



## Finance: Improve efficiency & compliance with ESM

### The Challenge

The finance function is a core part of every business, so efficiency and effectiveness is paramount to business success. Often, finance is tied up with repeated administration requests that eat up resources and prevent deeper engagement with the business. At the same time, finance departments are under increasing pressure to comply with strict accounting policies and legislation.

### The Solution

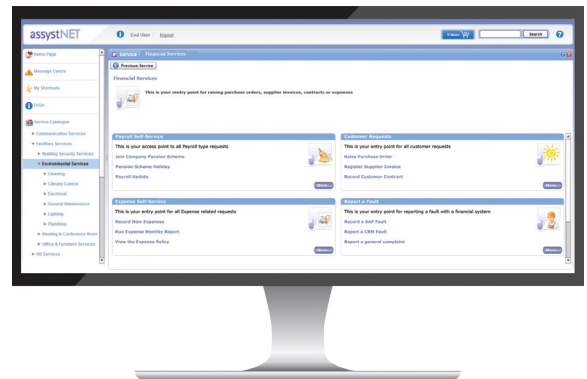
Enterprise Service Management is an opportunity for the Finance department to institute tighter control on its interaction with the business. By implementing a defined interface and defined processes, supported by an automated system, transactions with end users out in the business can be recorded, controlled and audited.

- **Streamline interaction** – Replacing phone and email interaction with a web/mobile digital interface brings “out-of-band” communication into a system of record, making it measurable and manageable.
- **Ensure compliance** – Implement controlled processes to ensure compliance with internal policies and external legislation.
- **Visibility** – Automated reports and real-time dashboards give you visibility of operational activity, performance and risk.
- **Security** – Finance department data is securely partitioned to prevent unauthorized access.
- **Integration** - Integrates with existing finance systems to leverage existing technology investments.

### Adoption Example: Managing finance issues and requests

A digital portal enables employees to ‘self serve’ allowing the Finance department to focus on key projects. Self Service options include:

- Raising purchase orders
- Registering supplier invoices to be settled
- Recording customer contracts
- End user logging of expenses on the move
- Self-service payroll amendments
- Access to finance updates, policies and other information



### Business Benefits



Make the Finance department more efficient and effective in supporting the operation of the business.



Automation frees up the Finance department to focus on cost reduction, new business models and strategic business investments..



Reduce time spent by end users logging issues and finding information.



Ensure corporate governance protocols are adhered to.



Balance availability of information access without compromising access security.



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