and reimagine each process to leverage people, process, data and technology to achieve the desired target state.

Determine how the workflow improvement will specifically sit within the Golden Thread impacting the the end-to-end experience

Actively manage technology to ensure performance, continuous improvement, product development.

Scale and accelerate the impact of AI with trusted data and a proven delivery approach to assure your outcomes, at an unprecedented pace

Generative AI & Agentic AI Use Case Development

Value Realisation

Benefits Identification

- Determine benefit scope
- Agree on benefit areas of focus
- Identify benchmarks
- Collect historical performance data for baseline
- Establish baselines

Value Quantification

- Quantify benefit elements for each impacted process area
- Develop business case
- Gain approval on business case
- Identify specific, cascading KPIs
- Gather KPI baseline data
- Establish KPI targets and review with appropriate stakeholders
- Confirm and finalise targets with client's executive team

Ownership & Action Planning

- Identify executive benefit owners and any cascading ownership
- Adjust business case as appropriate
- Incorporate benefit targets into relevant "out-year" budgets
- Define any outstanding actions or initiatives required to realise benefits
- Communicate targets to project team and other relevant stakeholders

Benefits Scorecard & Reporting

- Establish reporting and meeting cadence
- Design and develop benefit scorecard/ dashboard
- Manage and close any outstanding actions/initiatives
- Develop reporting process
- Track benefit performance
- Compile benefit scorecard and report results

We apply a fact-based approach to use case value assessment and prioritisation leveraging several proprietary assets to identify the best starting point

Intake process and prioritisation framework

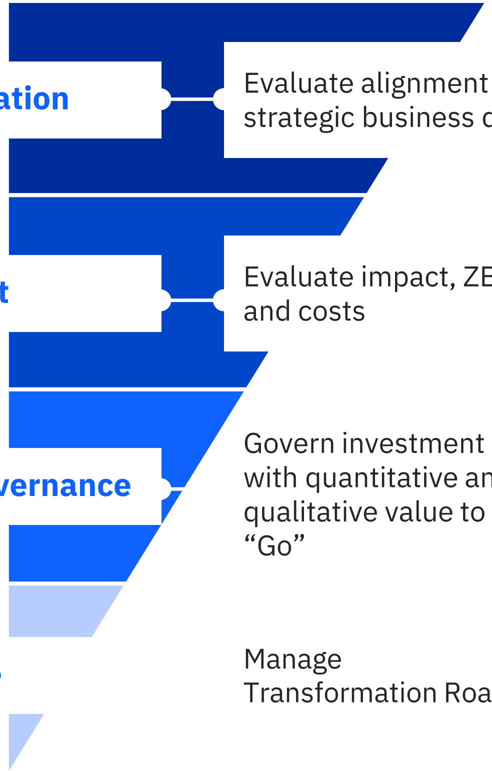
E2E sub-function Leadership workshops

AI Design Thinking

Personas

Outcome > productivity metrics

Industry Best Practices



Initiatives Prioritisation

Evaluate alignment with strategic business drivers

Impact Assessment

Evaluate impact, ZBB, benefits and costs

Transformation Governance

Govern investment decisions with quantitative and qualitative value to provide the “Go”

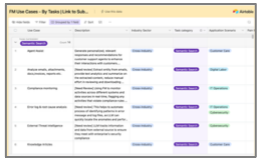
Roadmap Schedule

Manage Transformation Roadmap

Tools

Jumpstart workflows

Use case libraries

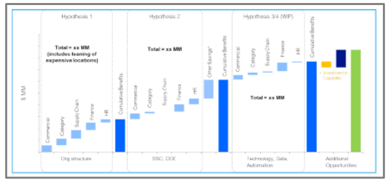


Component business model

Value driver trees

Proprietary research and benchmarks

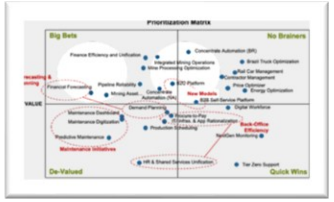
Business value model



Outputs

Golden thread process

Prioritisation matrix



Value case and metrics

We will keep value orchestration at the heart of use case design and deployment to ensure continued rapid value realisation across all finance sub-functions

