



The Rise of AI in the Finance Function

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Foreword

In today's rapidly evolving financial landscape, Artificial Intelligence (AI) has transitioned from a desirable tool to an indispensable powerhouse for decision-making. At Taulia, we've recognized this transformative shift and conducted a survey of 600 directors and decision-makers in finance and treasury functions to understand the impact of AI on their businesses.

Our research highlights a fundamental change in the operation of successful finance functions, with AI evolving from an emerging technology to a core component of strategic decision-making. Generative AI simplifies access to insights and empowers financial leaders. At Taulia, we are committed to supporting these leaders by providing AI-powered analytics to create effective working capital management strategies. The significant trust placed in AI-generated data for critical business decisions, surpassing all other inputs,

underscores its importance. As the role of AI within finance continues to expand, top talent in this field will become increasingly sought after. Forward-thinking financial leaders are already exploring a range of AI-powered solutions and partnerships to maintain their competitive edge.

Our findings indicate that AI is rapidly becoming the bedrock of financial decision-making, empowering companies worldwide to make smarter, faster decisions. For those seeking to stay ahead, embracing this AI-driven approach is crucial for remaining relevant in the evolving financial landscape. AI solutions are the future of finance, and we are proud to be part of this transformative journey.

Kind regards,
Cedric Bru
CEO | Taulia

Findings

AI has arrived in Finance: Over half (53%) of global finance functions now rely heavily on AI for decision-making, showcasing its growing influence.

Positive impact widely accepted: A striking 90% of leaders report that AI has significantly enhanced their decision-making capabilities, highlighting widespread confidence in AI technology.

AI-generated insights are a top choice for decision-making: AI-generated insights are the top choice for 57% of leaders when making commercially important decisions, surpassing internal data (48%), external data (46%), judgment calls (35%), and colleague input (32%).

Leadership adoption: Senior management is leading the charge, with 59% using AI for decision-making compared to 53% of their junior counterparts.


Future growth: Nearly half (45%) of organizations plan to expand their teams by hiring AI specialists, indicating a strong commitment to integrating AI further into their operations.

Main themes

AI is significantly influencing finance decision-making

Six out of 10 of the companies surveyed were using AI in their finance function, and only 1% had no plans to use the technology over the next five years. Inventory and supply chain management was the department that was seen as having the most to gain from the deployment of AI.

Almost half (45%) of the directors and decision-makers surveyed for the report said they planned to expand their team by bringing in new expertise and increasing AI-related headcount.



“ It’s exciting to see that AI adoption in finance is rapidly increasing. The increased optimism is understandable, given AI’s potential to automate tedious, manual tasks, allowing finance professionals to focus on more strategic work. AI-generated data insights are highly valued by finance professionals, particularly in industries like oil and gas, construction, and automotive, why? Taulia’s research shows that these insights are the most important resource for senior managers making critical business decisions. ”

Dr. Walter Sun, SVP, Global Head of AI, SAP

The influence of AI within specific industry segments was particularly strong. Among utilities and energy companies, 71% of respondents said AI had a major influence on decision-making within their finance functions, while 96% said it had a positive impact on those decisions.

Two-thirds of respondents from IT and computing companies were using AI-generated data insights to make commercially important decisions, and more than half were planning to integrate AI with internal expertise, data, and insights to generate new outcomes.

There has also been a closing of the gap in the use of AI by different departments. Finance functions were slower to commit to AI solutions than other administrative functions, such as HR and procurement, but this gap has narrowed considerably as trust in AI-driven insights has generally increased by Finance departments.

Major use cases for AI in finance include:

- Intelligent process automation - leveraging the AI capabilities of existing tools to enhance information processing over time and automate business processes
- Anomaly and error detection - AI-enabled identification and reporting of errors and outliers in large datasets (for example, internal claims, expenses, invoices)
- Analytics - the creation of better financial forecasts and results analysis that can lead to improved decision-making
- Operational assistance and augmentation - emulation of human judgment-based decisions in operations through AI

Interest in AI within the financial sector can be explained at least partly by how it fits into the wider drive to automate processes and streamline operations. Even the largest organizations are under pressure to justify expenditure on finance teams and as a result they often depend on a relatively small number of finance professionals.



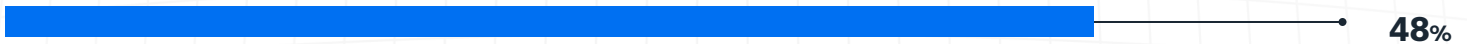
Which, if any, of the following people or resources do you rely on to help you make commercially important decisions within your business? Select up to five options.

Base: All respondents - 600

AI-generated data insights



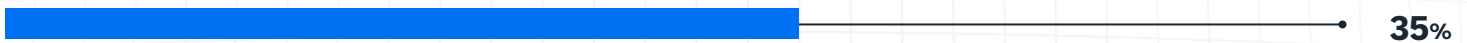
Insights from internal data e.g. customer data, progress against KPIs, financial performance



Insights from external data e.g. competitor information, market rankings, market insights



My own judgment



Input from colleagues



Industry benchmarks



Industry events



Industry peers



Webinars



Social media (LinkedIn, Twitter, etc.)



Newspapers and online news websites



Mentors



Input from friends and family



Podcasts



Other (please specify)



Nothing in particular



Does your organization currently use or have plans to implement AI technology within any of the following departments?

Base: All respondents - 600

Currently using AI for this



Planning to use AI for this in the next 12 months



Planning to use AI for this in the next 2 years



Planning to use AI for this in the next 5 years



Have no plans to use AI for this



NET: Uses AI or plans to in the next 5 years



NET: Uses AI or plans to in the next 2 years



NET: Uses AI or plans to in the next year



Accelerating the journey to treasury automation

In today's fast-paced business environment, the pressure to achieve more with fewer resources necessitates the reduction, if not the elimination, of manual tasks. Leveraging technology is crucial to reducing overheads while enhancing the accuracy of financial forecasts. Remarkably, 97% of respondents are either using or planning to use AI within the next two years for process automation and efficiency and 96% for cash forecasting. However, the current adoption of AI for cash forecasting and working capital optimization remains relatively low, with only 39% and 37% of interviewed finance functions utilizing these technologies. This indicates significant potential for Treasury departments to catch up and leverage AI's strong fit for these scenarios over the next two years.

This trend underscores a pivotal realization: organizations can generate more precise forecasts by analyzing a broader array of inputs—50 instead of just five. Such extensive analysis is beyond the capabilities of even the most seasoned statisticians.

For instance, Taulia's models draw from dozens of data sources, encompassing billions of data points. In a landscape where commercial success hinges on making timely and accurate decisions, no organization can afford the luxury of weeks spent manually sifting through vast datasets, only to arrive at outdated conclusions.

Taulia's scenario planner exemplifies this technological prowess by analyzing a company's suppliers to determine each supplier's unique cash needs. It helps companies focus their efforts on offering discounts where they will be most impactful. It assesses the likelihood and frequency of these discounts by evaluating the behavior of every entity within the supply chain. This helps buyers set competitive discount prices based on the supplier's unique situation, leveraging supplier behavior data from Taulia's vast network. This allows finance teams to gain the most efficient return on their working capital while giving access to much needed capital to their suppliers.

“ Our tech takes millions of data points into consideration to build the most accurate forecast of suppliers' behavior around accepting early payments. This allows our customers to get the most efficient return on their capital, and their time. It allows them to give their suppliers much-needed access to capital, at a rate and return that works for them. It's a win-win. ”

Brady Cale, Chief Technology Officer, Taulia

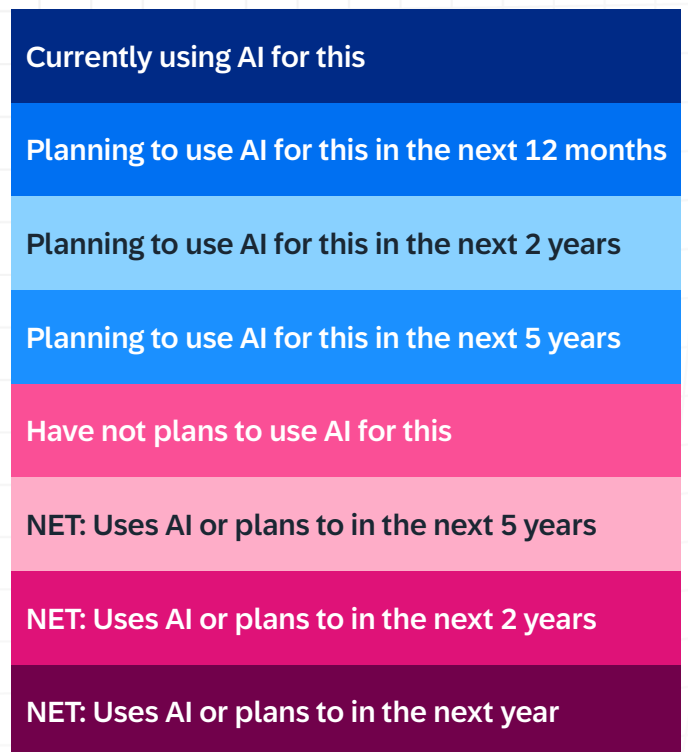
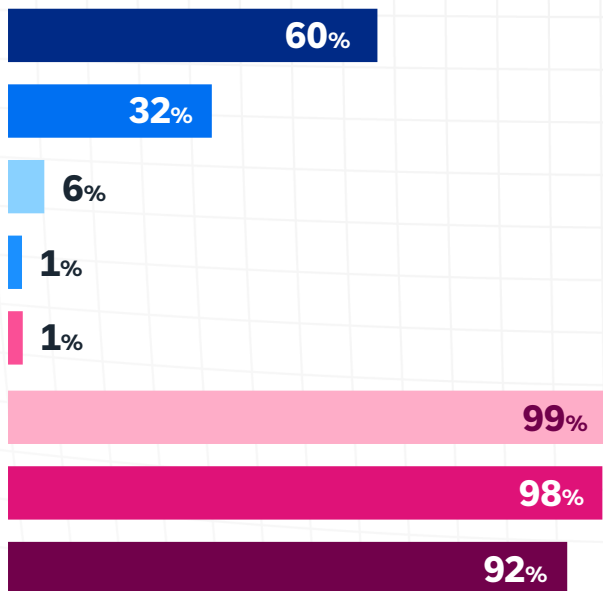
Natural language processing can make it easy for team members to access these valuable insights. Team members no longer need to be data analysts or system specialists to access these important data points. Team members can simply ask questions such as ‘If I wanted to target a blended 6% return on my capital, which suppliers should I target for Dynamic Discounting, and what rates should I target for each?’

