

# GLOBAL PAYMENTS

## 2019 SURVEY RESULTS ANALYSIS



### **CRAIG JEFFERY**

Managing Partner, Strategic Treasurer

### **BOB STARK**

Vice President of Strategy, Kyriba



### **WHAT.**

2019 Global Payments Survey  
Results Analysis, Discussion, &  
Takeaways



### **WHEN.**

Tuesday, August 13, 2019  
11:00 AM – 12:00 PM EST



### **WHERE.**

Live Online Presentation  
Replays at [StrategicTreasurer.com](https://www.StrategicTreasurer.com)



**FP&A**

Certified Corporate  
Financial Planning &  
Analysis Professional



This presentation is provided by Strategic Treasurer & Kyriba

# ABOUT THE SPEAKERS

GET TO KNOW TODAY'S  
SUBJECT MATTER EXPERTS



## **CRAIG JEFFERY, CCM, FLMI**

Craig Jeffery formed Strategic Treasurer LLC in 2004 to provide corporate, educational, and government entities direct access to comprehensive and current assistance with their treasury and financial process needs.

His 30+ years of financial and treasury experience as a practitioner and as a consultant have uniquely qualified him to help organizations craft realistic goals and achieve significant benefits quickly.



## **BOB STARK**

Bob has over 18 years' experience in treasury technology, working for many of the best-known technology providers in the industry. As VP of Strategy at Kyriba, Bob is responsible for global product strategy and market development, and works with clients, partners, and industry influencers to ensure Kyriba is at the forefront of treasury technology.

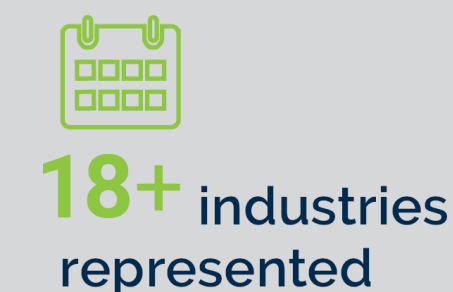
Bob has provided treasury management strategy to some of the world's largest companies, and is a frequent speaker and author on treasury, risk management, and the cloud. If it's worth knowing about in the treasury, you can assume he knows it.

# ABOUT THE SURVEY

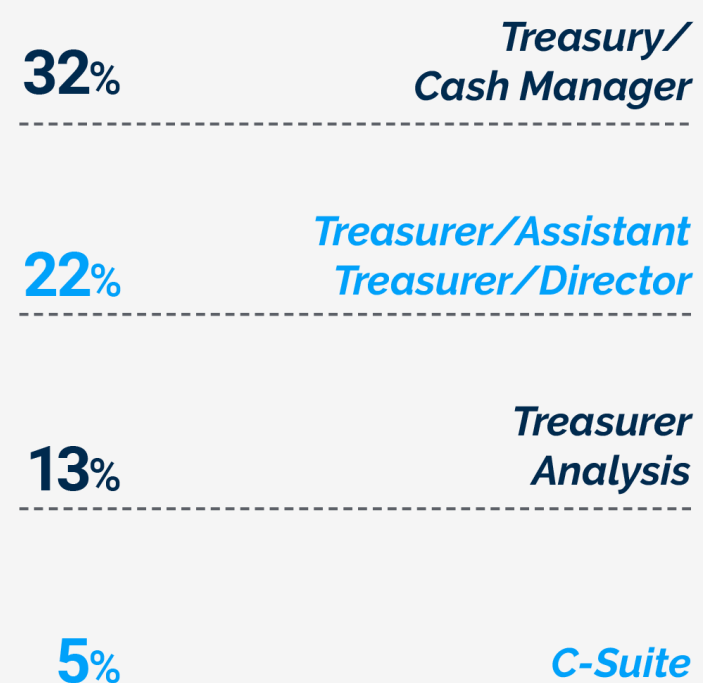
## RESPONDENT DEMOGRAPHICS, KEY FACTS & FIGURES



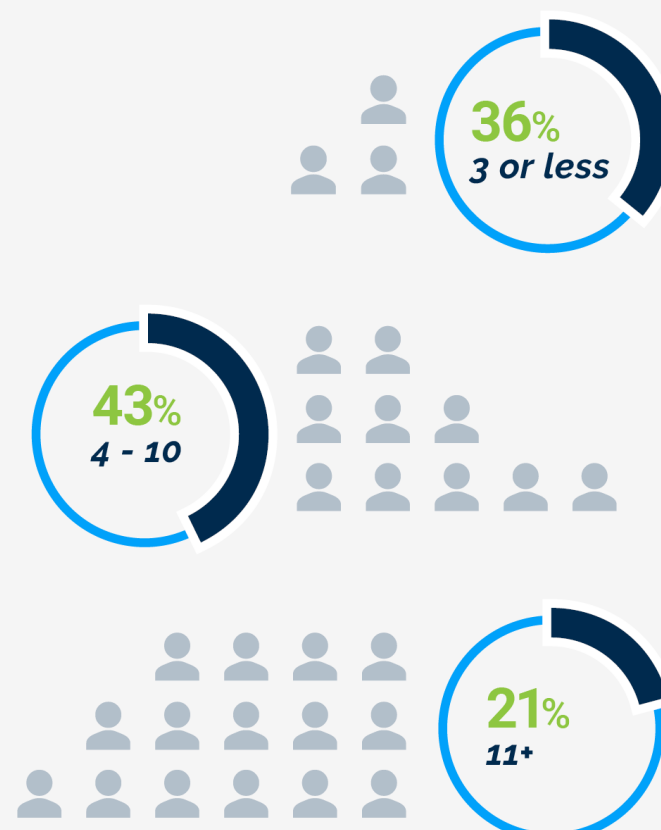
### SURVEY FACTS & FIGURES



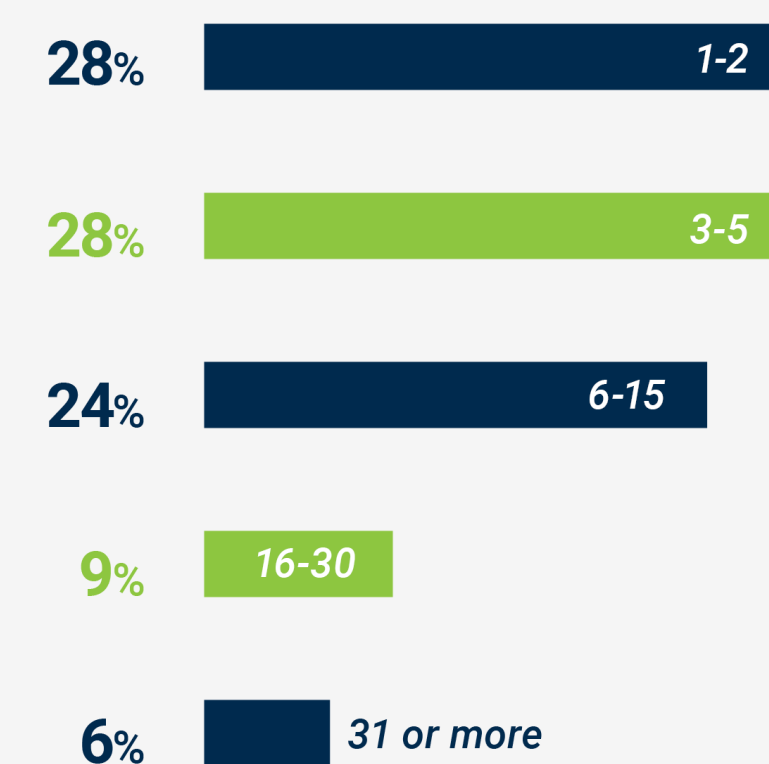
### TOP CORPORATE RESPONDENT ROLES



### CORPORATE TREASURY STAFF SIZES



### NUMBER OF CURRENCIES USED TO MAKE PAYMENTS



# TOPICS OF NOTE

## KEY AREAS OF FOCUS & ANALYSIS



### PLANS TO SPEND ARE ROBUST

- 28% plan to spend more...on top of multiple years of increased spending



### ONE SIZE DOESN'T DESCRIBE ALL

- Payment intensity varies significantly from company to company, yet most face complexity that must be handled better than it is today



### FRAUD & EFFICIENCY ARE THE RUN-AWAY DRIVERS

- Fraud/Control is #1 priority for companies and banks
- Desire to reduce costs, eliminate defects and expedite processes impacting B2B spend



### KYC BY A MILE

- Most significant challenge at 64%
- OFAC 30%
- FBAR 23%



### EFFICIENCY EFFORTS INCLUDE STRUCTURE

- More are thinking end-to-end and Structurally
- Efficiency drivers include structural changes and POBO/ROBO
- Global nature of nearly all business