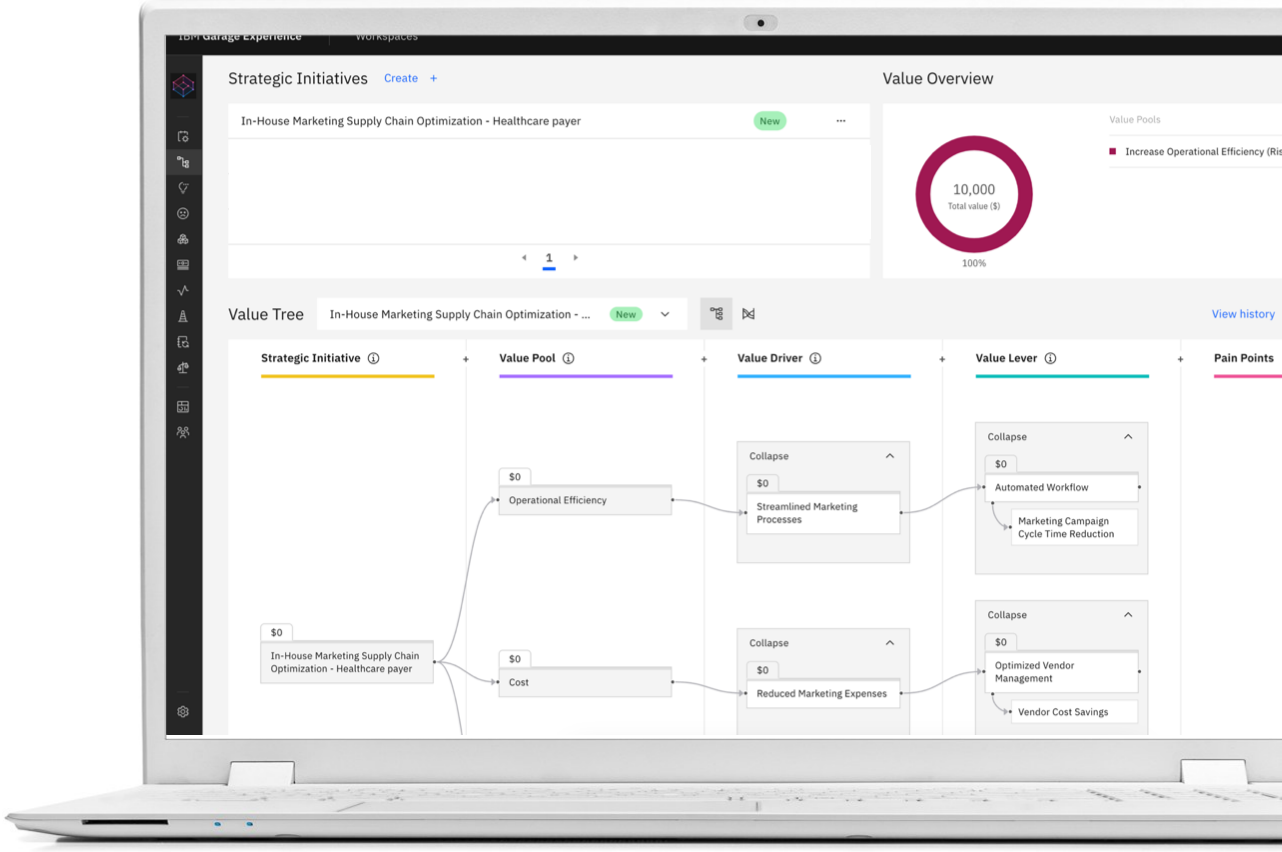
Value Orchestration

Understanding how generative and agentic AI can add meaningful value to your business is not a simple equation, it takes thought, research, models and data. This approach fosters collaboration based on hypotheses about what measures and conditions will change over time, allowing us to continuously de-risk and reprioritise objectively based on new learnings.

Prioritise use cases and align IBM and our Client on the opportunities for costs savings and roadmap for achieving their desired cost targets.

Key features include:

- → Build opportunity canvases and value trees on use cases related to organisation restructuring, operational improvements, capacity management, process standardisation, and labor arbitrage
- → Quantitative models that defines value pools, governs how we address pain points, and represents the impact of our work in alignment with those goals.
- → Opportunity canvases to breakdown opportunity value across each sub-function
- → Pain point tracker to prioritise the current state
- → An accelerant to Agile that enables delivery teams with the freedom to change how they solve problems without requiring a new business case every time a solution pivots



We will leverage the **IBM Garage Experience platform —** An end-to-end workflow management and governance platform to drive a value-focused transformation.