This technology also underpins chatbots, which can enable companies to onboard suppliers much more quickly. The traditional method of bringing new suppliers on board would involve lengthy calls and meetings with salespeople—chatbots can handle this process quickly and efficiently, meaning companies can expand their supply chains as and when required.

Does your organization currently use or have plans to implement AI technology within any of the following departments?

Base: All respondents - 600

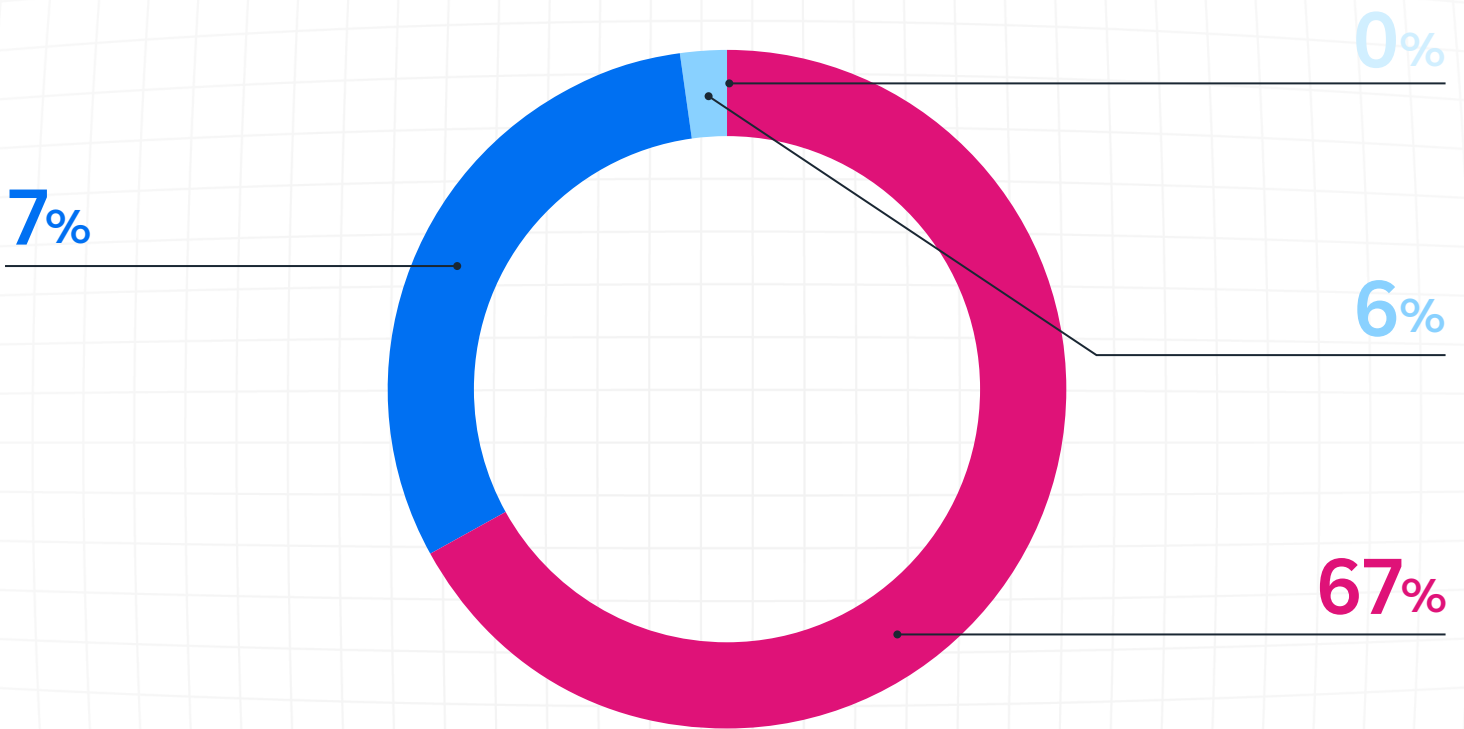
Your finance function generally



To what extent, if at all, do you trust AI to help inform decision-making within each of the following functions?

Base: All respondents - 600

Your finance function generally



I completely trust AI with this function

I somewhat trust AI with this function

I do not trust AI with this function

Not sure

Understanding the merits of the technology

Technologies such as ChatGPT have demonstrated an ability to understand and respond to human queries in a manner that often appears indistinguishable from human interaction. Intelligent virtual assistants that invite users to state their needs in natural language are able to respond with accurate, personalized answers and can even fulfill requests through backend integrations.

The capability of these models to engage in human-like conversations, provide accurate and contextually relevant responses, and continuously learn from interactions offers unprecedented opportunities to enhance customer service.

However, when it comes to talking to customers, only 66% of respondents trust AI to do so, and that with at least some human oversight. Trust in the ability of AI to replicate the speech patterns and responses of a human it is perceived to still require development. Yet the progress such technology has made is undeniably remarkable and has the potential to transform how businesses interact with their customers.

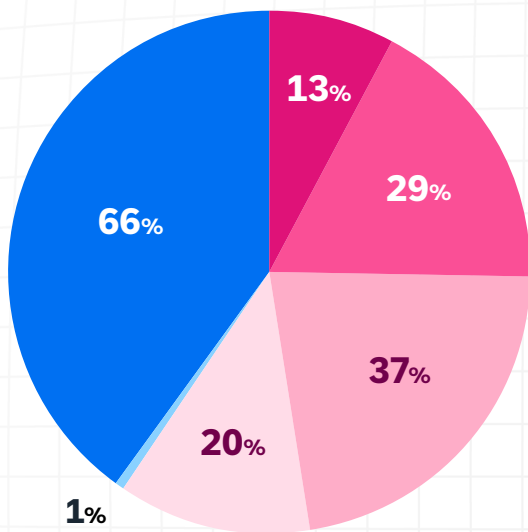
Some of the skepticism around AI arises from concerns that ‘the machines are taking over’. The way to avoid overpromising and under-delivering in any AI implementation is to start with realistic expectations of what it can do – and remember that artificial intelligence is only as good as the human intelligence that created it.



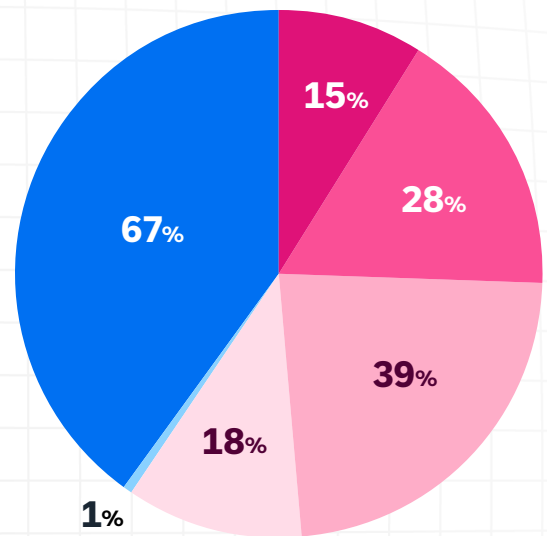
Would you trust AI tools to do the following?

Base: All respondents - 600

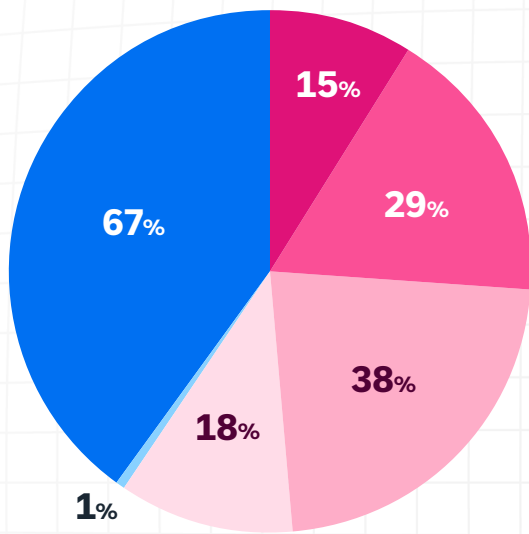
Talking to customers



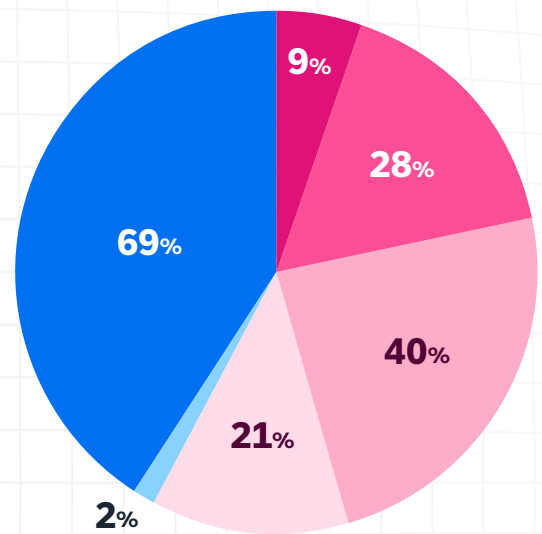
Negotiating with customers



Negotiating with suppliers



Invoicing customers



The crucial role of data quality in AI outcomes

The timeless adage of 'rubbish in, rubbish out' remains pertinent in the realm of AI. Poor-quality data inevitably leads to poor outcomes.