### SANCTIONED PARTY PAYMENTS

- Nearly 1 in 9 entities have made a payment to a sanctioned party



***SECTION 1***

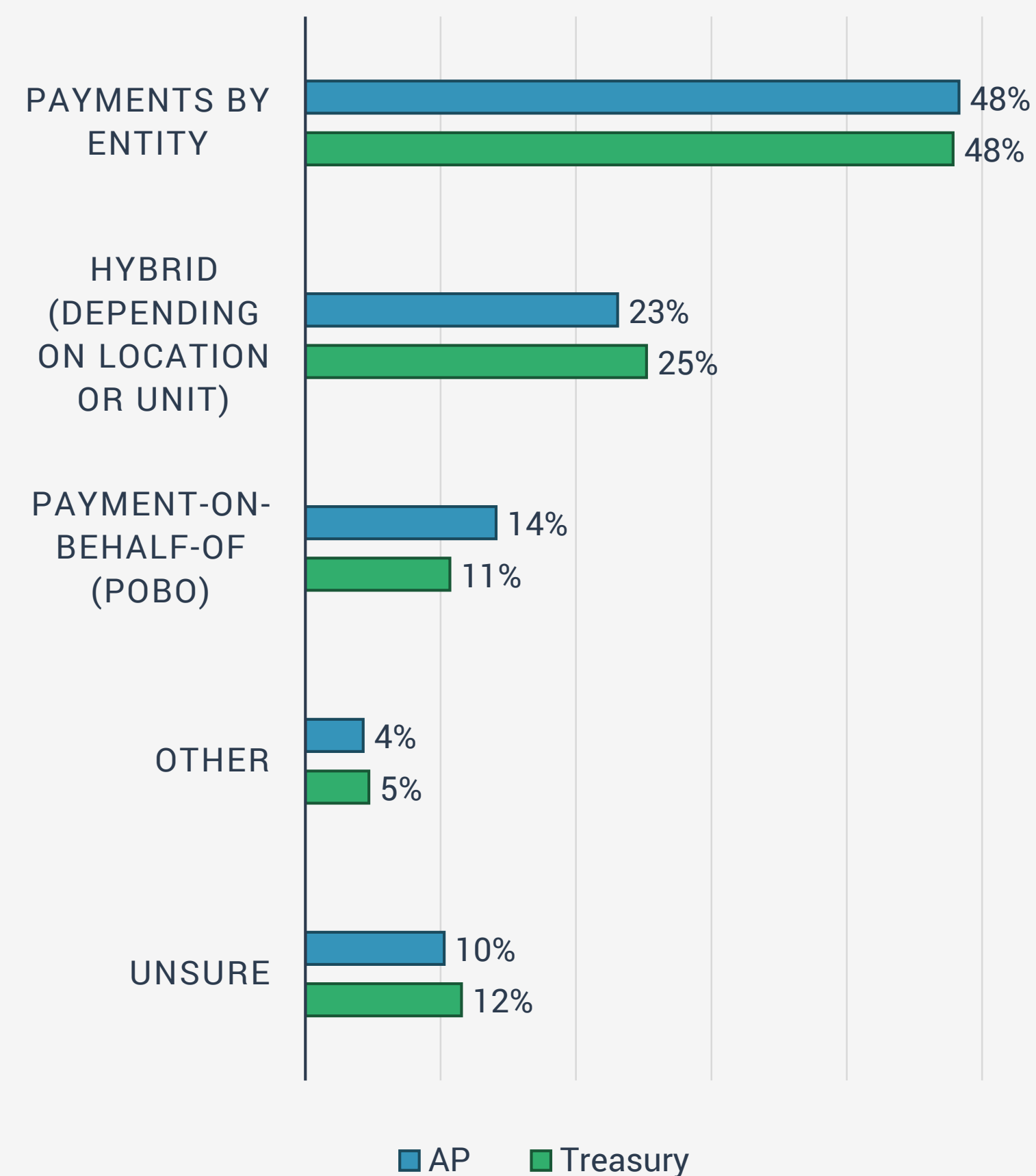
**PAYMENT INTENSITY**

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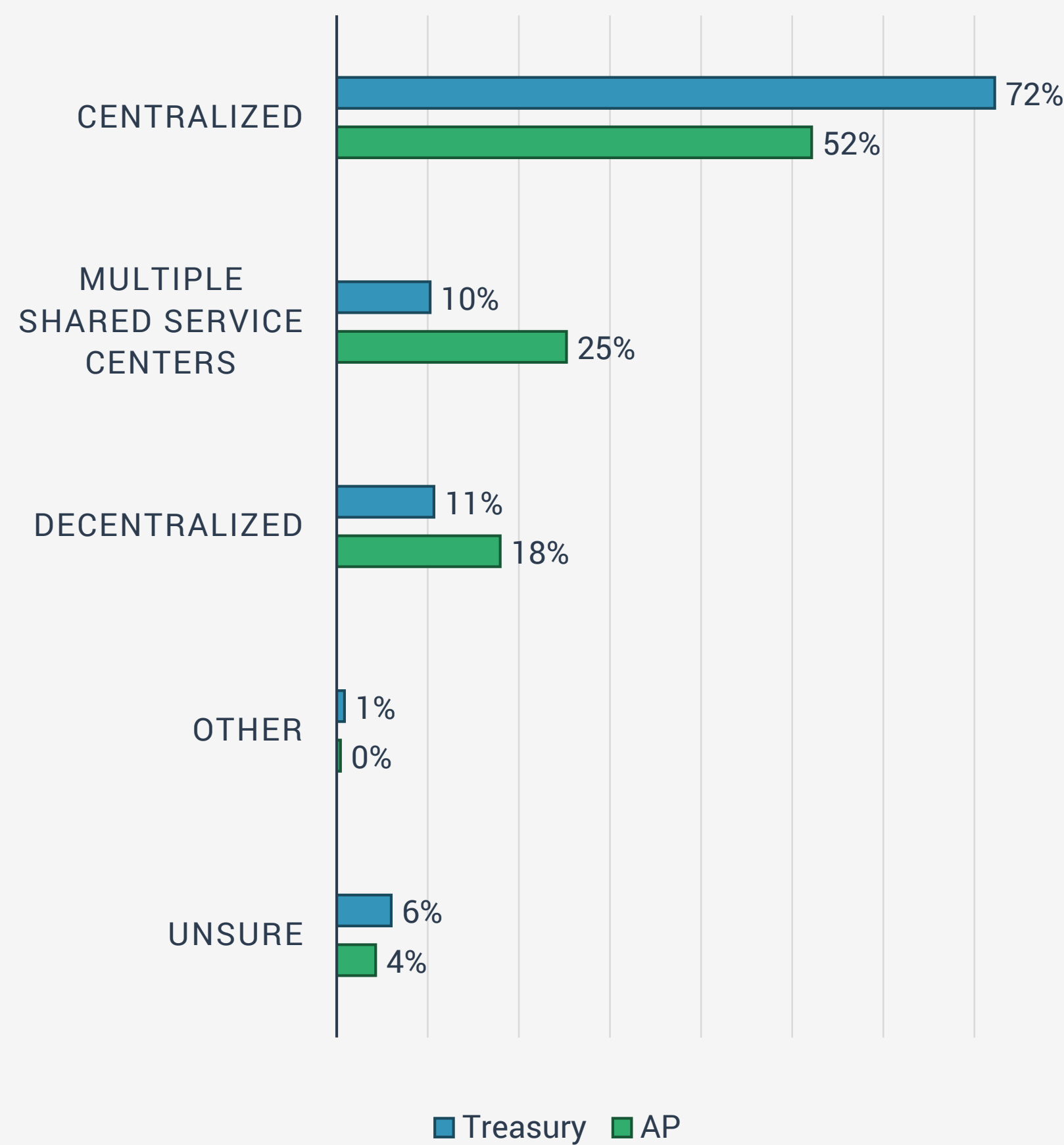
# CENTRALIZED PAYMENTS

Still the Norm

What is your organization's **account structure** for payments across the following departments?