Accelerating your end-to-end process transformation journey with our assets

IBM Consulting Advantage Platform

Assistants & Agents | Applications | Methods

Procurement

Source-to-Pay Platform

Content Intelligence, Cognitive Invoice Processing, Collaboration Workflow, Vendor Query Portal, Smart Goods Receipt, Intelligent Risk Analyser

Source-to-Pay Virtual Assistant

Query management powered by watsonx for automated responses and prescriptive recommendations.

Finance

AI Collections

Digital assistant collections queries – categorisation, exception handling, automated entry adjustments

AI Reconciliations Assistant

Automated reconciliations – data processing, transaction matching, summarisation, trend and risk alerts

HR & Employee

AskHR

Digital assistant for employee queries and execution of core HR transactions such as transfers, promotions, terminations

(delivered through Leena AI or wxo)

AI-Enabled Employee Letter Generator

Automate and translate employee letter support and creation for global HR service operations

Talent

Talent Platform Optimisers

Suite of tools to facilitate talent sourcing, including talent classifier, skills gap analyser, proactive match and search, requisition analyser

Recruiter Assistants

End-to-end sourcing strategy, job requisitioning orchestration, offer management and employee onboarding

Customer Service Transformation

AI Agent Assist

Human-centered AI x digital channels, intent recognition and workflow automation, Q&A, sentiment & tone analysis, Agent Assist with auto-summarisation, email responses...

Contact Center / Digital Operations

Contact center/ Digital performance reporting, customer complaints and churn, call interactions – all with natural language reports

Industry

ATOM Platform

Hosted AI automation accelerator built on AWS, using multi-model integration, data integration, provenance, governance, and security

KYC Assistants

Risk and compliance reporting and analysis, including AI-enabled narrative – solution trained on KYC tasks, risk & compliance data

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Transition
Knowledge Management
Operational Management

CoBee.ai
Transition & Knowledge management (media, workflows, frameworks...)

EPIC 2.0
Maturity Model

Lingwyztic
Translator tool

Klarity
Service Performance Management

EMMA
Email categorisation assistant

Non-exhaustive list

Examples of Gen AI Finance use cases that we have developed for clients

1. Quick 'Decision-Support'

Crafting and narrating impactful management & statutory reports

Creation of commentary and narratives for financial dashboards and CFO Playbook (e.g., Analyst communications, Financial statements and Board of Directors reports, Sales Analysis, Cash Flow Analysis)

P 2I

60% reduction in manual report creation

90% improvement in time to decision support

2. Ask 'Finance'

Conversing and engaging with self-service chat capabilities

Generation of interactive and intelligent human-like conversational answers to questions for vendors, customers and financial analysts (e.g., provide with operating expenses line items for this quarter)

Cross Tower

70%+ Productivity Improvement

90%+ Improvement in time to decision support

3. 'Financial Intelligence' Advisor

Extracting and interpreting contract financial data

Automatic financial data extraction with recommendations for accounting treatment and actions (e.g., sales, real-estate, lease and project contracts, inter-company agreements)

R2R

85% reduction in time spent reviewing contracts

40% reductions in errors

4. Cash & Claims Advisor

Recovering cash by validating customer claims & deductions

Acceleration of claims & deduction processing time, identify patterns and trends (e.g., promotion deductions, chargebacks, insurance claims, rebates)

I2 C

~60-70% Revenue leakage savings

50% Deductions management FTEs reduction

5. Intelligent Invoice Management

Matching and validating vendor invoices; Intelligent 4-way match

Identification of reasons for mis-matching and self-validation of data for exception handling (e.g., missing GR, price variance)

I2 P

up to ~1% Reduction in indirect spend

~400M$[1] Reduction in indirect spend

[1]based on selected client data

6. Policy & Compliance Advisor

Monitoring and enforcing policy changes, controls, and compliance

Detection of policy changes with impact assessment (e.g., labor, payroll, tax, environmental and sustainability requirement changes)