Finance teams across various disciplines and industries stand to gain significantly from AI adoption. Notably, the IT & Computing, Manufacturing, and Energy & Utilities sectors reported the highest response rates.

AI has already become integral to finance functions within these industries. An impressive 85% of IT & Computing respondents acknowledge AI's positive impact on their decision-making capabilities. This sentiment is echoed by 90% of respondents in Manufacturing and a remarkable 96% in Utilities & Energy.

Trust in AI is particularly robust for applications in process automation and efficiency, inventory and supply chain management, and cash management and planning.

For instance, in the manufacturing industry, predictive analytics can forecast demand for parts in specific geographical locations. If a part is prone to failure in cold weather, AI can identify areas likely to experience high demand and redirect stock accordingly.

Regarding data quality, chief financial officers and senior finance professionals must recognize that striving for a 'single version of the truth' levels of data integrity in organizations with vast data volumes and volatile market conditions is often not yet achievable. Instead of striving for perfection from the beginning, they should focus on leveraging good-quality data in a specific domain area to drive actionable insights. The vision of having a 'single version of the truth' still remains a very powerful north star to aim for.



83%

of IT & Computing respondents acknowledge AI's positive impact on their decision-making capabilities.

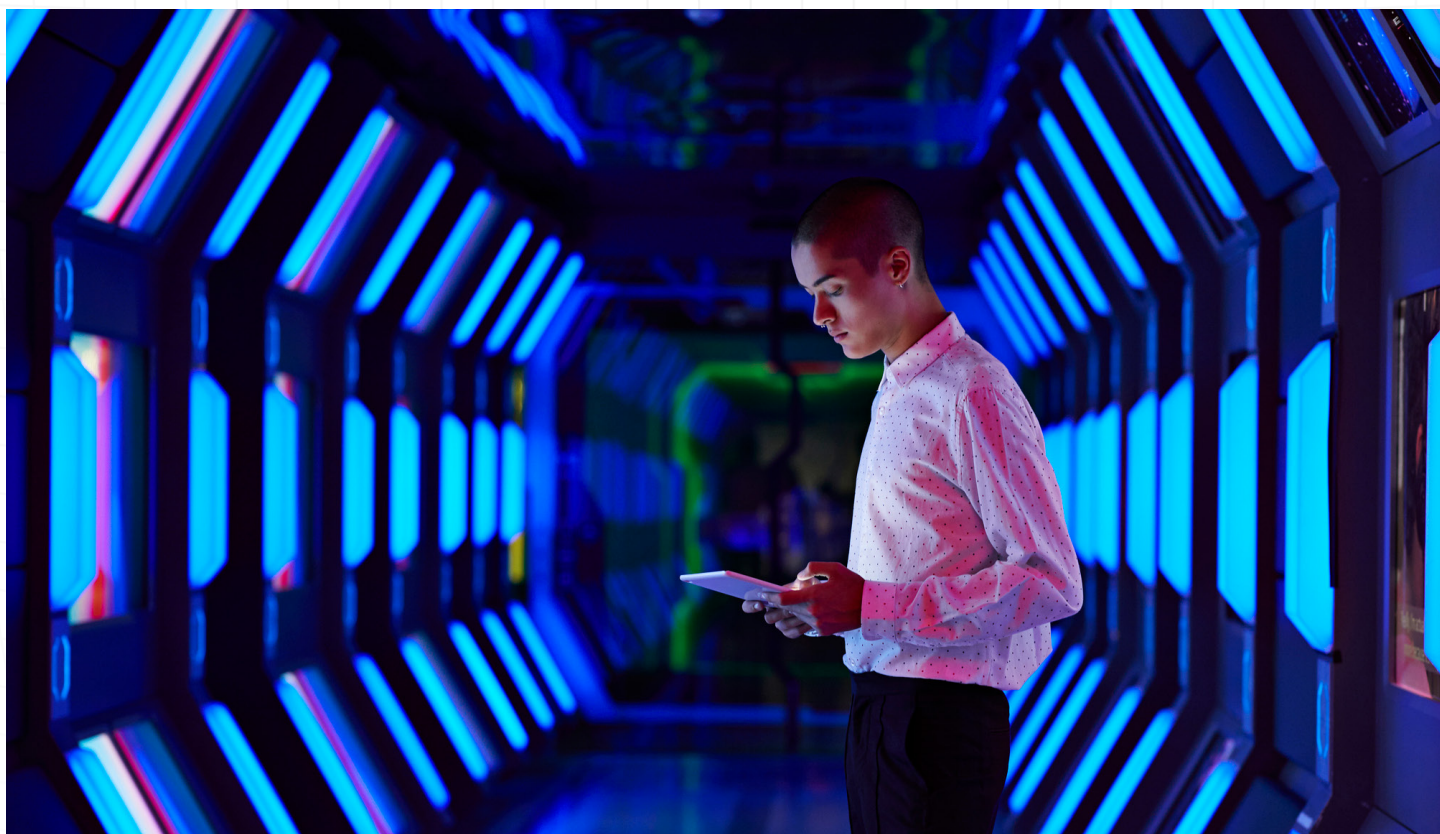
“ Taulia’s AI capability can create scenarios that show the impact of various working capital situations on the buyer and their supply chain. ”

Brady Cale, Chief Technology Officer, Taulia

A more attainable objective—and one that will still allow finance teams to derive enormous value from the technology—is to achieve a very good level of data accuracy. This is an achievable target for most, if not all organizations, and will facilitate improved decision-making quickly.

It is also important to recognize that AI is a tool; it will help you make better decisions, but it won’t run your business for you.

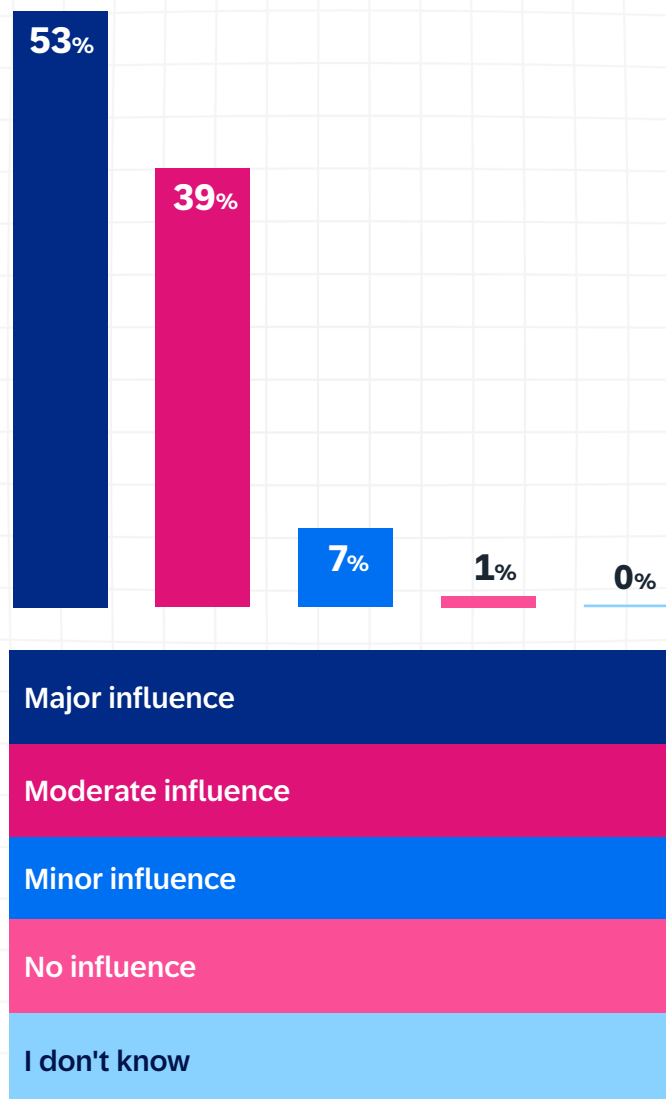
The starting point for any AI implementation programme is a clear understanding of the objectives. A degree of education is required to gain a full understanding of the security implications of using AI in a financial context as well as the capabilities and potential blind spots of the technology.



Thinking about the following areas, how much of an influence, if any, do AI tools and technology currently have in your decision-making within your organization?

Base: All respondents 554

Your finance function generally



AI adds valuable context to financial information

As with any technology, it is important that those using it are able to leverage AI's full value. One of the main barriers here is the level of data literacy and technical skills.

Just as fitness trackers on our watches and smartphones monitor our heart rate, the raw data may seem meaningless to the untrained eye. However, when these devices alert us to potential health risks, such as an impending heart attack, they become invaluable.

AI's true value lies not just in presenting figures, but in offering actionable insights. A mere notification of a change in turnover is ineffective unless it

provides the underlying reasons and actionable strategies for improvement.

AI's role is to guide finance teams toward optimal working capital management strategies, with an impressive 95% of respondents currently employing or planning to integrate AI into their working capital optimization within the next two years.

With such a high percentage already making use of such insights, it seems apparent that AI is set to become an indispensable tool in finance.



How influential in your decision making are external tools or data sets that utilize AI to refine/source the data?

Base: All respondents - 554

Very influential



Quite influential



Not very influential



N/A I do not know



NET: Influential



There are three primary challenges that hinder finance AI talent plans:

- Limited understanding of the necessary roles and skills involved in AI implementation
- Difficulty attracting and retaining AI talent
- Slow progress in developing AI skills among existing employees.

Because interest in AI is rising across the board both inside and outside their organizations, CFOs are finding it tough to source the talent they need

to meet their AI ambitions, and this problem is likely to get worse. It is therefore essential they have an overarching functional strategy to identify, acquire and develop AI skills.