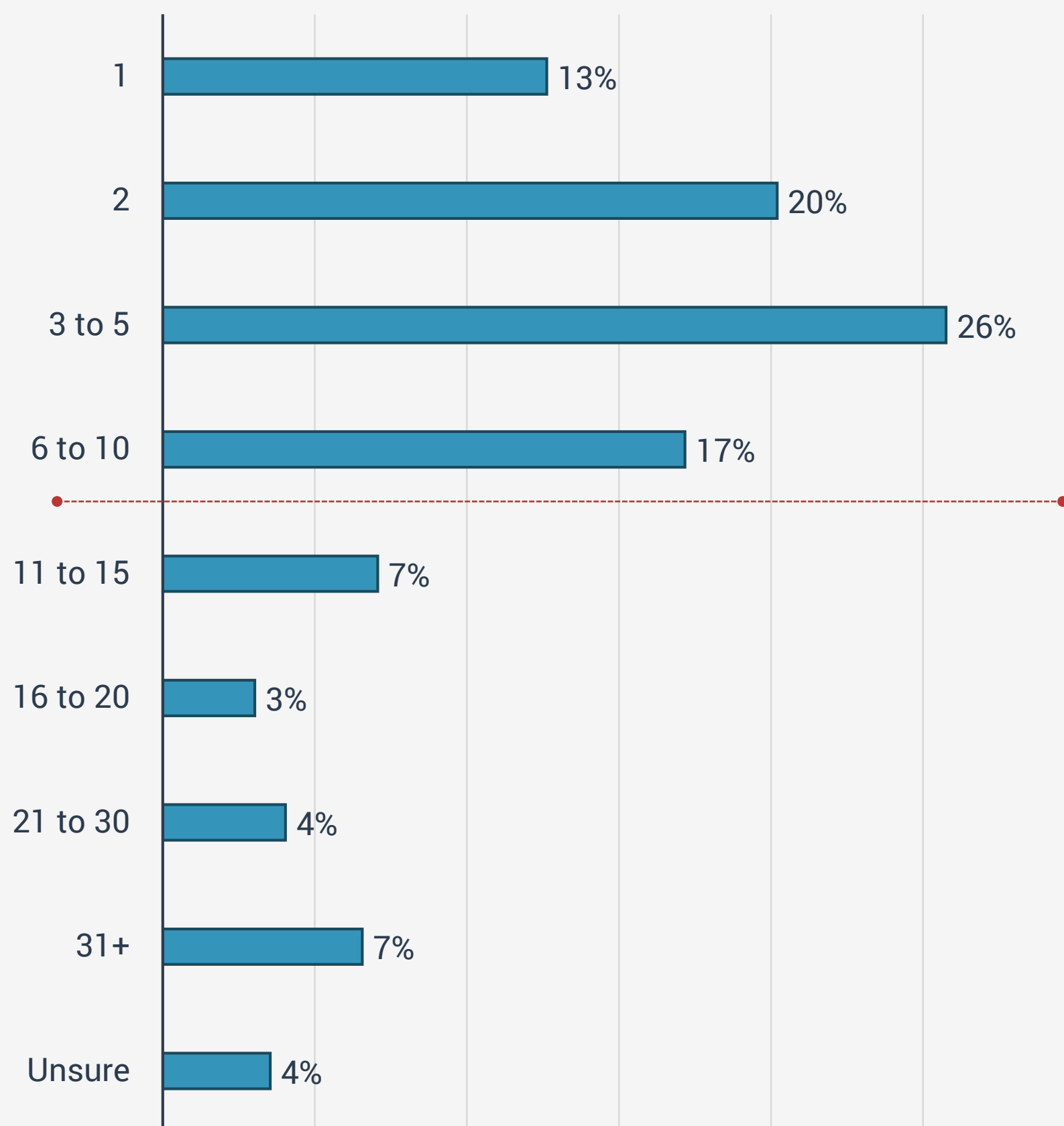
What is your organization's **personnel structure** for payments across the following departments?