FAS

60% productivity improvement in analysis and reporting

75% improvement in quality

Built on Large Language Models (LLMs) optimising finance workflows, fueling creativity, and innovation

•The impact of generative AI | Accelerators and use cases

Unstructured Data | External Data | Hybrid AI/ML | Visual Analytics | Interactive dialogue

Expected AI application and penetration across Finance processes

Automated Tasks
AI Augmented Tasks
Manual

Order-to-Cash | Expected Productivity Gain >50%

	Receive and manage orders	Perform Customer Invoicing	Manage Credit risk & Collections	Manage & resolve claims/disputes/ deductions	Apply cash & Execute AR close
From	25% 20%	20% 20%	40% 20%	25% 20%	40% 10%
To	45% 35%	25% 35%	40% 50%	40% 50%	75% 20%

Source-to-Pay | Expected Productivity Gain >42%

Procurement

	Demand Forecasting	Supplier Selection & Evaluation	PR-to-PO	Catalogue Management	Supplier Performance Monitoring
From	25%	15%		15	
To	25% 50%	25% 50% % 20%	70% 2	30% 55%	

Payables

	Invoice receipt & digitisation	2W & 3W & 4W Matching	Predictive exception handling	Fraud detection	Helpdesk query resolution
From	10% 10%	10% 10%		30	
To	30% 50%	20% 40% 50%	30% 60	30% 50%	

Record-to-Analyse | Expected Productivity Gain >52%

	General Accounting	Fixed Assets	Intercompany	Financial & Management Reporting	FP&A	Controls & Compliance
From	50% 15%	50% 15%	60% 15%	40% 15%	40% 15%	30% 10%
To	50% 40%	60% 35%	60% 35%	60% 35%	40% 37%	60% 30%

Our Agentic AI vision for the Purchase-to-pay enterprise process with potential outcomes

Purchase to Pay

Master Data mgmt. → Purchase Requisition → Purchase Order → Contract mngmt → Goods receipt → Invoice receipt → Invoice processing → Payments → Helpdesk

Manage Requests & Orders

- PR/PO quality check
- Proactive issue monitoring (self-healing)
- Catalogue maintenance & enablement

Goods receipt

- Goods receipt / price variance
- Abnormal or exception trending

Execute Accounts Payable

- Invoice data extraction - Data extraction in multiple languages
- Cognitive Invoice Processing
  - 3-way matching + NPO
  - 4-way matching
- Fraud detection
- Exception management
  - Next best action prediction
- Travel expense smart audit

Vendor Queries

- EMMA – Email Management Assistant
- S2P Virtual Assistant
- Vendor Query Portal
- Ask Procurement

Manage Supplier Lifecycle

- Supplier onboarding (risk-assess) and active performance mgmt.
- ESG compliance
- Ongoing risk monitoring
- Vendor statement reconciliation
- Vendor master maintenance

Manage Contracts

- Renewal / extension
- Contract metadata mining
- Smart contracting (collaborate and create contract, SOW)

Manage Payments

Working Capital Analyser

OUTCOMES

80% reduction for supplier onboarding time

90% e-invoicing globally

Real-time visibility to **100%** of enterprise spend

75% of all POs have no buyer involvement

40% reduction in contract creation cycle time

>10% Increase in Value from targeted Negotiation

Contract Corporate Standards automatically enforced

> 90% reduction in processing turnaround time

< $2 cost in touchless invoice processing

99% -time reduction for conducting pricing analyses

> 95% readiness to pay

90% query handling cycle time reduction

Up to **70%** query reduction

Our Agentic AI vision for the Order-to-Cash enterprise process with potential outcomes

Order to Cash

Sales order mgmt. → Logistics Planning & Execution → Returns → Billing → Credit mgmt. → Customer payments → Maintenance pricing & discounts → Collections mgmt. → Disputes mgmt.

