

BPM TRENDS 2017

unwrap the future

5 trends in Finance & Accounting from our 44 trends in the BPM industry.

5 TRENDS IN FINANCE & ACCOUNTING



THE AUTOMATION CLIFFHANGER

While robotics process automation has been around for some time now, the focus is shifting from process, to intelligent and cognitive-based automation, helping to enhance agent productivity by as much as 20-30%.



DIGITAL CONVERGENCE

The rear-view mirror perspective to performance is making way for an interactive, cloud and mobile-enabled digital command console that provides live data and diagnostics, transparent monitoring, exception highlighting and divisional-level drilldown with real-time performance stats.



UNLOCKING BUSINESS VALUE

Expanded and in-depth functional expertise will be able to unlock value for customers by 'looking beyond the scope of processes', while executing more optimally, through innovative ideas and solutions.



SMARTER KNOWLEDGE-BASED AI PLATFORMS ON THE ANVIL

In the near-future, platforms that can ingest data from the sources of truth systems (both internal and external), apply machine learning and big-data analytics on that data will drive a slew of predictive insights and enable the CFO in simpler decision making.



CREATIVE COLLABORATION

Service providers are now assuming shared responsibility (with the client) for the success of the transformation of the overall outsourcing program. This program-as-a-whole approach will ensure that the endless list of process metrics will be replaced by fewer end-to-end business metrics ensuring that functional ownership is not split.