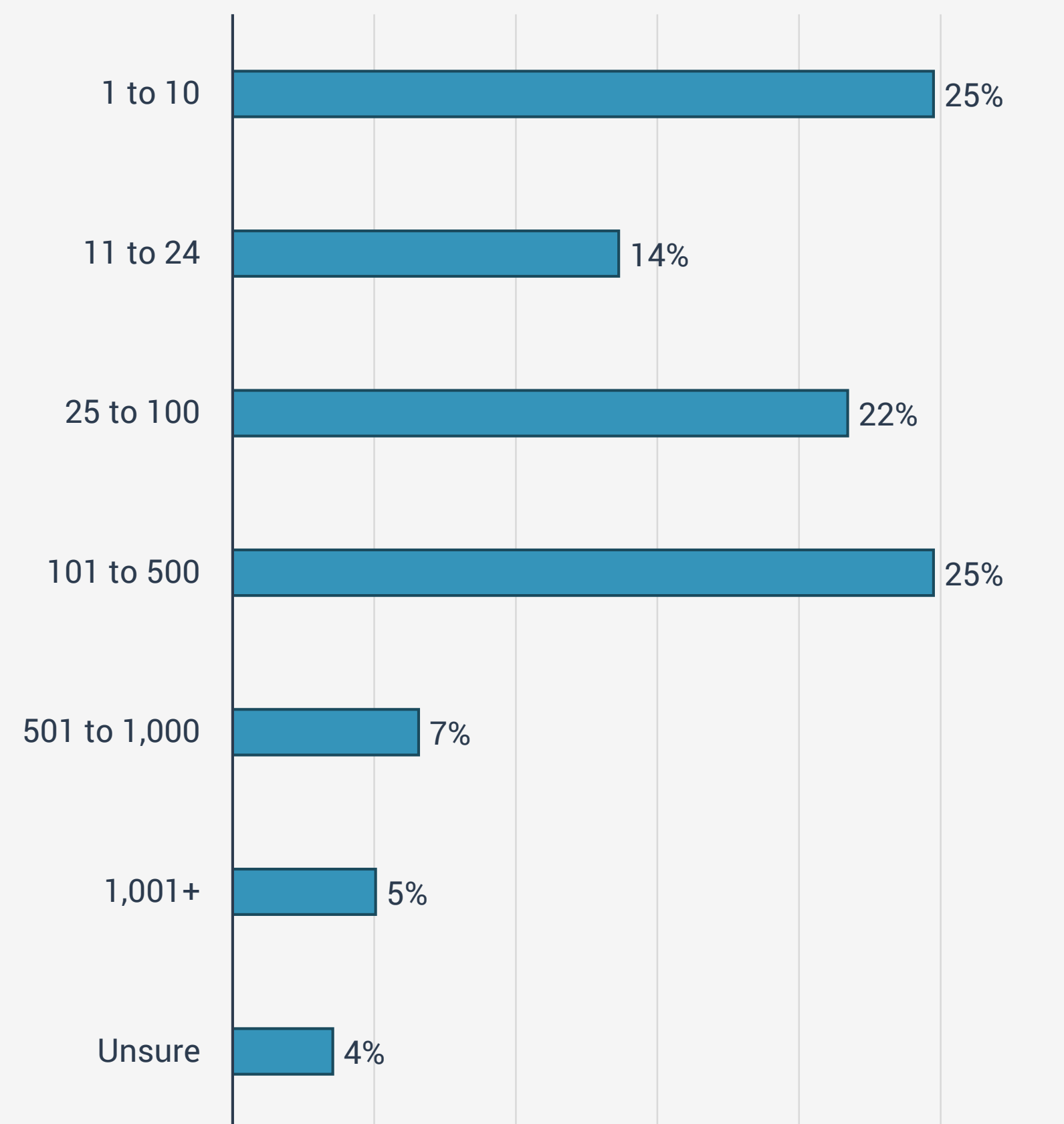
# LIMITED NUMBER OF BANKS

Heavy & Varies Significantly

*How many banks do you originate payments with?*



*How many bank accounts do you have?*



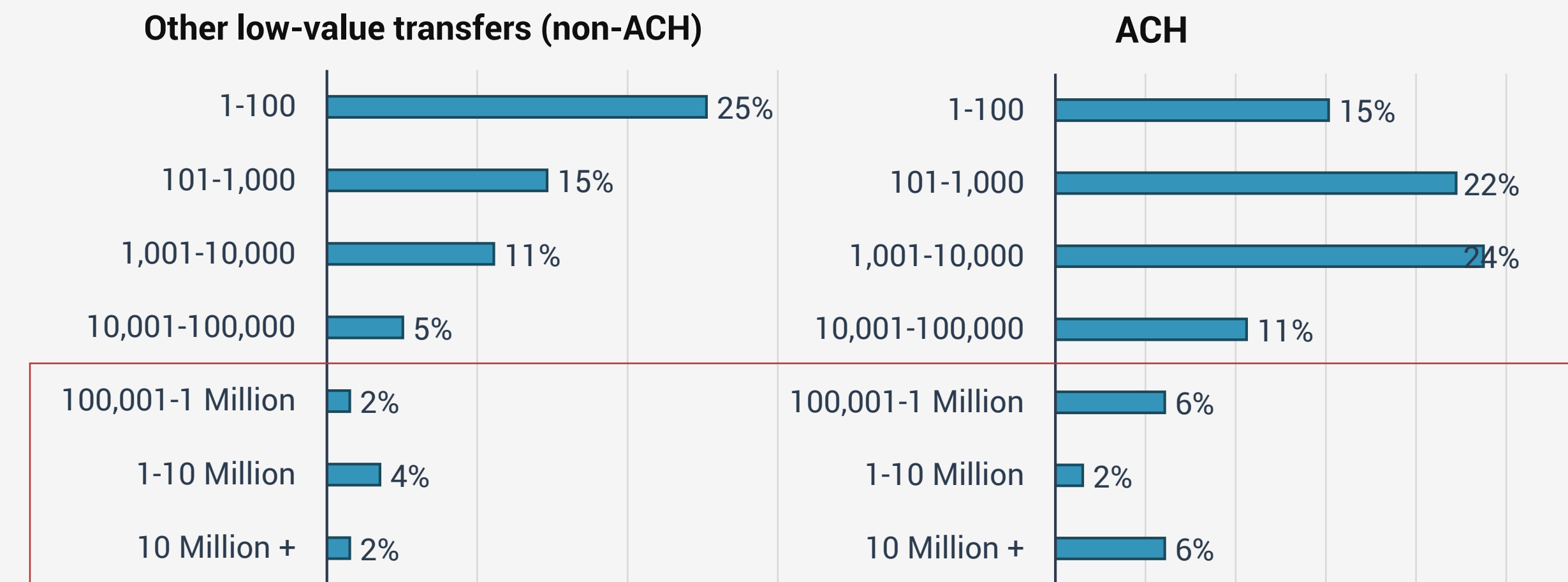
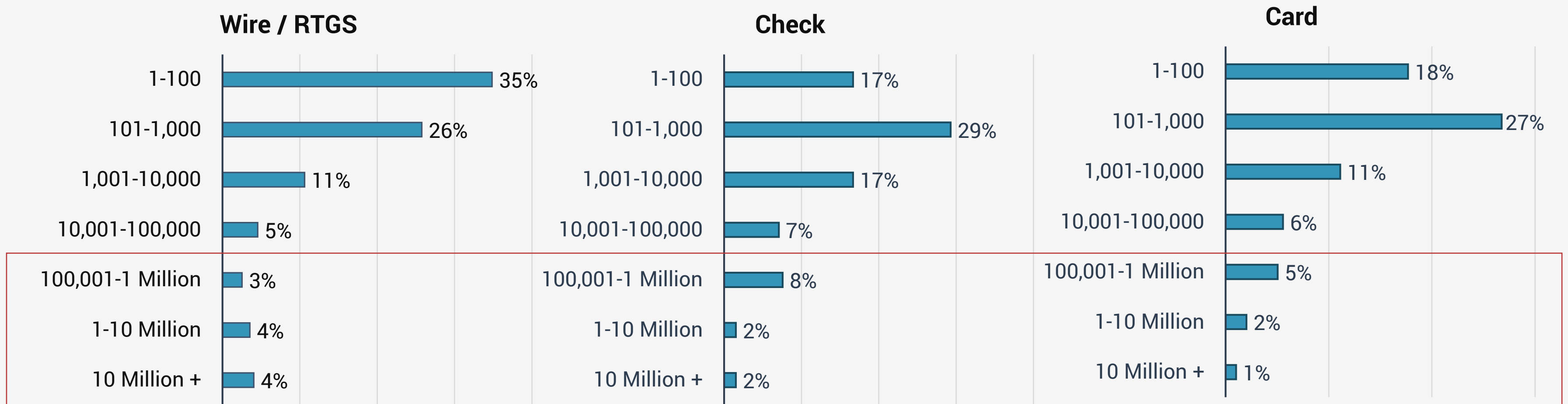
# POLLING QUESTION #1

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# PAYMENT INTENSITY

What is the approximate volume of payments generated globally per month via:





***SECTION 2***

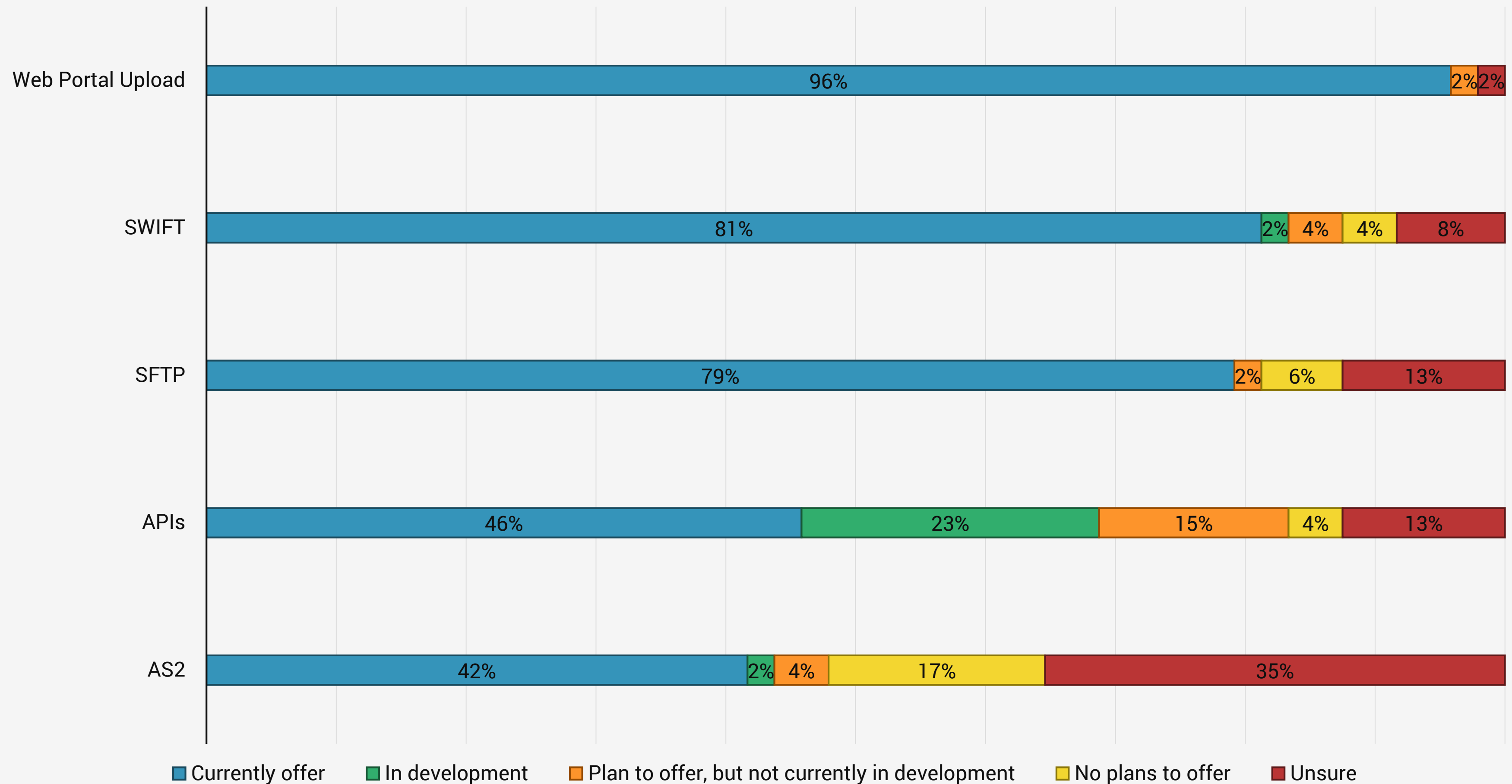
**BANK CONNECTIVITY**

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# CONNECTIVITY LANDSCAPE IS CHANGING