Logistics

- Supply Chain Digital Planning Assistant
- Supply Chain Ensemble – Procurement Assistant
- Predictive Demand Forecasting
- Route Optimisation & Dynamic Scheduling
- Predictive analytics with What-if scenarios

Manage Credit Risk

- Auto-generated Credit Risk assessment
- Insight driven order holds and resolution

Pricing & Discounts

- Cognitive Pricing Analytics (COPRA)

Manage & resolve claims /disputes/ deductions

- Dispute resolution assist
- Dispute Business Insights generator
- EMMA – Email Management Assistant

Receive and manage orders

- Customer self serve order & queries assist
- Order Exception Insight assist
- Order fall-outs, Projected vs. Fulfilled insights
- Product/Channel Profitability

Perform Customer Invoicing

- Intelligent billing assembly
- Billing exception & query resolver
- Unbilled revenue Insights

Apply cash & Execute AR close

- Cash Exception Analyser
- AR Cash assist

Manage Collections

- Customer Account Review assist
- Cognitive collections platform
- AI Collection Optimiser

OUTCOMES

30-40% reduction in cycle time; order receipt to book

100% Real-time visibility to Order status

> 98% on time client deliveries

> 95% Reduced time for supply chain issues resolution

100% billing accuracy reducing revenue leakage

> 99% Ontime billing reducing revenue leakage

Real time & targeted business insights

90% touchless cash applications

50-70% faster reconciliations

15-20% reduction in DSO

50-70% reduction in cycle time; dispute receipt to resolution

Up to **50%** increase in customer satisfaction

Our Agentic AI vision for the Record-to-Report enterprise process with potential outcomes

Record to Report: General Ledger Accounting → Fixed Assets Accounting → Intercompany Accounting → Financial Reporting → Perform Closing Steps → CIL Submission - Financial Data Set

FP&A: Annual Planning & Budgeting → Forecasting → Reporting and performance management

General Accounting

- Identify risks, opportunities & data anomalies for journals & recs
- Journal automation with Watsonx
- AI Reconciliation Assistant

Fixed Assets

- Touchless FA transactions & depreciations runs
- Autogenerate FA reports with enhanced data insights
- Identify risk & opportunities (impact on BS and P&L)

Intercompany

- Leverage smart contracts
- Intelligent open item matching
- Intelligent dispute management

Financial Reporting

- Automatic generation of narratives, write-ups, reports, regulatory filings
- Respond to financial queries ad-hoc
- Monitoring policies, contractual obligations agreements, etc.

Month End Close

- Automated MEC process monitoring
- Real-time close predict

Planning

- Realtime planning & consolidation
- Generating enhanced business insights

Forecasting

- Cognitive Foresights
- Cognitive revenue forecasting
- Cognitive variance analyser

Reporting

- Profitability & financial performance analytics
- CFO Playbook
- Management review packs
- Competitive Intelligence

OUTCOMES

95% Touchless process with continuous financial closing

50%+ increase in productivity through predicted and touchless processes

95%+ Touchless FA transaction processing

20%+ cost reduction for FA function in the organisation

90% Intercompany disputes eliminated

Zero Intercompany aged open items

100% Real-time visibility to key decisionmakers of enterprise performance

90% improvement in time to decision support

Up to **98%** increased forecast accuracy

50-60% more time in business partnering through use of digital insights

> **95%** reduction in manual analysis and report creation

IBM Case Studies

Finance AI Collections

CEMEX

Challenge

The client's collections team received over 100K queries per month from multiple requestors through different sources. Traditionally, collectors handle these queries manually, consuming 30-40% of their time. This limits the collectors' availability for dedicated account coverage, resulting in high past due collections and high Day Sales Outstanding (DSO).

