SAP Concur

How IT Leaders can 'Step Up' to Lead Their Business Forward

IT leaders want to help their organizations be more agile, resilient, and prepared for the future.

When prioritizing strategic goals, IT leaders have their sights set on operational agility and functional efficiency, which are crucial to get right in an era of heightened uncertainty. But many are struggling to move beyond outdated infrastructure and old ways of working.

Recent research from Oxford Economics* provides several insights that can help IT leaders step up to lead their businesses forward. Of these findings, here are the top three insights that can help IT leaders increase their business impact and collaboration with finance by automating and digitizing manual processes.

Manual processes hinder IT's ability to balance day-to-day business needs and innovation.

IT departments want to innovate.

of IT leaders say they are dedicating more time to product and service innovation.

But outdated processes hinder IT's ability to explore better options.

Over half of IT leaders (**57%**) report spending more time using existing manual processes.	Over a third (**39%**) of IT leaders say that a top obstacle to meeting functional goals is difficulty digitizing manual operations.	Nearly **two-thirds** of IT leaders say that the pandemic highlighted inefficient business processes.

WHAT'S NEEDED?
Process automation and digitization to help balance day-to-day tasks and innovation.

Finance task automation can free up IT's time and help businesses achieve:
- Better agility
- Greater efficiency
- Increased productivity

of IT leaders are spending more time automating existing processes.

Most IT leaders say it's difficult to align with executive stakeholders with **62%** of them struggling to align on long-term strategic planning.

Improving IT and finance collaboration can be the first step.

Only a few have made "substantial progress" toward digitizing finance processes:

of IT leaders say they effectively collaborate with finance.

WHAT'S NEEDED? Digitize and automate finance tasks.

By collaborating with finance to digitize tasks, IT can help their organizations:

Increase collaboration across functions 36% of organizations see increased collaboration because of digitizing invoice management.	**and spend visibility** 37% of organizations with digitized expense management have increased their spend visibility.	**tasks can increase:** • Organizational agility • Cross-functional collaboration • Productivity • Spending visibility

Quick adaptation to changing business needs. Only 43% say they have the right systems now.	**Interaction with customers across multiple channels.** Only 41% say they have the right infrastructure now.	**Remote and hybrid work.** Only 35% say they have the right infrastructure now.