Significant Number of Banks Are Offering API's and More Are In Development

*Banks: Which of the following connectivity options do you provide to clients?*



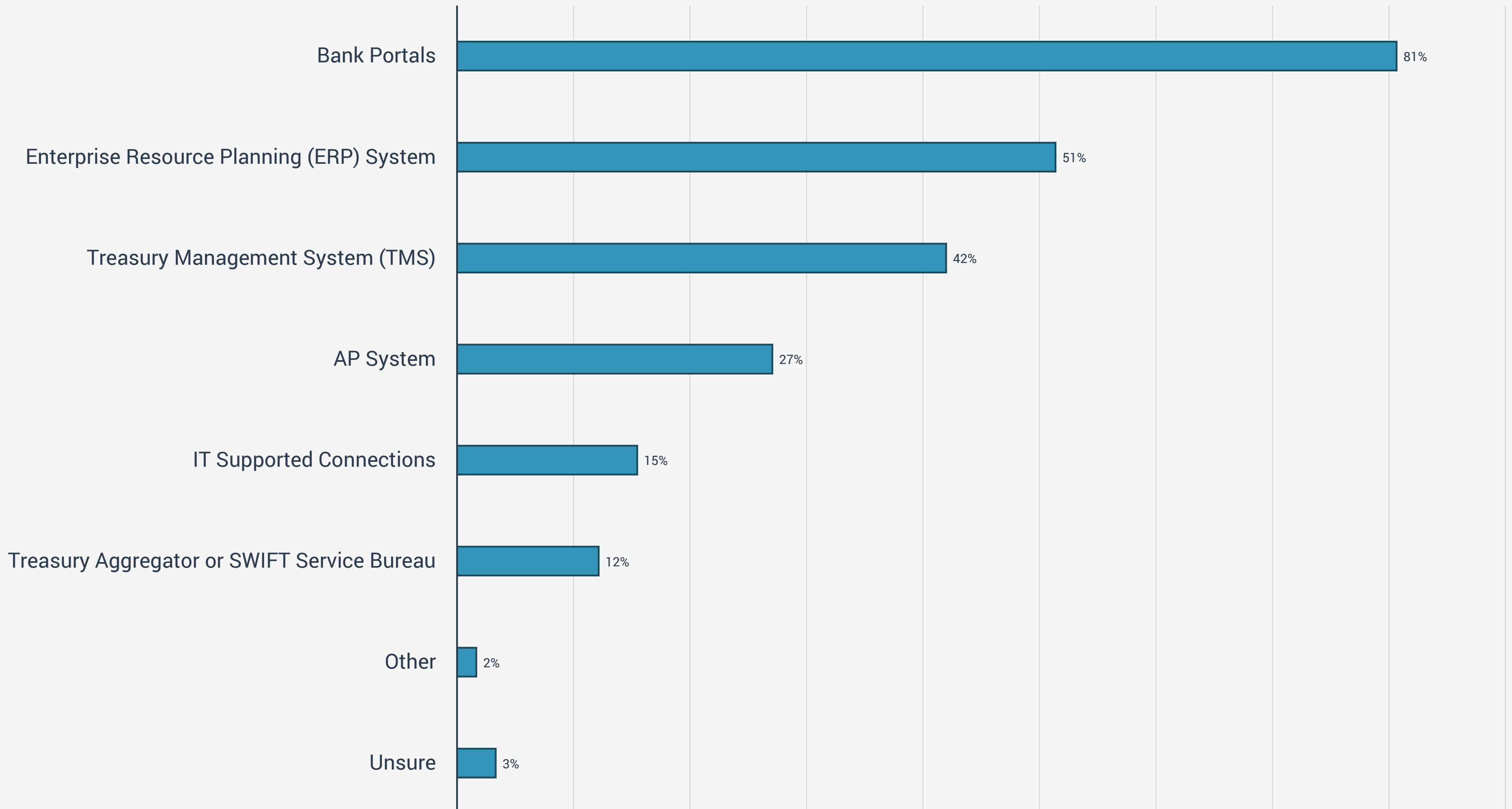
# POLLING QUESTION #2

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# PAYMENTS & BANK CONNECTIVITY

## Bank Portals and ERP Systems Still Dominate

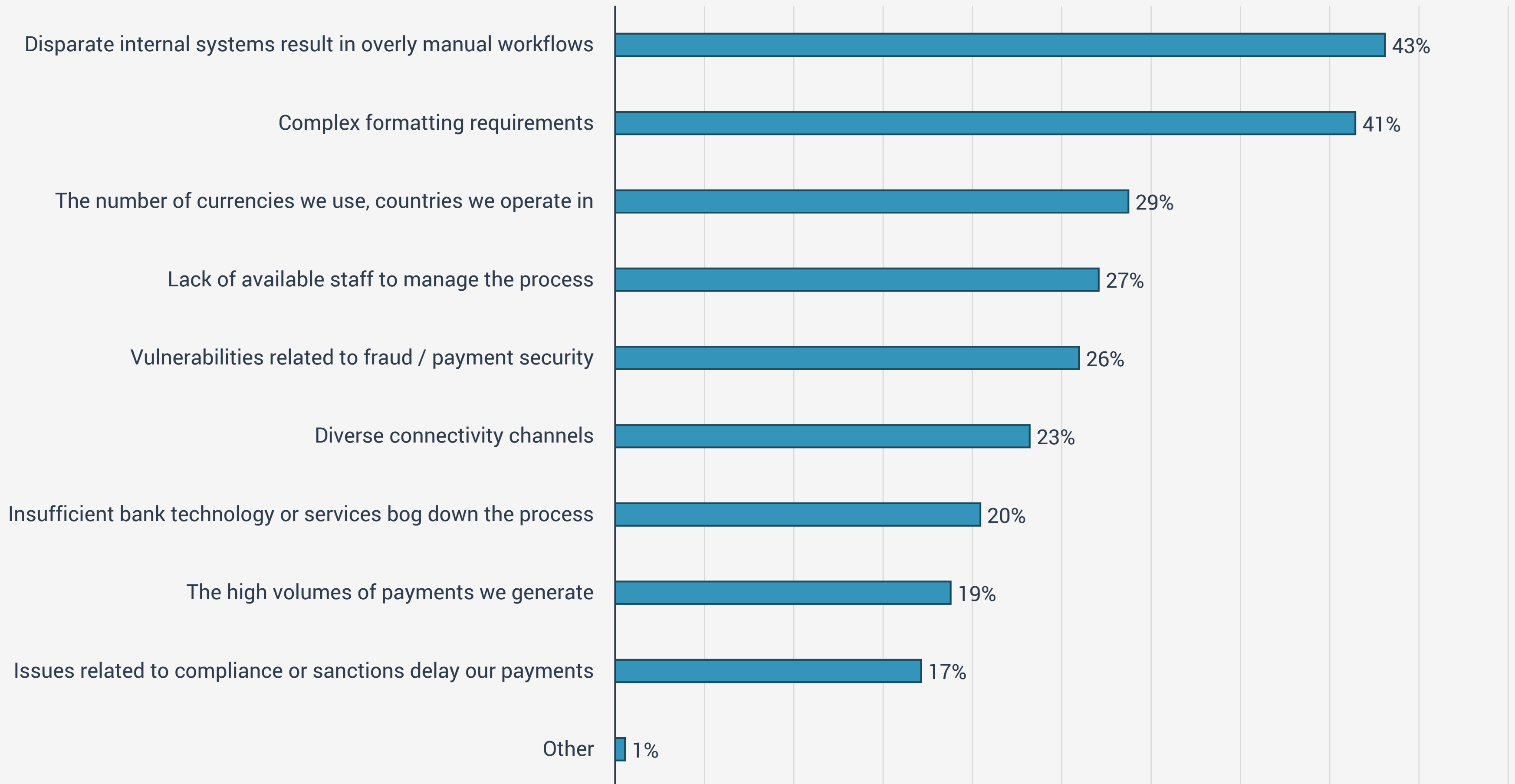
*Which of the following technology solutions do you use for payments or bank connectivity? (Select all that apply)*



# THE CHALLENGES

## Disparate Systems and Complex Formatting Top the List

Where do you see the majority of your bank connectivity challenges arising from? (Select all that apply)