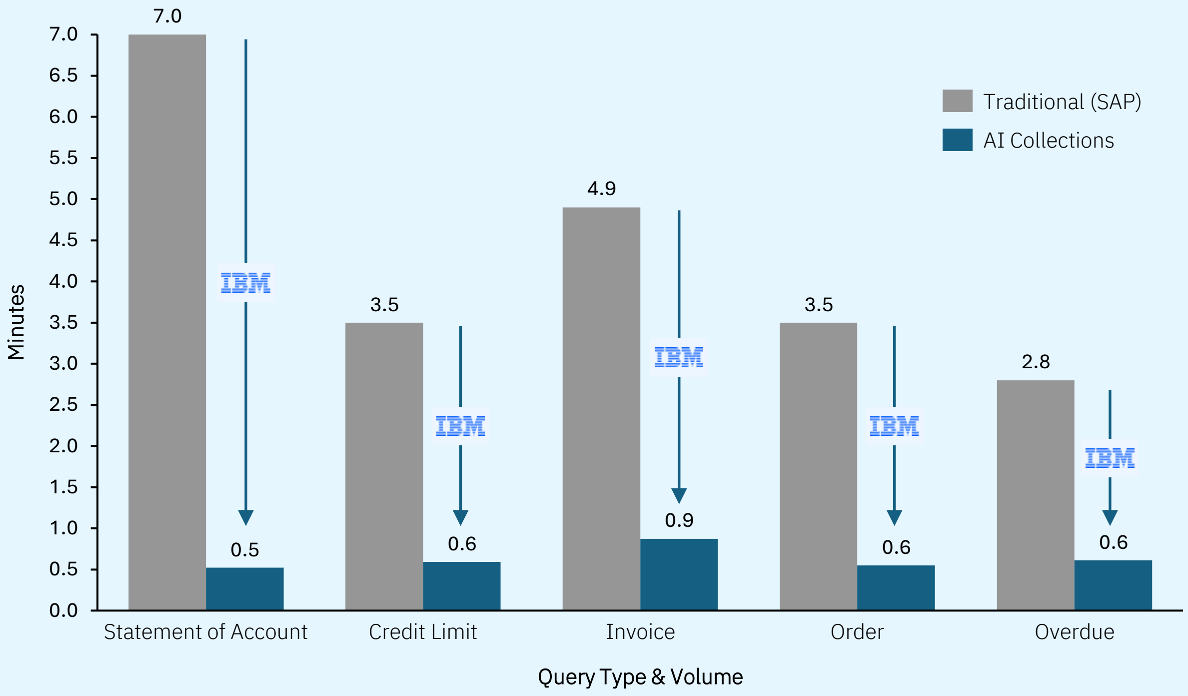
Solution

IBM partnered with the customer to deploy an AI Collections digital assistant to:

- **Integrate** different channels (Email, ServiceNow)
- **Auto-categorise** queries
- **Auto-extract** information
- **Create** insights and recommend actions
- **Generate** email responses / respond automatically

Scale and Operational Impact

Time needed to process query reduced by 75-90%



Outcomes

Query handling time

>50% reduction

Day Sales Outstanding

~10% improvement

Empower decision making using Gen AI infused Management Reporting

reckitt

Key process challenges faced includes:

- Extensive manual labour driven excel/ppt based reporting
- Disparate source inputs with data challenges
- Dependency on members for narrative insights
- Potential Persona driven biased commentary
- Limited Market Insights/Competitor Data
- Crunched timelines for reviews

Joint Objectives:

- Reimagine Business Reviews through On-demand Digital Chat Services
- Automate Report Generation with Commentary
- Enhance User Experience with Risk Predictions and Dynamic Query Capabilities

Strategic Business Partner

€ 2 Mn

Gross Savings over 5 Years

- Leverage IBM Watsonx Platform features
- Automated commentary generation – reporting highlights and business performance narrative
- Variance analysis through GenAI-based insights
- Step-up analysis across regions/countries/BUs

User Experience

100%

Visibility

- Business Review Advisor with focus on major risk & opportunities
- Controllers get enhanced narrative insights
- On-Demand Content Generation : Executive Packs, Audit Reports, Dashboards etc.

Improve Business Metrics

>75%

Manual activities reduction

>1.5X

Potential ROI

- >50% More time in business partnering through use of digital insights
- Single source of truth through standardised dashboards with automated data ingestion and transformation
- “Ask Finance” chatbot capabilities with ability to query on any performance data or information on demand
- Generating additional content like dashboards, audit tables etc. leads to gainful insights/compliance
- Deeper Insights and Actionable Intelligence helps improve Financial Health

IBM as Client Zero

IBM has realised a $3.5B productivity impact from our AI-enabled transformation journey, of which Finance is a key part

The productivity gains have enabled us to reinvest in Hybrid Cloud, AI, strategic partnerships, and 15 acquisitions in the past three years, expanding our ecosystem for innovation and growth

$4.5B

To be realised by end of 2025, directly traceable in IBM's financial results, unleashing productivity to fuel innovation and growth.