45% of respondents are looking to bring in new personnel in order to achieve this goal, but with the demand for such experience being so high, there is a lot of competition to do so.

You said that your organization is currently utilizing AI or plans to implement it in at least one department. How, if at all, do you expect this will inform your decision-making?

Base: All respondents - 554

We will be able to integrate AI with our internal expertise, data, and insights to generate new outcomes.



We will improve operational efficiency by automating routine tasks with AI



We will use AI to develop new in-house technology e.g. AI powered analytics platforms



We will expand our team by bringing in new expertise and increasing our AI-related headcount.



We will use AI to leverage our consultancy and gain external expertise



We will work closely with existing tech partners who have AI offerings



We will establish partnerships with new tech providers who have AI offerings



Other (please specify)



Not sure



Setting out a roadmap for success requires leadership

Successful implementation of AI within finance departments requires commitment from the top. Finance leaders have to be front and center of this transformation, explaining the merits of the technology and addressing any concerns raised by team members – who should be encouraged to ask questions.

It is vital for those tasked with using AI applications to have the necessary skills, which means senior managers need to put processes in place to increase user knowledge.

It is only natural that some people will have concerns about the long term impact of AI in their workplace, so leaders need to show how the technology will be used and set out clear parameters for its deployment within the finance function.



What impact do you think AI has had on our ability to make decisions?

Base: All respondents 554

Very positive impact



Positive impact



Neither positive nor negative impact



Negative impact



Very negative impact



Not sure



It is telling that 40% of respondents said that their department lacks the right level of checks and balances when it comes to using AI tools for decision making, yet 90% feel those tools have had a positive impact. There is a clear gap between the perception of the impact of these tools and the formal process in using them.

AI is here to stay, but one of the key elements in maximizing its potential is ensuring finance professionals understand where it can add value and how they can contribute to that process. Creating a culture of continuous learning will be easier in environments where the concept of ongoing professional development is well established.

Which of the following best describes the current levels of checks and balances your organization has in place when making decisions using AI tools?

Base: All respondents - 554

We have too many checks and balances in place



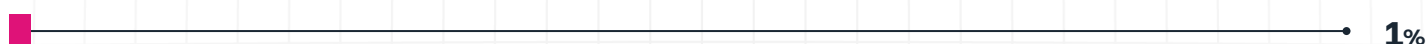
We have about the right level of checks and balances in place



We have too few checks and balances in place



We have far too few checks and balances in place



Other (please specify)



Not sure



NET: Not the right level of checks and balances



Education is key to successful use of AI. The more awareness and understanding finance teams have of the capabilities of the technology the better placed they are to identify where it can have the greatest impact without getting sidetracked by projects that do not add value to the business.

There are many misconceptions around artificial intelligence. As we noted earlier, it is not a panacea for inefficient working capital management, but it can reveal trends and areas that require attention. By automating repetitive processes it also increases job satisfaction among

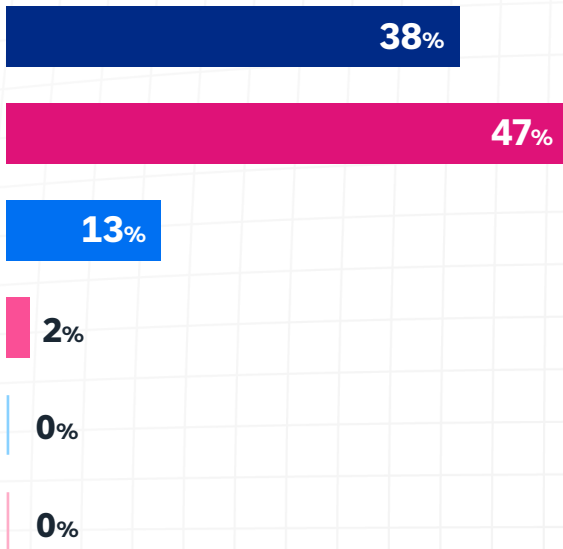
finance professionals who can focus on more stimulating, strategic tasks – making them more likely to stay with the organization.

At that strategic level, AI enables decisions to be made with a much higher degree of confidence. Testing multiple variables against a large number of suppliers in almost real-time is simply not possible without the help of technology – having that overall view of the supply chain can allow businesses to carry smaller buffers, releasing cash that can be used to take advantage of strategic opportunities.

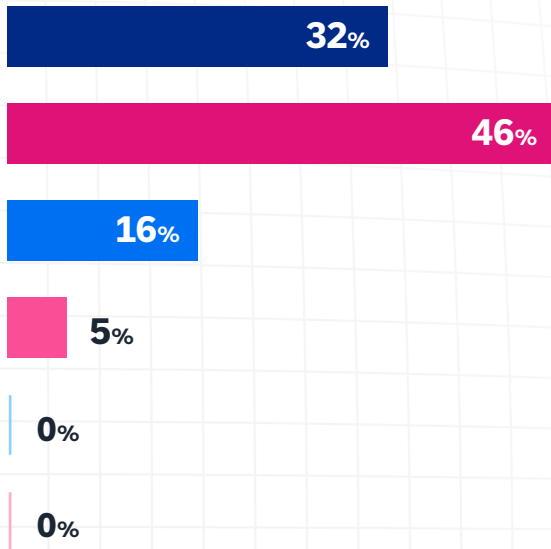
To what extent, if at all, do you expect AI's influence on your organization's decision-making to increase or decrease...

Base: All respondents - 600

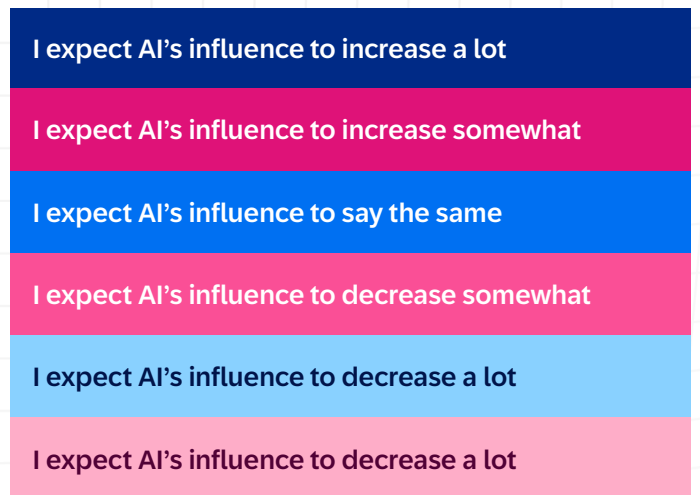
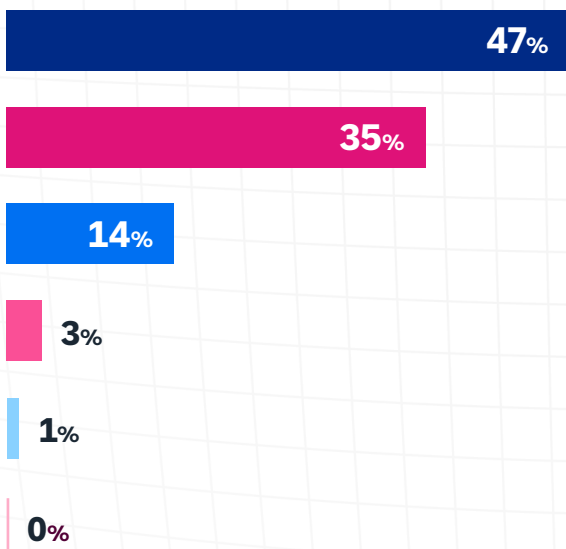
...In the next 12 months?



...In the next 24 months?



...In the next 5 years?





Leveraging human resources adds value to AI-generated insights

Making smart use of artificial intelligence doesn't just improve working capital management – it also enables organizations to get the most from their human capital. Finding finance professionals with the right mix of skills and experience is a challenge for many businesses, so the value of being able to offer these people a stimulating work environment should not be underestimated.

For experienced finance team members, making forecasts based on much higher volumes of data removes some of the stress from this process. Managing directors find AI insights even more valuable than middle managers or non-executive directors (59% compared to 53%), although both groups valued them ahead of any other resource in the Taulia survey.

Which, if any, of the following people or resources do you rely on to help you make commercially important decisions within your business? Select up to five options that are most important.

Type of Respondents	All	Managing Director +	Middle Manager to Non-Executive Director
Number of respondents	600	394	200
AI-generated data insights	57%	59%	53%
	344	234	110
Insights from internal data (e.g. customer data, progress against KPIs, financial performance)	48%	50%	45%
	289	196	93
Insights from external data e.g. competitor information, market rankings, market insights	46%	49%	39%
	275	194	81
My own judgement	35%	29%	46%
	211	116	95
Input from colleagues	32%	28%	40%
	193	111	82
Industry benchmarks	31%	29%	36%
	188	113	75
Industry events	31%	31%	31%
	185	121	64
Industry peers	29%	27%	32%
	173	107	66

Webinars	26%	25%	29%
	158	99	59
Social media (LinkedIn, Twitter, etc.)	26%	27%	23%
	155	107	48
Newspapers and online news websites	23%	27%	16%
	139	106	33
Mentors	20%	20%	20%
	119	77	42
Input from friends and family	17%	20%	13%
	104	78	26
Podcasts	16%	19%	12%
	98	74	24
Other (please specify)	0%	0%	0%
	2	1	1
Nothing in particular	0%	0%	0%
	1	1	1

“ Our natural language processing can help create strategies and determine the costs and benefits, while our chatbot can negotiate rates with long-tail suppliers, removing the need for timely human contact and back-and-forth. ”

Brady Cale, Chief Technology Officer, Taulia

AI can also be used to challenge assumptions based on the behaviors of large suppliers, which may not be reflected across the majority of a company's supply chain. Perceptions of acceptance of early payment can be skewed by a relatively small number of suppliers, so the technology helps companies analyze all their supplier relationships and identify current or potential problem areas.