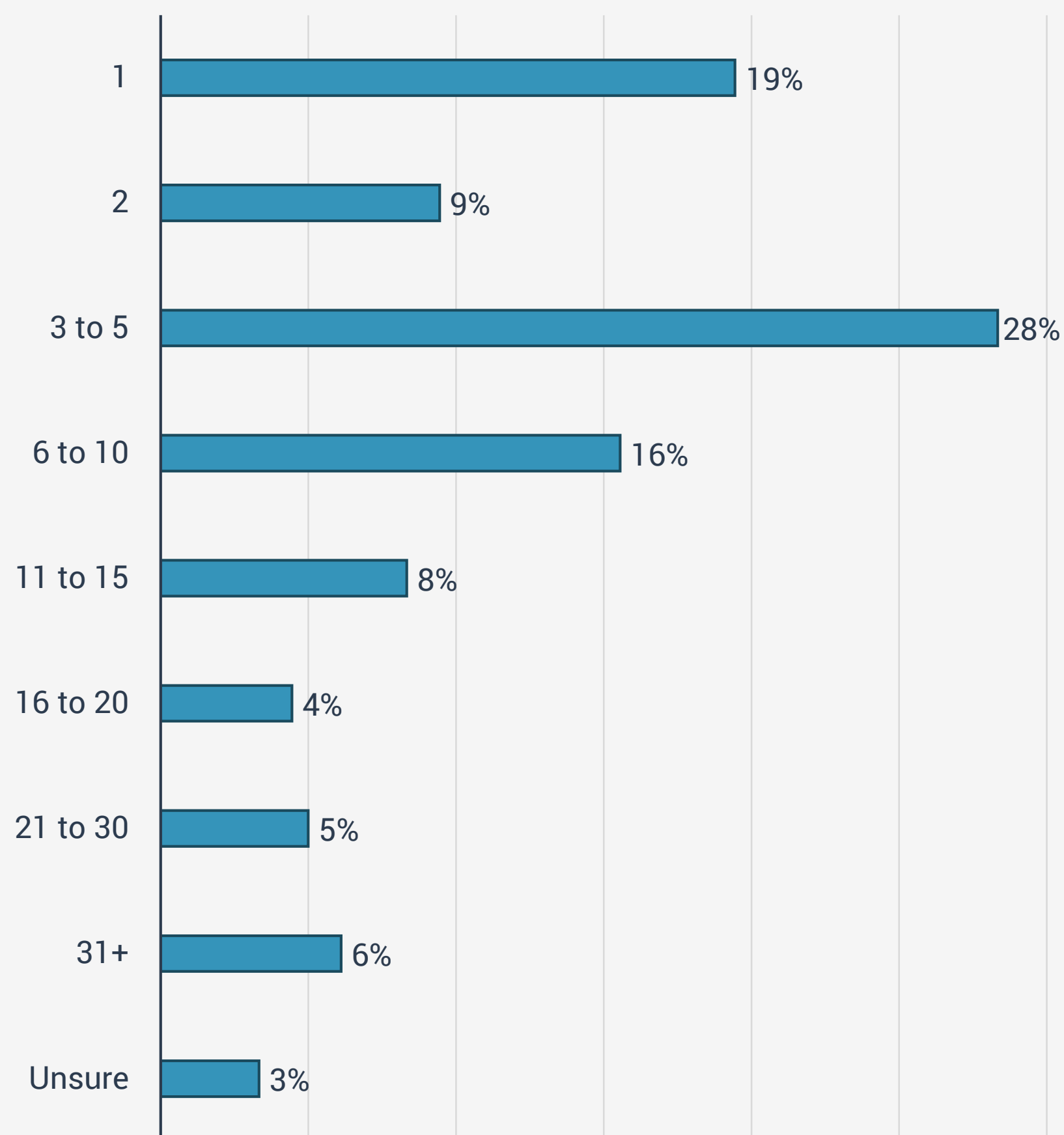
***SECTION 3***

**CROSS-BORDER & FX PAYMENTS**

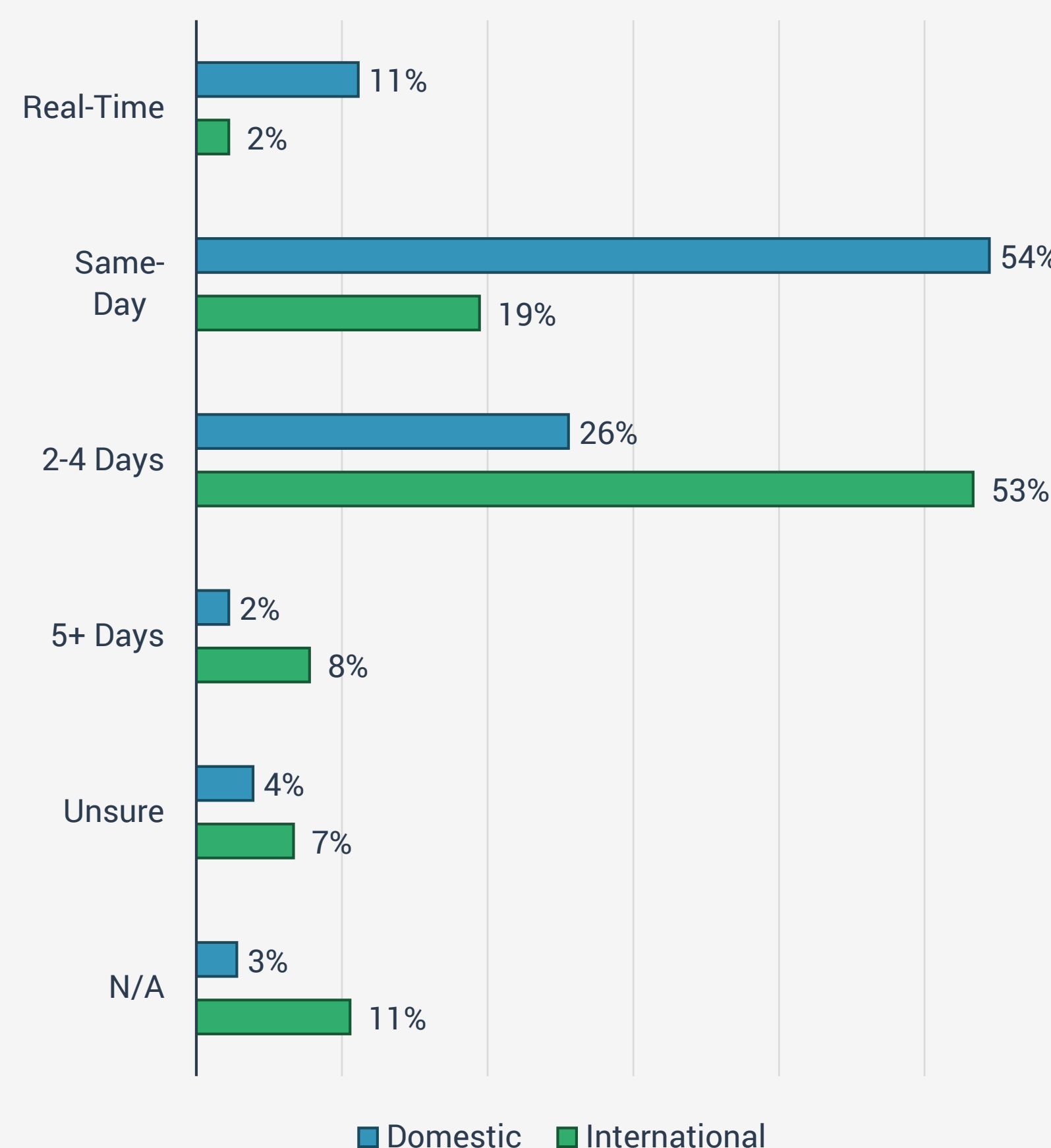
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# HEAVY USE OF CROSS-BORDER PAYMENTS

*How many currencies do you regularly make payments in?*



*What is the average length of time it takes your domestic vs. international payments to settle?*