10M+
Hours of work automated

25pts
Increase in customer NPS

20pts
Increase in employee engagement

50%+
Increase in R&D

50+
Acquisitions

Use cases implemented across Enterprise Operations

Finance

- → Modernising Lead to Cash
- → Reimagining Pricing Approval Workflows
- → Unlocking Contract Intelligence
- → Streamlining Order Registration and Billing

IT

- → Scaling Automation
- → Transforming Enterprise IT Operations
- → Modernising IT Operations
- → Turbo-charging Business Application Performance
- → Strengthening AI Governance

Customer

- → Reinventing Client Support
- → Catalyst for Faster Insights

HR

- → Transforming HR with Digital Workers
- → Reinventing HR Support
- → Augmenting HR Support

Supply Chain

- → Digitising Supply Chain Orchestration

Vended Spend

- → Subcontractor Optimisation
- → Real Estate
- → Footprint Consolidation

IBM as 'Client Zero' - the adoption of exponential technologies in Finance

GLOBALLY INTEGRATED ENTERPRISE

Common Data, Systems, & Processes
- One chart of Accounts
- Reduced apps
- Integrated Management
- Standardised Controls

Globalisation
- Global processes
- Strategic Locations
- Skill building
- Scale Efficiencies

Leverage Technology
- Analytics
- Risk Management
- Operational Efficiency
- Cont. improvement

Benchmark

Leverage Data
- Data Standards
- Data Governance
- Data Integration
- Enterprise Model

Horizontal Workflow
- Go-to-Market
- Quote to Cash
- Source to Pay
- Record to Analyze

Finance Accelerate
- Agile ceremonies
- Squads
- Digital Skills
- Growth Mindset
- Data Science

Exploit Technology
- Working on the glass
- AI driven workflows
- Extreme productivity
- Continuous Innovation

DIGITAL ENTERPRISE

Standardisation & Arbitrage → Data, Workflow, Technology, People → AI driven

Using an AI first data driven approach, we reimagined IBM finance

OUTCOMES

~1M

Tasks Delivered by Automation

Eliminate

operating complexity

- → Integrated global financial management system
- → Unified data governance

Simplify

end-to-end workflows

- → Reducing redundant handoffs
- → EPM on-the-glass management systems

Automate

manual tasks

- → Core repeatable processes automated and infused with AI including financial forecasting, pricing, and journal creation

AI INFUSED OUTCOMES

ACCOUNTING AUTOMATION

- Journal automation
- Contract review and analysis

84%→95% Accuracy of risk automation

TAX COMPLIANCE

- Tax compliance
- Invoice validation

100k Hours saved

PRICING ANALYTICS

- Cognitive pricing analytics
- Pricing automation

$100M+ Rev. uplift by optimal price and accelerated cycle time

INTEGRATED RISK MANAGEMENT

- Continuous audit analytics
- Investigation workbench

30% Cycle time reduction

COMPETITIVE ANALYSIS PLATFORM

- Self-service platform
- GenAI competitive benchmarking

10X Real-time competitive analysis

FINANCIAL & MANAGEMENT REPORTING

- Integrated reporting
- Touchless forecasting

40% Productivity in FP&A

Why IBM?

With IBM you will have a partner that has …

Proven intelligent workflows, leveraging data and technology, across the finance function

Rapid Celonis process mining approach providing fact-based insights while minimising client business disruption without added licensing costs

Leader in delivering successful ERP programmes across SAP, Workday, Microsoft and Oracle; leveraging a vast talent pool of over
30,000 ERP trained consultants and a repository of over 1,000 developed assets

Teams leveraging an expanding catalogue of assets to deliver success

Pre-built Automated Unit & Integration Test, Fiori Apps - Enhanced Rapid ERP Data Migration with Data Models and Standards

270,000+ experienced consultants with deep, relevant industry knowledge for customised value differentiated solutions

A human centric approach and collaborative mindset, with IBM tools, methodology and frameworks targeted to discover and deliver value continuously