Proponents of AI suggest that its use can reduce unconscious bias in decision-making. However, since predictive models rely on information from existing data sets, they can also perpetuate biases.

There are three main causes of such preconceived notions. The first is cognitive biases or unconscious errors in thinking that affects individuals' judgements and decisions which can seep into machine learning algorithms via designers unknowingly introducing them to the model or a training data set which includes those biases.

The second is algorithmic bias - which can occur due to explicit biases in the programming or pre-existing beliefs held by the developers – and the third is lack of complete data. If data is not complete, it may not be representative.

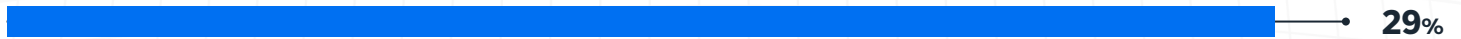
There are a number of steps organizations can take to address bias in AI systems:

- Assess where the risk of unfairness is high
- Establish a debiasing strategy that contains technical, operational, and organizational actions
- Improve human-driven processes through training, process design, and cultural changes
- Decide on use cases where decisions are not fully automated
- Follow a multidisciplinary approach
- Diversify your organization

Which of the following, if any, would make you more likely to trust AI? Select up to three.

Base: All respondents that do not trust AI - 134

Knowing AI is being used responsibly and ethically



Successful case studies



My colleagues using it



Greater confidence and understanding of AI



More time to see the effects of AI on other organisations



Understanding the impact, it could have



Understanding how it is integrated



More direction from leadership around AI should be used



Industry peers using it



Reading informative content on social media (LinkedIn, Twitter, etc.)



Reading informative news articles



Reading informative blogs and bylines



More training into the potential uses of AI and/ or how to use it effectively



Other, (please specify)



N/A - I don't think I will ever trust AI



What about generative AI?

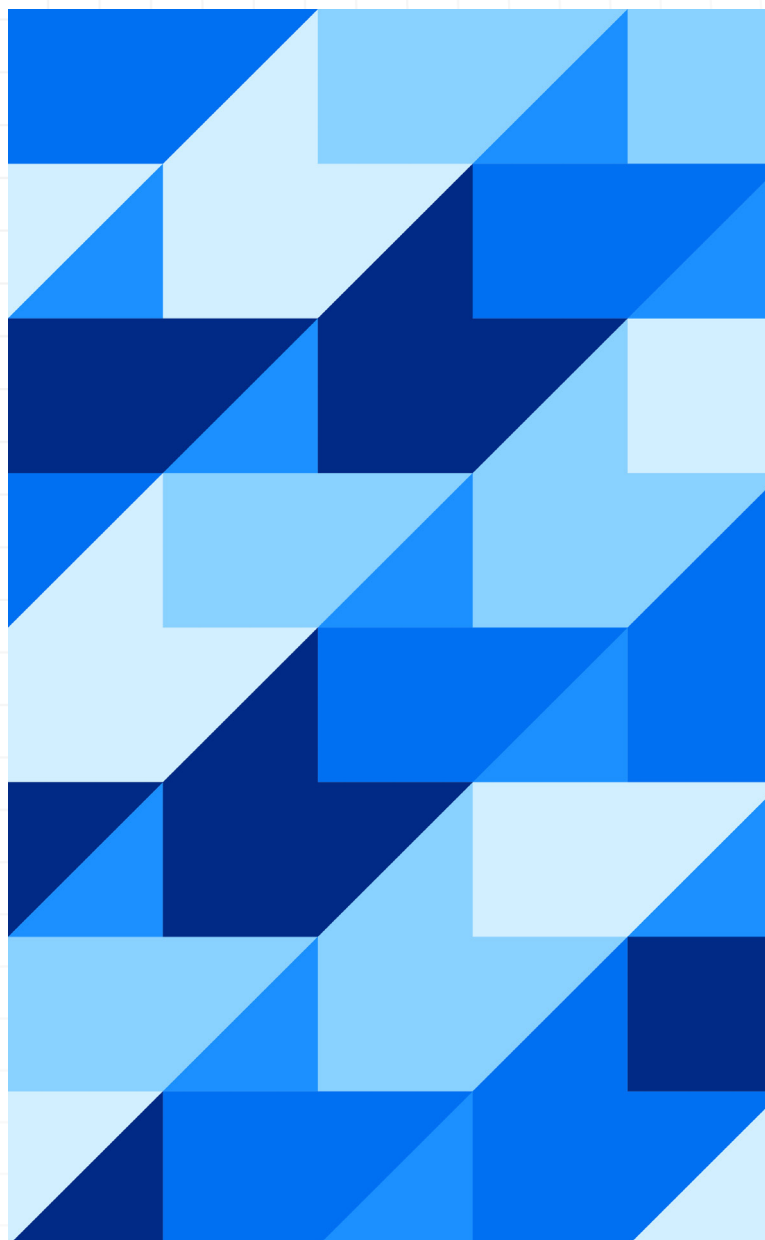
The fundamental difference between earlier AI applications and Generative AI is GenAI's ability to create content such as text, images, music, videos, code, and more by learning from and mimicking large amounts of data. Traditional AI can process and analyze data but GenAI takes the next step by creating relevant content, interpreting context, and reusing what it has learned to solve new problems.

This opens up new possibilities for automating and enhancing various processes across finance as well as a slew of other industries such as marketing and content creation.

Here are some best practices for getting the most out of GenAI:

- **Control the source of data:** Precise prompting can ensure the AI taps into reliable and relevant datasets. For instance, if you are working on a financial report, you might instruct the AI to draw from recent market analyses or verified financial statements rather than general web searches.
- **Guide the responses by adjusting the 'temperature' of your prompts:** This allows you to manage how creative or specific the AI's responses are. A lower temperature setting makes the AI's responses more focused and deterministic, while a higher setting allows for more creativity and varied outputs.
- **Ensure your AI platform uses retrieval-augmented generation or RAG:** RAG is a technique for enhancing the accuracy and reliability of generative AI models with facts collated from external sources, ensuring the AI accesses the most accurate and relevant data.

Shortages of GenAI talent and execution risk have been among the major concerns faced by chief financial officers contemplating the deployment of GenAI technology in their organizations. However, these concerns have receded as CFOs recognize GenAI as a critical enabler or element of larger concepts like technology transformation and enhanced productivity.



How are you prioritizing investment in AI for 2025? Select all that apply.

Base: All respondents - 600

We are prioritizing use cases which have a return of investment within the next 12 months



We are prioritizing short-term investments which will deliver a return of investment in the next 12 months.



We are prioritizing long-term strategic investments



We do not yet have an investment plan for implementing AI



Conclusion

Amara's Law refers to the concept of overestimating the impact of new technologies in the short term and underestimating their impact in the long term. It reminds us to consider the broader context and timeline when predicting technological advancements.

Amara's Law can certainly be applied to the use of AI in corporate finance, where some quarters assume it can revolutionize working capital management overnight.

Yes, artificial intelligence has a lot to offer in terms of automating repetitive, time-consuming tasks and generating valuable insights. It can also improve the working conditions of finance professionals by allowing them to concentrate on more strategic tasks.

However, this can only be achieved with a clear plan for what the technology will deliver, supported by high-quality data and insights from finance staff who have received the appropriate training.

As we approach a tipping point in the use of artificial intelligence technology in finance, organizations face a stark choice between leveraging the full potential of the technology and

falling behind their competitors in an increasingly technology-driven profession.

Those concerned about the impact of artificial intelligence can take solace from the fact that it has been used in finance for some time, for example, in applications such as basic machine learning algorithms for financial forecasting.

Concerns around the integrity of data can be addressed through creating a secure environment where all commercially sensitive information is protected and remains confidential. Robust data management processes ensure that the data used to make decisions is up-to-date as well as verified and that AI only has access to data it needs to produce forecasts.

It would be wrong to view the increased use of AI as primarily an IT project. However, regular communication and interaction between IT and finance departments is crucial to the successful implementation of AI, and sharing updates on progress can reinforce the value of the process and increase buy-in across the organization.



Demographics

The data analyzed in this report is the result of independent research that Taulia conducted in August 2024 with the support of Opinium. The questionnaire consisted of 17 questions. 600 Director-level and decision-makers in the finance and treasury functions of their businesses were surveyed. All respondents were from mid- to large corporations with over 250 employees.

The respondents were split by region, with 100 representing each of the following markets:

- USA
- UK
- France
- Germany
- Singapore
- Australia



Learn more

For further details and analysis of Taulia's findings, please contact comms@taulia.com.

Addendum

You said that your organization is currently utilizing AI or plans to implement it in at least one department. How, if at all, do you expect this will inform your decision-making?

Base: All respondents that have used AI or plan to do so - 598

We will be able to integrate AI with our internal expertise, data, and insights to generate new outcomes



We will improve operational efficiency by automating routine tasks with AI



We will use AI to develop new in-house technology e.g. AI-powered analytics platforms



We will expand our team by bringing in new expertise and increasing our AI-related headcount.



We will use AI to leverage our consultancy and gain external expertise



We will work closely with existing tech partners who have AI offerings



We will establish partnerships with new tech providers who have AI offerings



Other (please specify)



Not sure

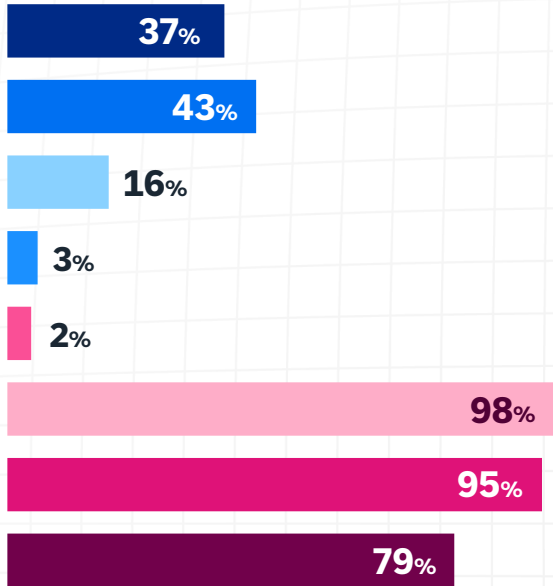


Does your organization currently use or have plans to implement AI technology within any of the following departments?