***SECTION 4***

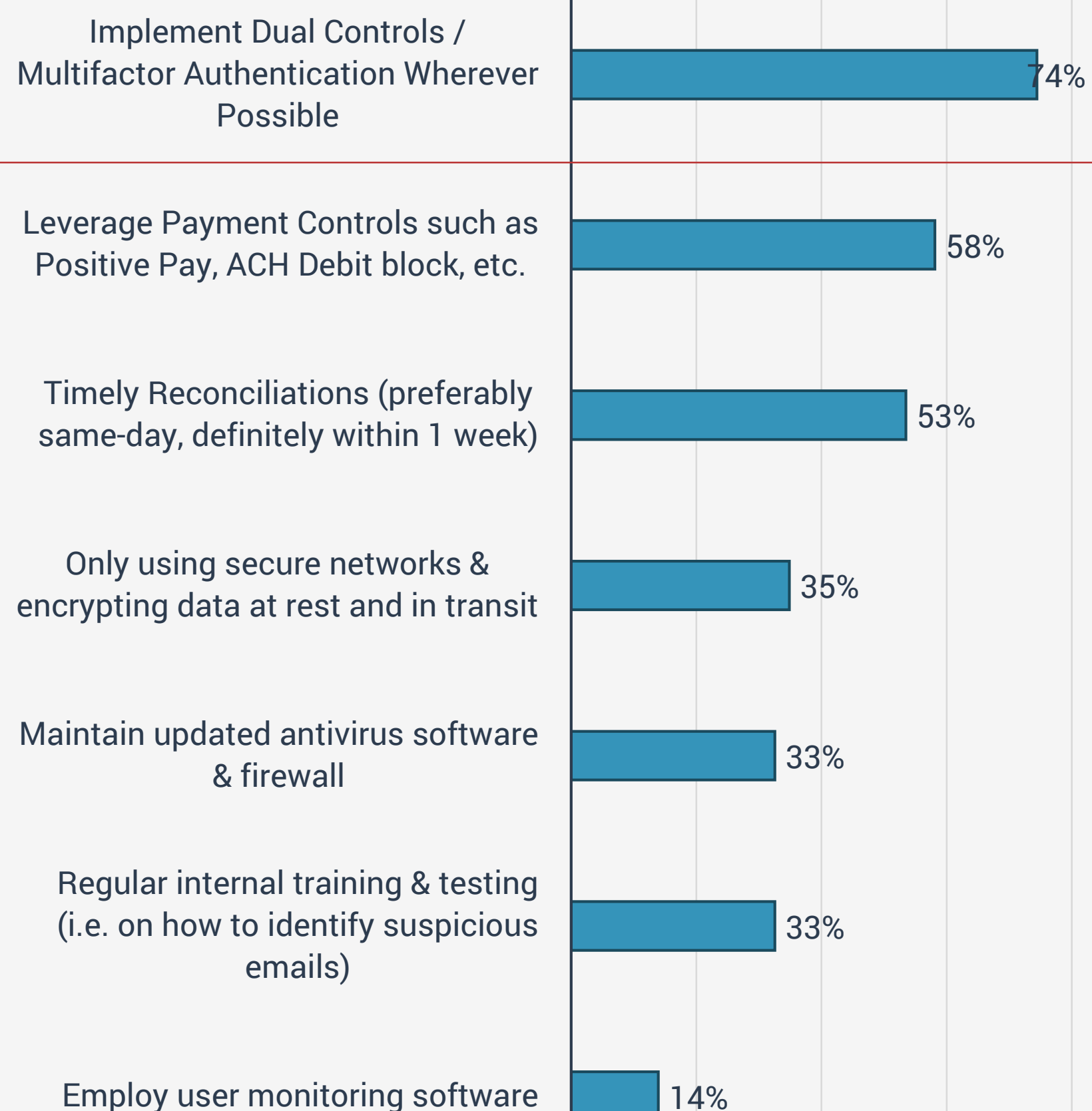
**PAYMENT COMPLIANCE & SECURITY  
ENVIRONMENT**

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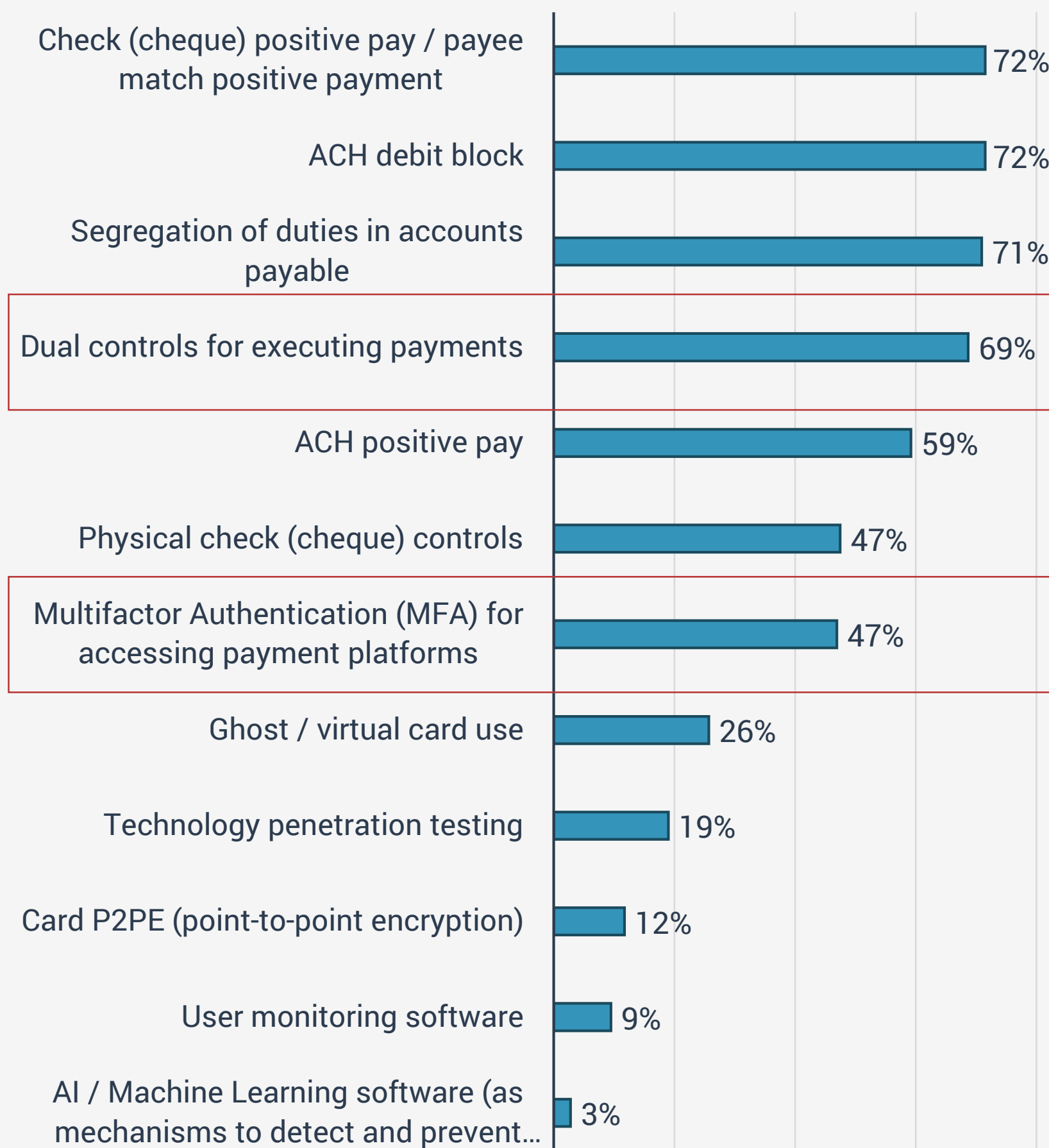
# SECURITY WISH LIST

What Bank's Wish Their Clients Were Doing vs. What Corporates Are Currently Doing

**Banks:** What are the TOP THREE security practices or tools you wish all your clients used but that many are not currently leveraging?



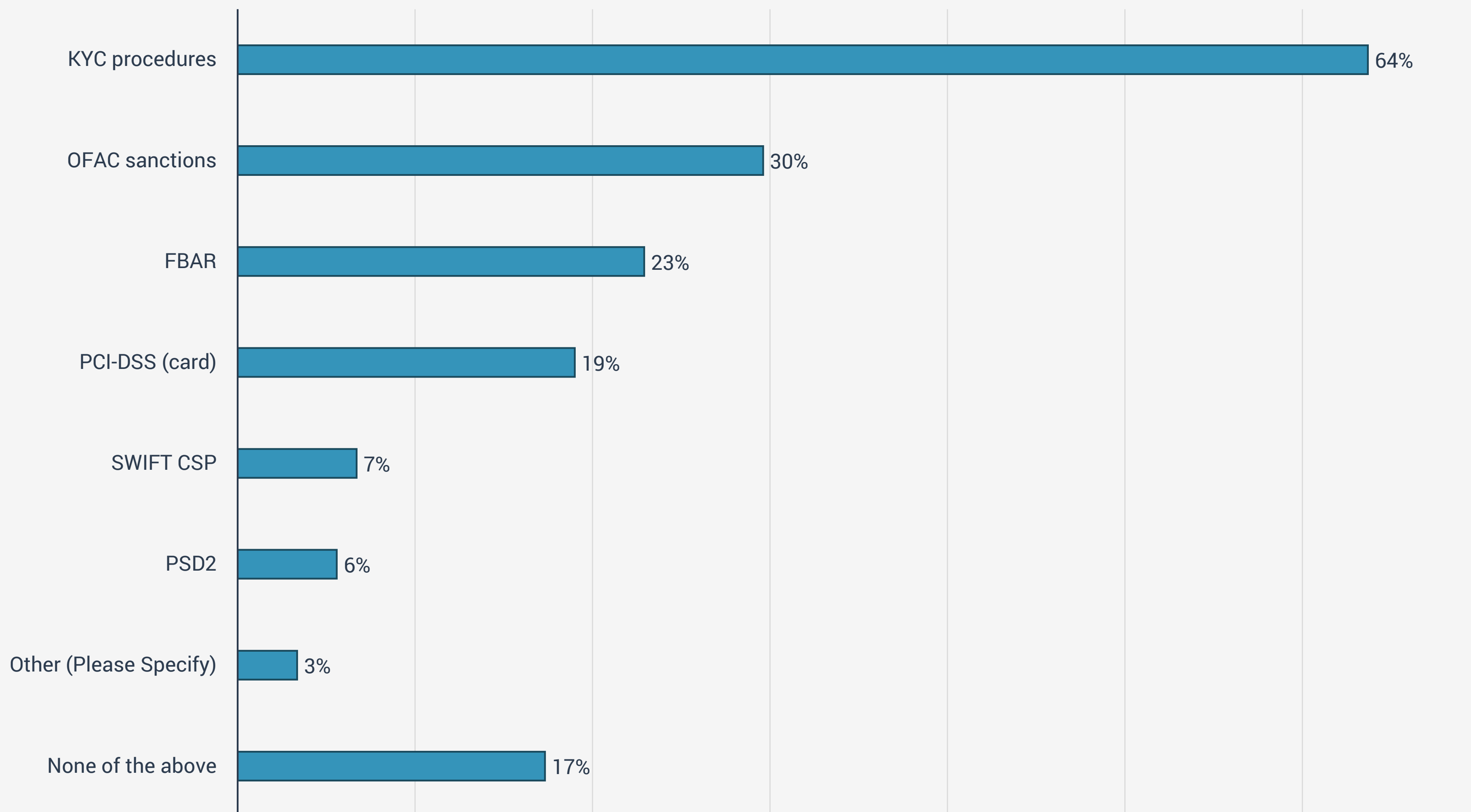
**Corporates:** What controls does your organization have to prevent payment fraud? (Select all that apply)



# CAN'T IGNORE KYC

Other Challenges Trail Far Behind

*Which TWO payments-related regulations or requirements represent the MOST significant challenge for your organization?*





