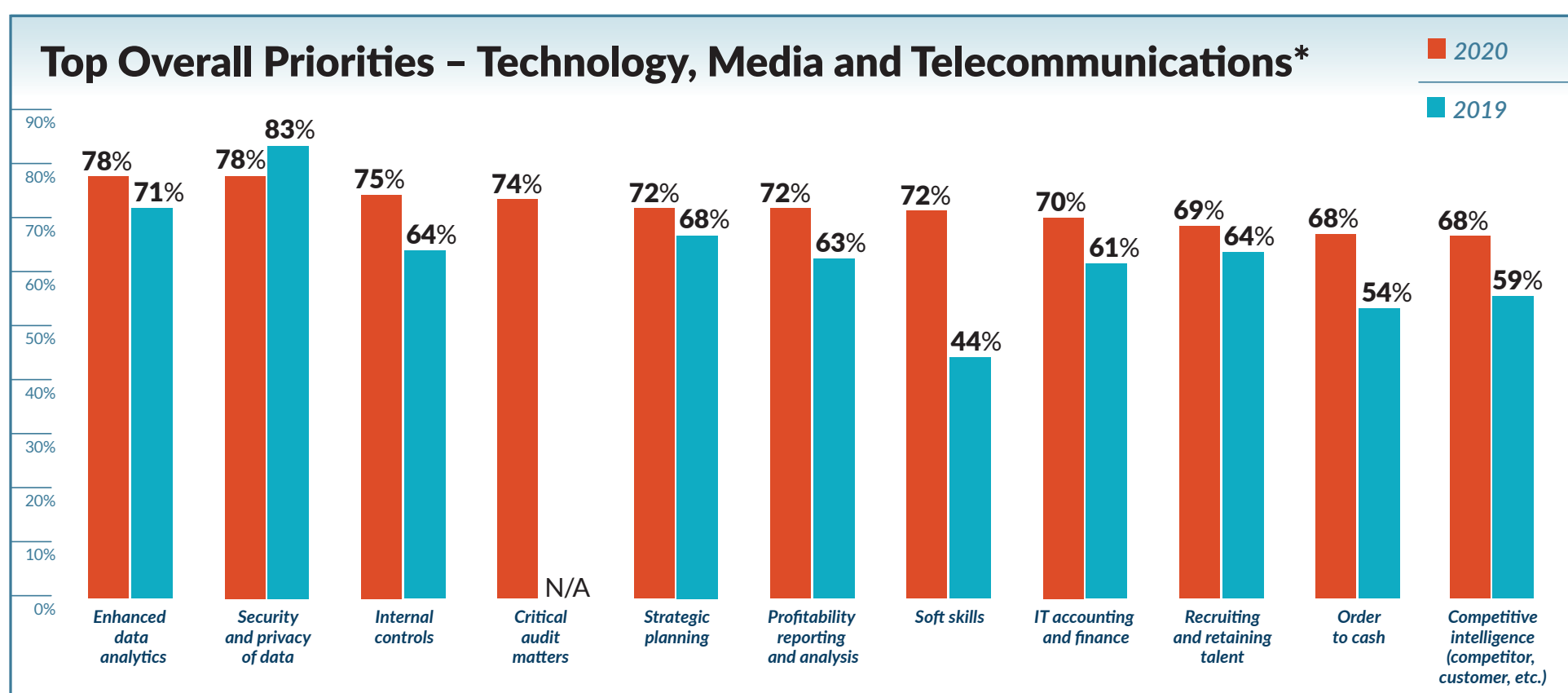


Finance Priorities in the COVID Era

Digital Dominance and Flexible Labor Models

Major crises expose the true nature of things. In the face of extreme pressure, organizations discover just how digital, agile and resilient they really are. CFOs and finance leaders in Technology, Media and Telecommunications (TMT) are leveraging hard-earned lessons from the worldwide pandemic to strengthen organizational agility and resilience, according to the results of Protiviti's latest Global Finance Trends Survey.



* In our survey, respondents were asked to rate 42 different finance areas based on a 10-point scale, where "1" reflects the lowest priority and "10" reflects the highest priority for the finance organization to improve its knowledge and capabilities over the next 12 months. Rankings are based on the percentage of respondents who scored these areas at "8" or higher.

More finance leaders in Technology, Media and Telecommunications are embracing a future labor model by leveraging a blend of internal staff with external expertise and services*

	Managed services provider	Full-time employees	Staff augmentation (contractors, freelancers, etc.)	Fully outsourced
AR/Order-to-Cash	25%	45%	32%	4%
FP&A/Plan to Project	25%	45%	24%	15%
Risk Management	22%	50%	27%	5%
Financial Reporting	21%	56%	16%	12%
Tax	20%	48%	30%	7%
Strategic Finance (M&A)	18%	53%	28%	3%
Treasury	11%	69%	17%	6%
Financial Planning & Analysis	10%	58%	30%	5%
Finance PMO	10%	58%	33%	3%
AP/Procure-to-Pay	8%	90%	7%	2%
General Ledger/Record to Report	7%	65%	35%	0%

*Survey question: For each of these key areas of the overall finance process, please indicate how it is resourced/staffed in your organization. (Multiple responses permitted)

Impact of COVID-19

78% of finance leaders in TMT have changed their views regarding finance teams working remotely.

57% of finance leaders in TMT expect their organizations to increase automation to perform critical business functions.

For more information, read Protiviti's research report, *Finance Priorities in the COVID Era – Digital Dominance and Flexible Labor Models*, available at www.protiviti.com/financesurvey.

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