Base: All respondents - 600

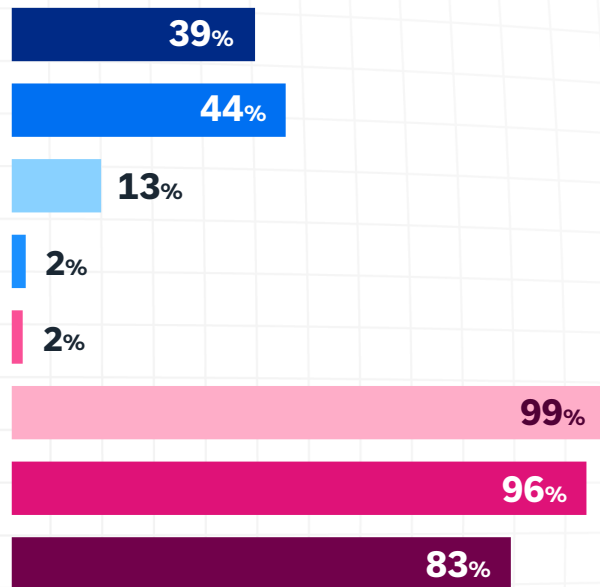
Working Capital Optimization

(e.g. Terms Management, Discount Optimization)



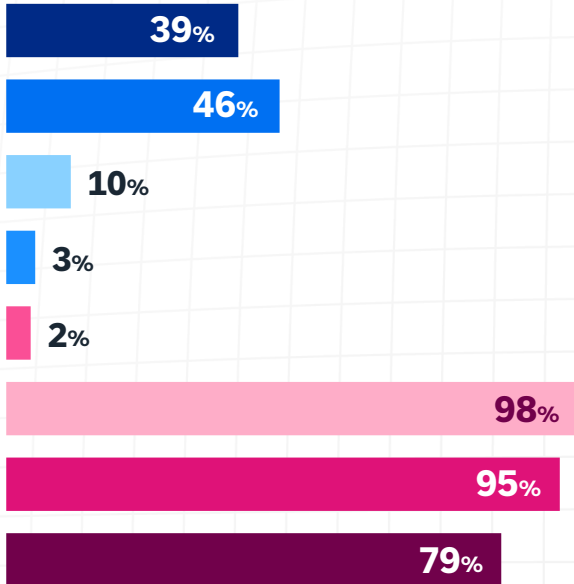
Cash Forecasting

(e.g. Forecasting when payables and receivables will be cleared, future payments, etc)



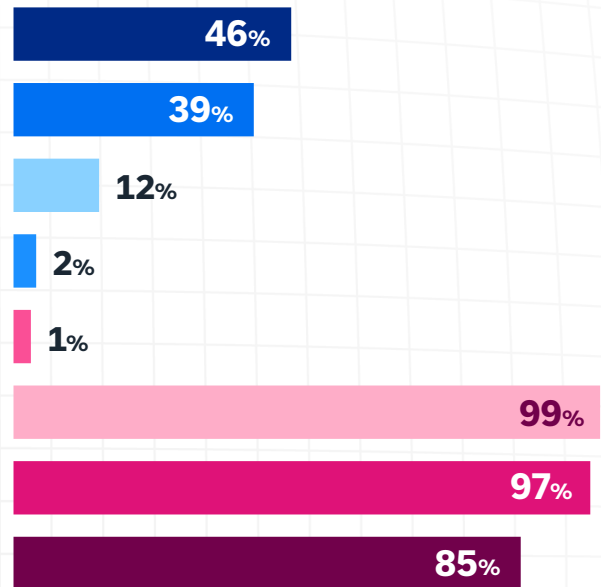
Cash Management and Planning

(e.g. Optimizing Cash Pooling and Short-Term Cash Investment Strategies)



Process automation and efficiency

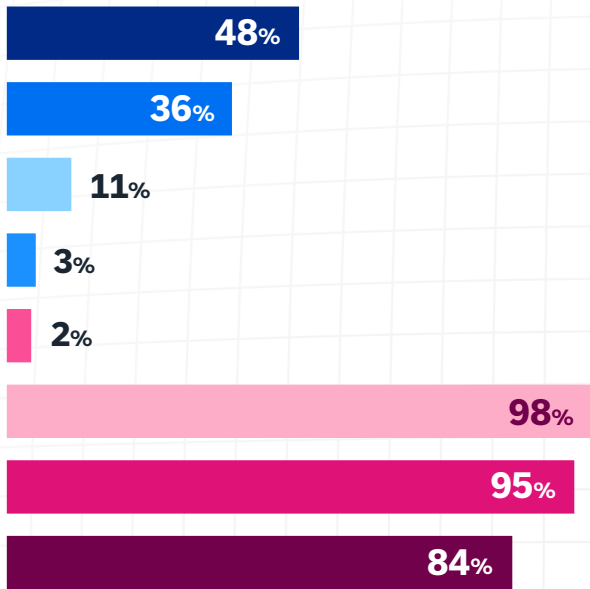
(e.g. Invoice processing, automated data entry and report generation etc.)



Currently using AI for this
Planning to use AI for this in the next 12 months
Planning to use AI for this in the next 2 years
Planning to use AI for this in the next 5 years
Have not plans to use AI for this
NET: Uses AI or plans to in the next 5 years
NET: Uses AI or plans to in the next 2 years
NET: Uses AI or plans to in the next year

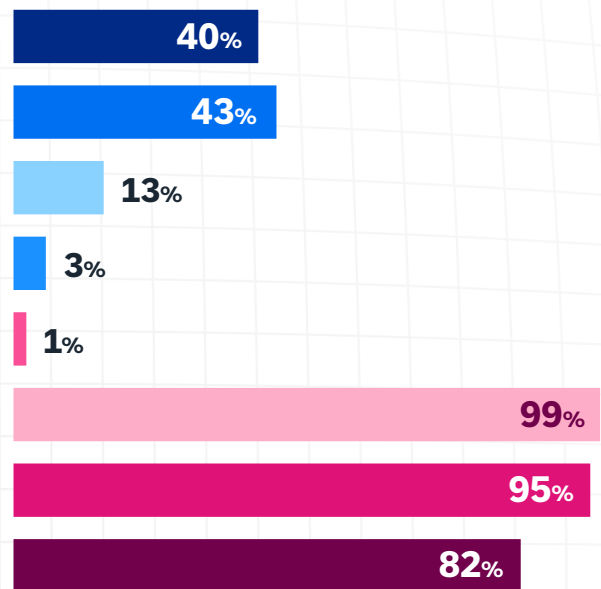
Inventory and supply chain management

(e.g. Inventory demand management, supply chain optimization etc.)



Risk management and security

(e.g. Fraud detection and prevention)

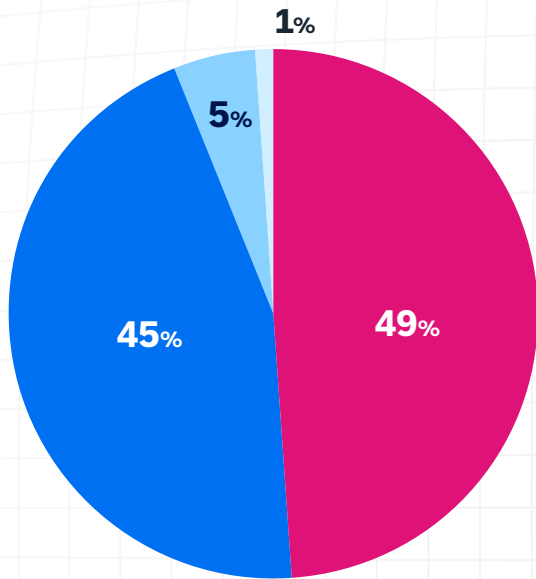


To what extent, if at all, do you trust AI to help inform decision-making within each of the following functions?

Base: All respondents - 600

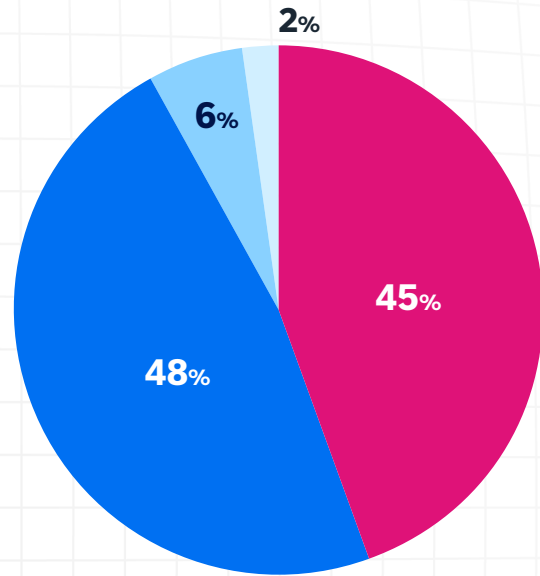
Cash Forecasting

(e.g. Forecasting when payables and receivables will be cleared, future payments, etc)



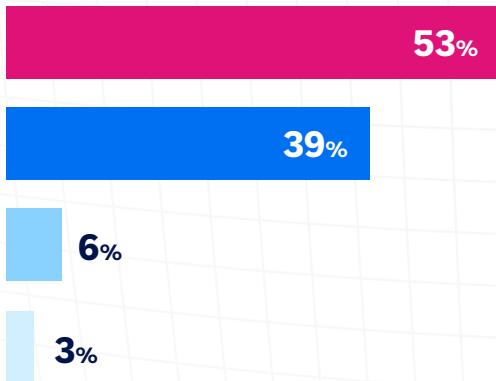
Working Capital Optimization

(e.g. Terms Management, Discount Optimization)