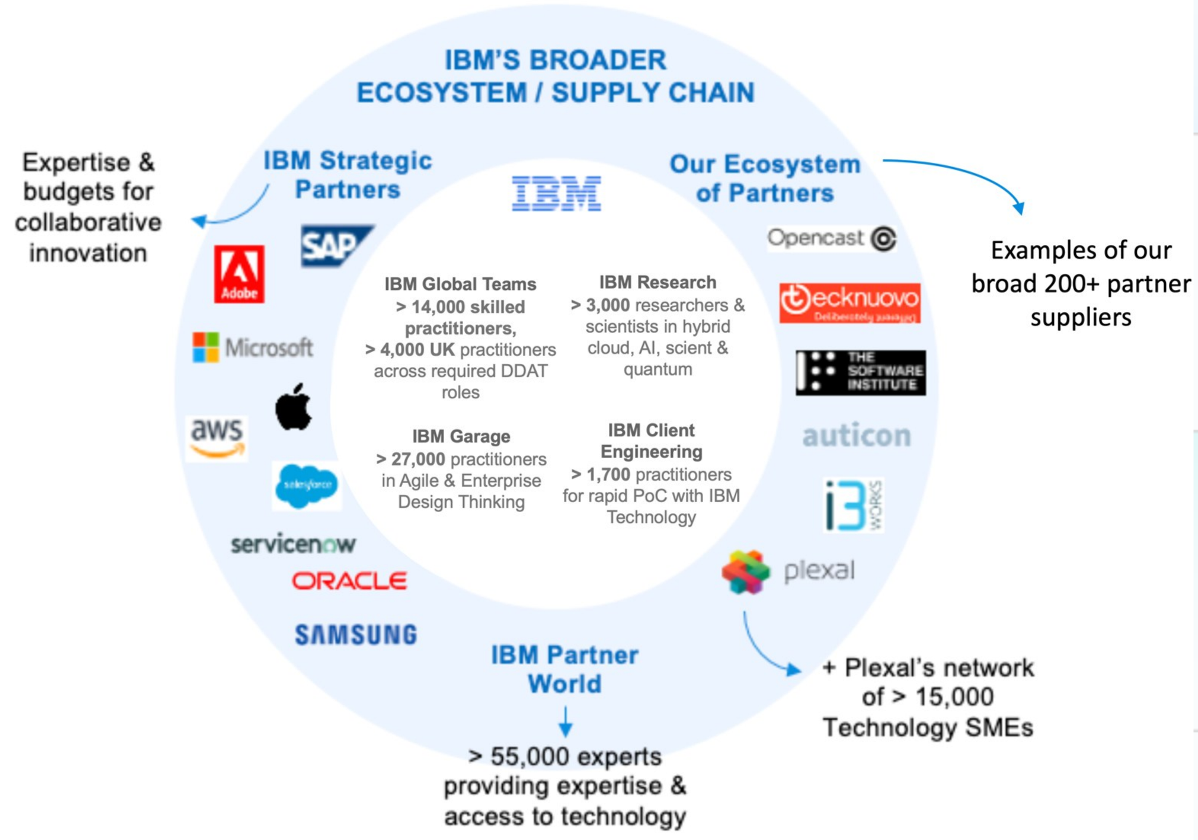
Experience in UK Government industry, aligning c-suites behind an integrated vision

Internal transformation expertise having transformed IBM over decades and learned lessons to share with clients

Partnerships with leading cloud, business application and accounting firms to rapidly establish an ecosystem for you to draw upon and apply AI/Gen AI

IBM drives collaborative transformation by co-creating solutions with leading partners alongside IBM assets and accelerators to deliver best-in-class outcomes

IBM's Partner Ecosystem



IBM's **Institute for Business Value (IBV)** provides thought leadership and insights on emerging business trends and technologies to help organisations decision making and drive innovation. We use all the thought leadership and tools from IBV to accelerate programmes and identify opportunities to move towards best-in-class.

C-Suite

Offers strategic insight, direction, planning analysis and advice to CxOs and leadership teams.
For our latest CFO report '6 power moves CFO's must make: Find out more HERE (https://ibm.co/c-suite-study-cfo)

Benchmarking

Benchmark Wizard is IBM's open standards patented benchmarking tool to target leading practice

The tool contains 42,000+ organisations across 60 countries, from all major industries, front and back-office functions (including the 8 finance process groups) and technologies such as cloud, AI, GenAI and automation

Component Business Modeling

CBM is a patented framework for modeling and analysing a business or processes for the purpose of organising and grouping business activities into basic building blocks of a business called components.

These components are marked with opportunities for automation, AI and GenAI which will inform Leonardo on your process optimisation.

"IBM IBV has been ranked #1 in thought leadership quality by Source Global Research for the second consecutive year"