## ***SECTION 5***

# **FASTER & EMERGING PAYMENTS**

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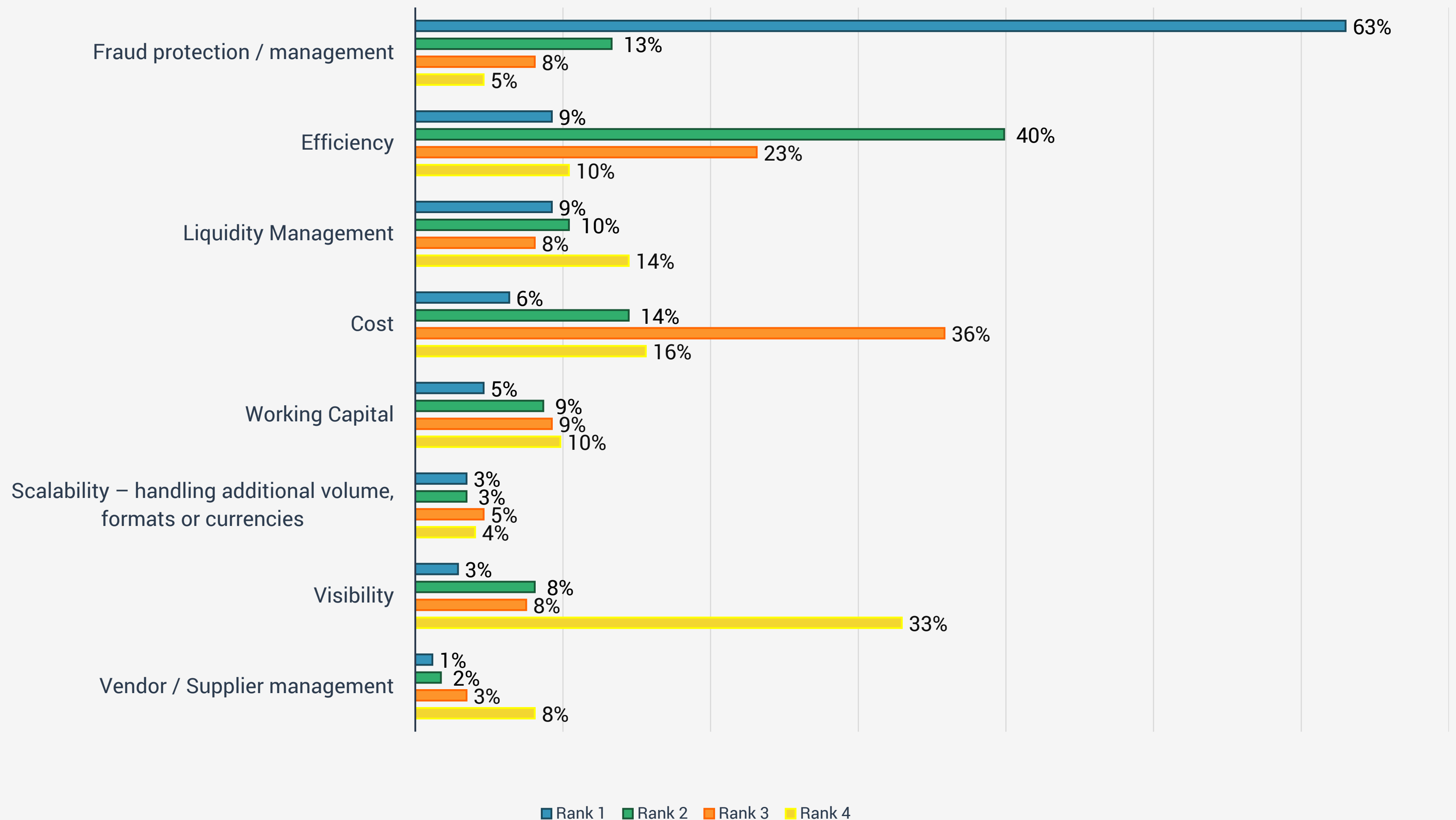
# POLLING QUESTION #3

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# SECURITY & EFFICIENCY ARE TOP DRIVERS

Rank the following payment initiative drivers on a scale from (1) most to (8) least important.

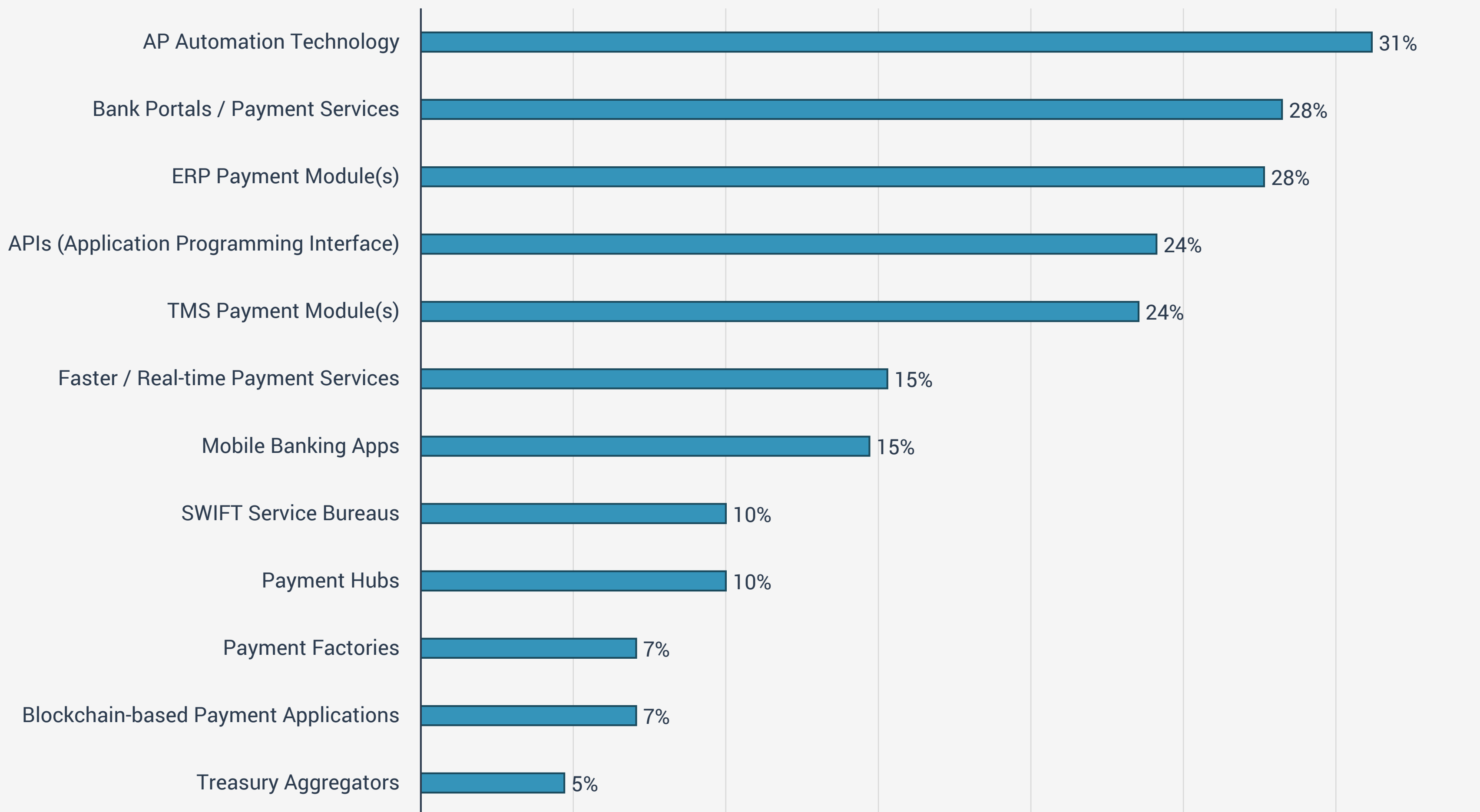
**NOTE: Only top four ranks shown**



# PLAN TO SPEND

## Companies Have Plans to Invest in Technology This Year

*What types of payment technologies do you intend to invest significantly in over the next 12 months? (Select all that apply)*



Other and None responses excluded from data.

Data Source: 2019 Global Payments Survey **23**

# FINAL THOUGHTS & ACTION ITEMS

WHAT ARE THE IMPLICATIONS OF THIS DATA FOR TREASURY IN 2019 & BEYOND?



## ONE SIZE DOESN'T FIT EVERY COMPANY

- Solve for your unique needs



## CHANGE IN PAYMENTS IS A PRIORITY

- Safety
- Efficiency
- Management



## SECURITY IS A BIG ISSUE

- Peers are spending
- Criminals are:
  - Well funded
  - Automated
  - Persistent



# LET'S CONNECT

DON'T LET THE LEARNING END HERE...  
CONTACT US WITH ANY QUESTIONS.

Thank you for your interest in this presentation and for allowing us to support you in your professional development. Strategic Treasurer and our partners believe in the value of continued education and are committed to providing quality resources that keep you well informed.



## STRATEGIC TREASURER

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## WANT MORE INFORMATION?

Reserve your copy of the 2019 Global Payments Survey Report today! The survey report will offer in-depth commentary on several key findings drawn out of this industry-wide survey.



[Request Survey Report](#)