Cash Management and Planning

(e.g. Optimizing Cash Pooling and Short-Term Cash Investment Strategies)



I completely trust AI with this function

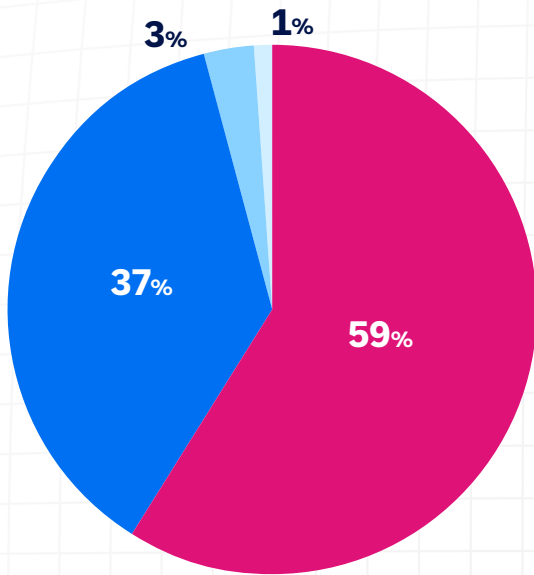
I somewhat trust AI with this function

I do not trust AI with this function

Not sure

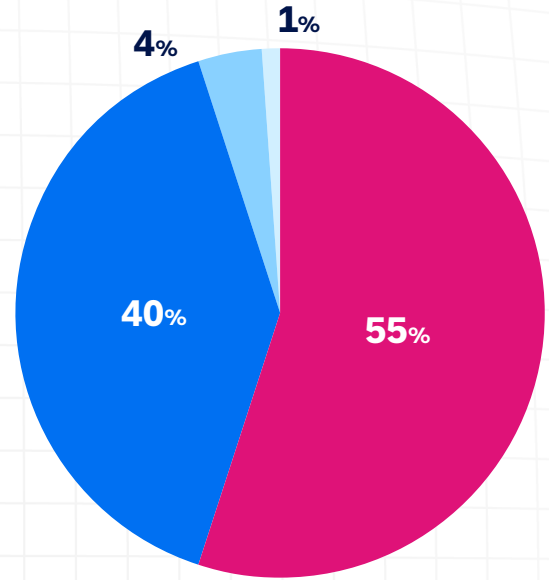
Process automation and efficiency

(e.g. Invoice processing, automated data entry and report generation, etc.)



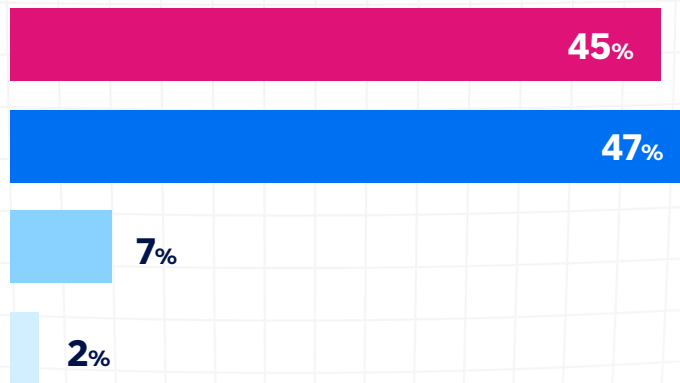
Inventory and supply chain management

(e.g. Inventory demand management, supply chain optimization, etc.)



Risk management and security

(e.g. Fraud detection and prevention)



I completely trust AI with this function

I somewhat trust AI with this function

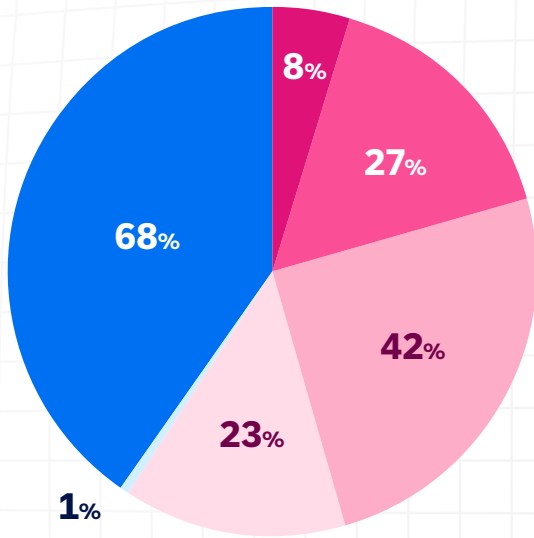
I do not trust AI with this function

Not sure

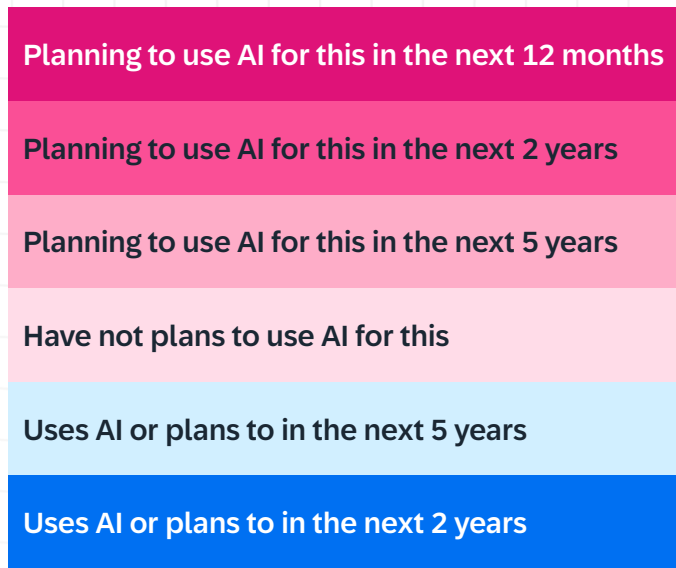
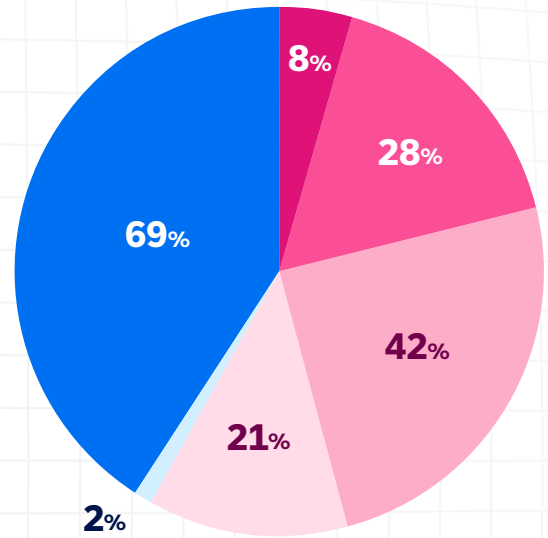
Would you trust AI tools to do the following?

Base: All respondents - 600

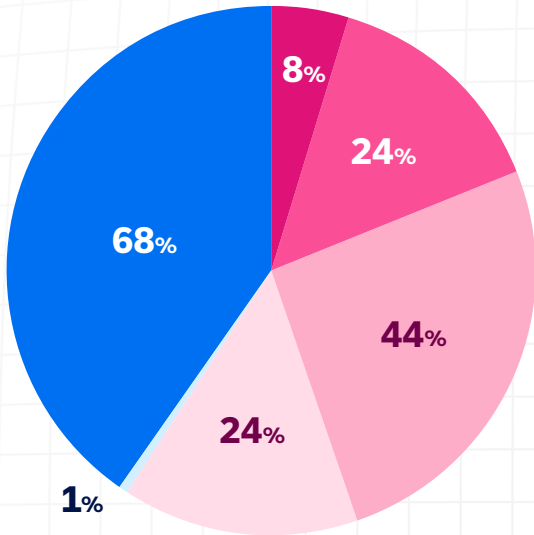
Analysing sales and revenue data



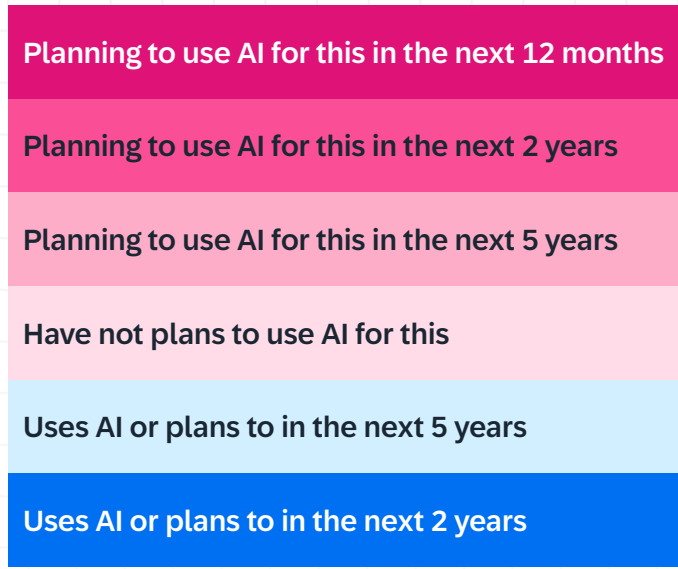
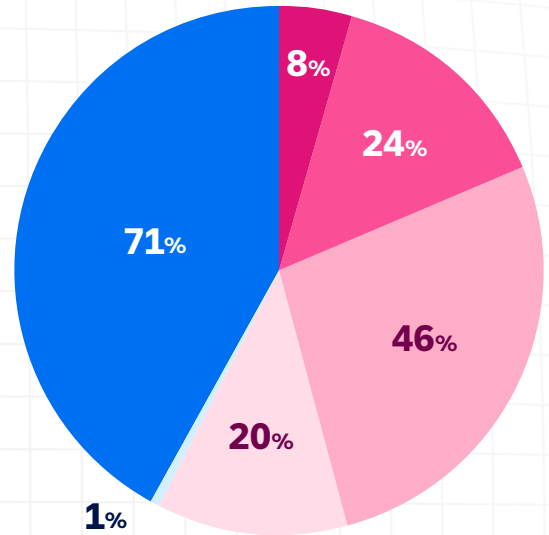
Managing cash pooling and investments



Inventory management



Ordering goods and services



Thinking about the following areas, how much of an influence, if any, do AI tools and technology currently have in your decision-making within your organization?

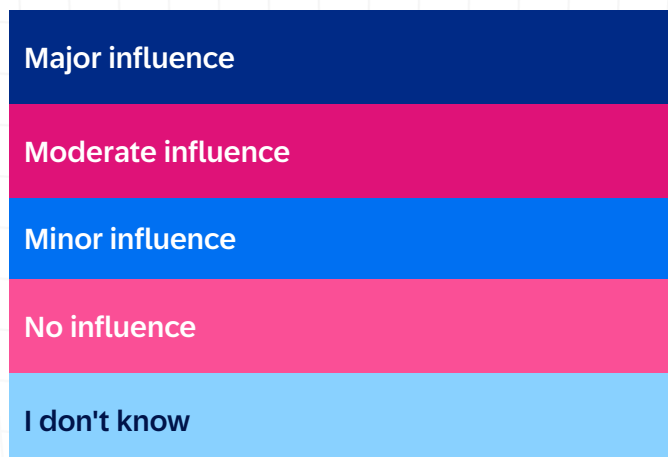
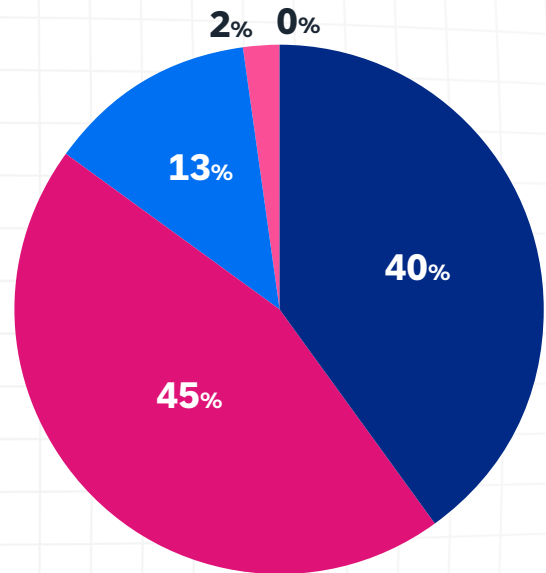
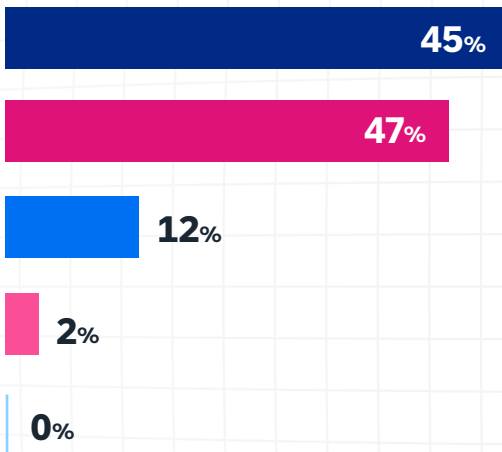
Base: All respondents 554

Cash Forecasting

(e.g. Forecasting of when payables and receivables will be cleared, future payments, etc)

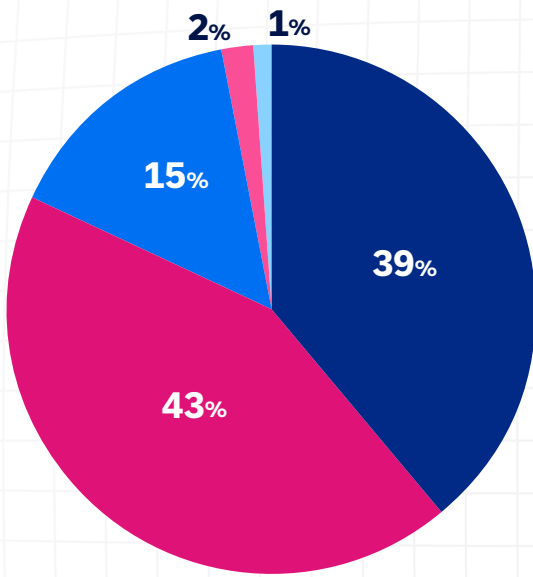
Cash Management and Planning

(e.g. Optimizing Cash Pooling Short-Term Cash Investment Strategies)



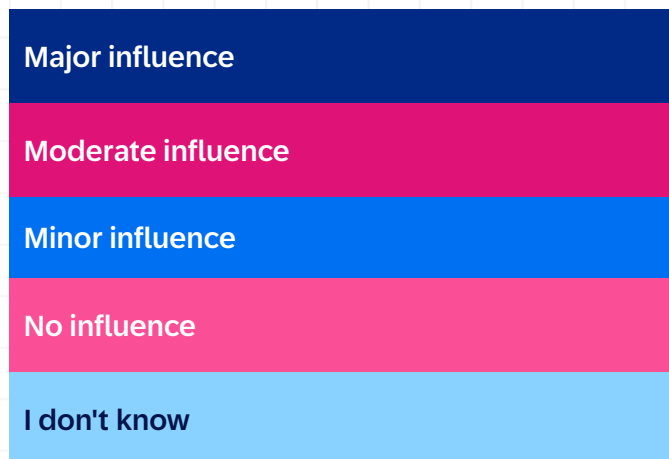
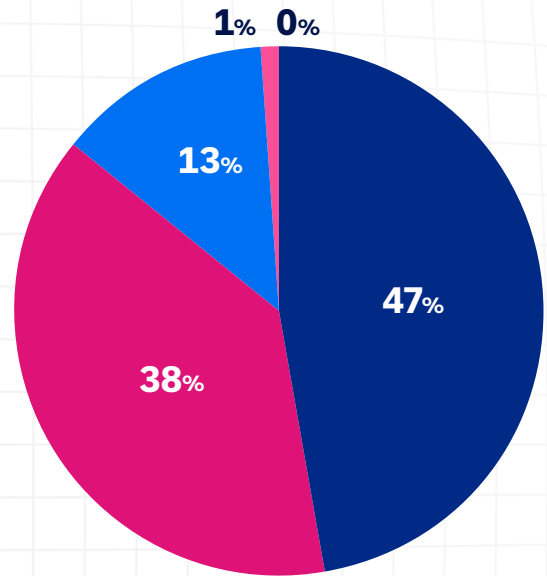
Working Capital Optimisation

(e.g. Terms Management, Discount Optimisation)



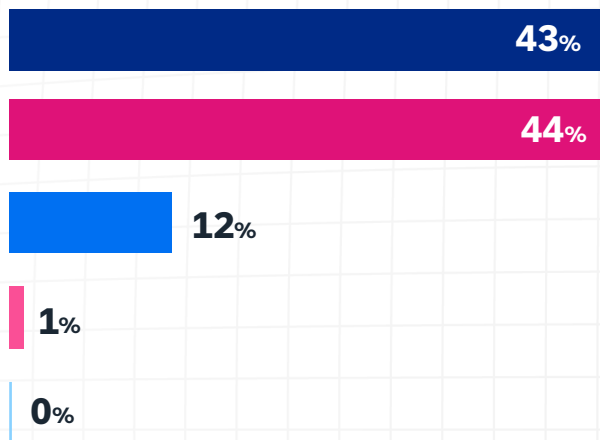
Process automation and efficiency

(e.g. Invoice processing, automated data entry and report generation, etc.)



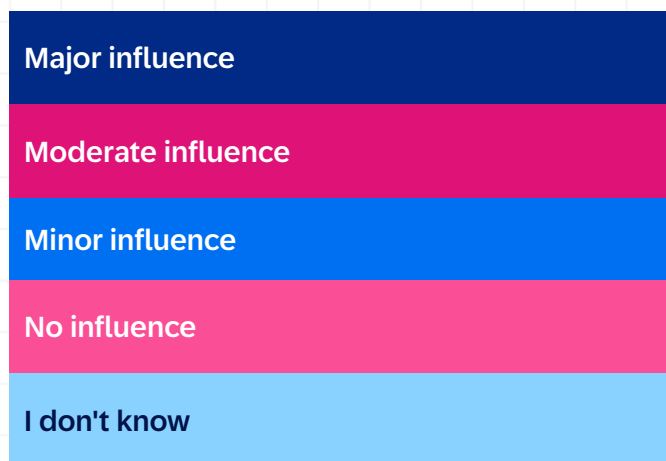
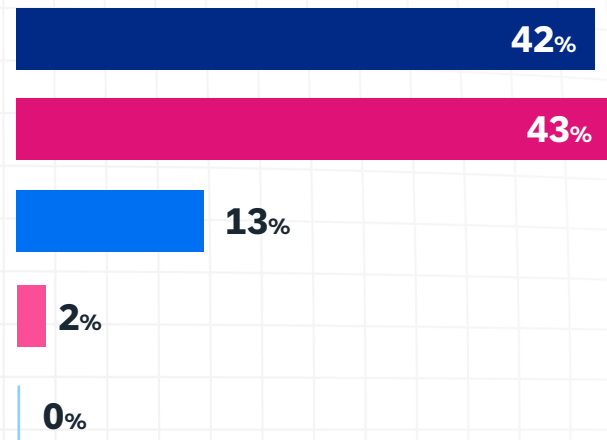
Inventory and supply chain management

(e.g. Inventory demand management, supply chain optimization, etc.)



Risk management and security

(e.g. Fraud detection and prevention)





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