



B2B PAYMENTS

2020 SURVEY RESULTS



CRAIG JEFFERY

Founder & Managing Partner
Strategic Treasurer

BRIAN GREEHAN

Senior Vice President, Channel
Strategy & Execution, Bottomline



WHAT

Results, analysis, discussion and take-aways from the 2020 B2B Payments Survey.



WHEN

Tuesday, October 13, 2020
2:00 PM – 3:00 PM EDT



WHERE

Live Online Presentation
Replays at StrategicTreasurer.com



This presentation is provided by Strategic Treasurer and Bottomline

SPEAKERS

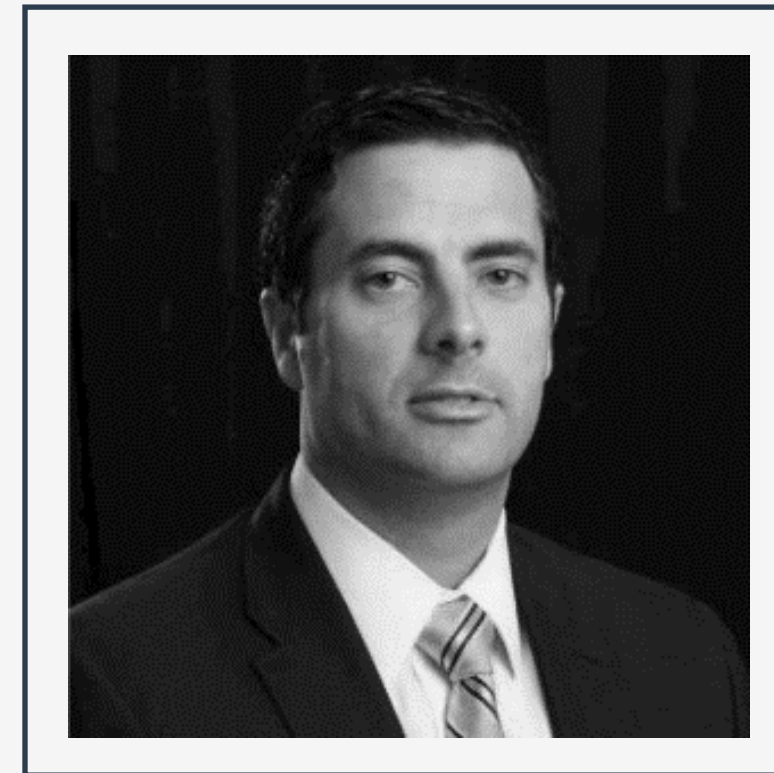
GET TO KNOW TODAY'S
SUBJECT MATTER EXPERTS



CRAIG JEFFERY

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 20+ 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.



BRIAN GREEHAN

As Senior Vice President of Channel Strategy and Execution, Brian works closely with Bottomline's financial institution partners to ensure mutual success, driving revenue growth and strengthening end-client retention. In this role, he's responsible for understanding the evolving B2B segment across middle market and enterprise corporates, ensuring Bottomline continues to provide the best-in-class solutions that enable its partners to lead in the ultra-competitive payments landscape.

Prior to joining Bottomline, Brian was Managing Director, Card and Comprehensive Payables at Bank of America Merrill Lynch, identifying B2B and B2C payables solutions across all verticals and U.S. markets.

TOPICS OF DISCUSSION

KEY AREAS OF FOCUS &
ANALYSIS



ABOUT THE SURVEY
KEY POINTS OF INTEREST



CURRENT USE
AND FOCUS



FUTURE TECH USE
INTEREST IN NEW METHODS



AUTOMATION
AND DIGITIZATION



PERCEPTION
BANKS vs CORPORATES



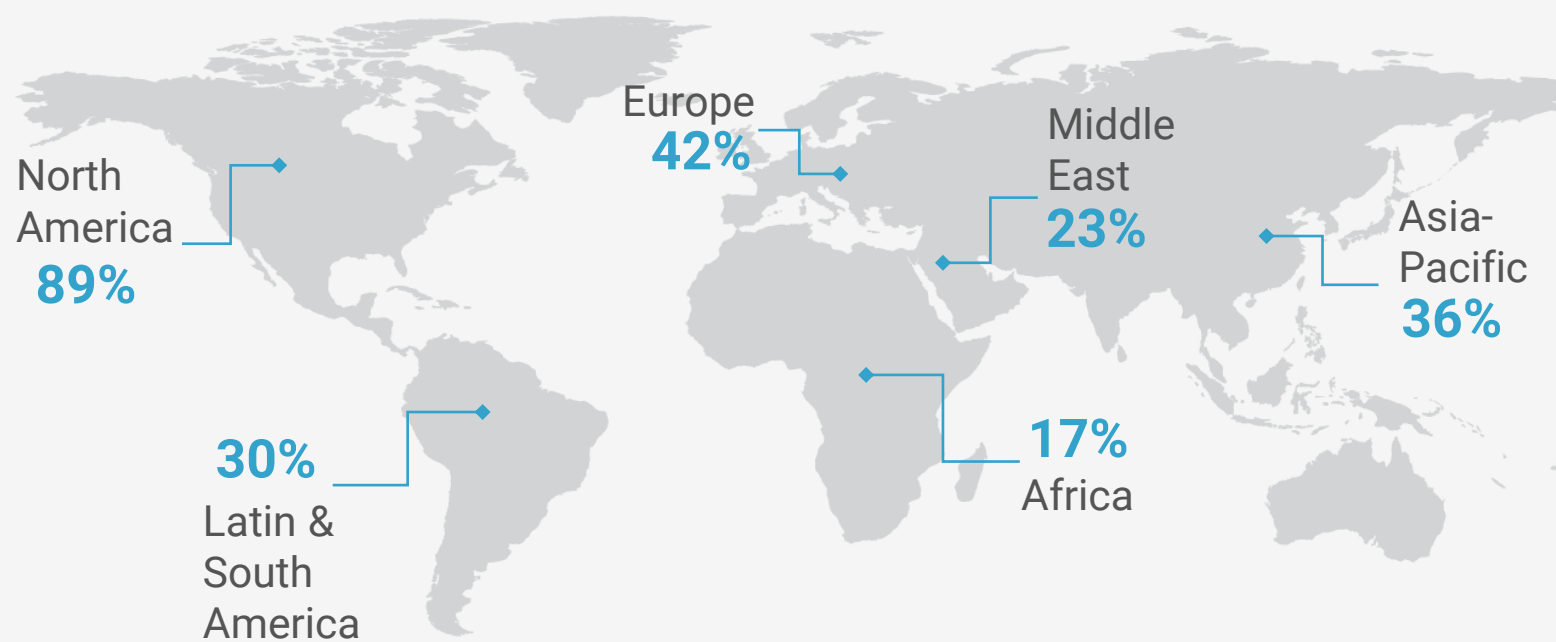
KEY TAKE-AWAYS
FROM THE RESEARCH

SURVEY QUICK STATS

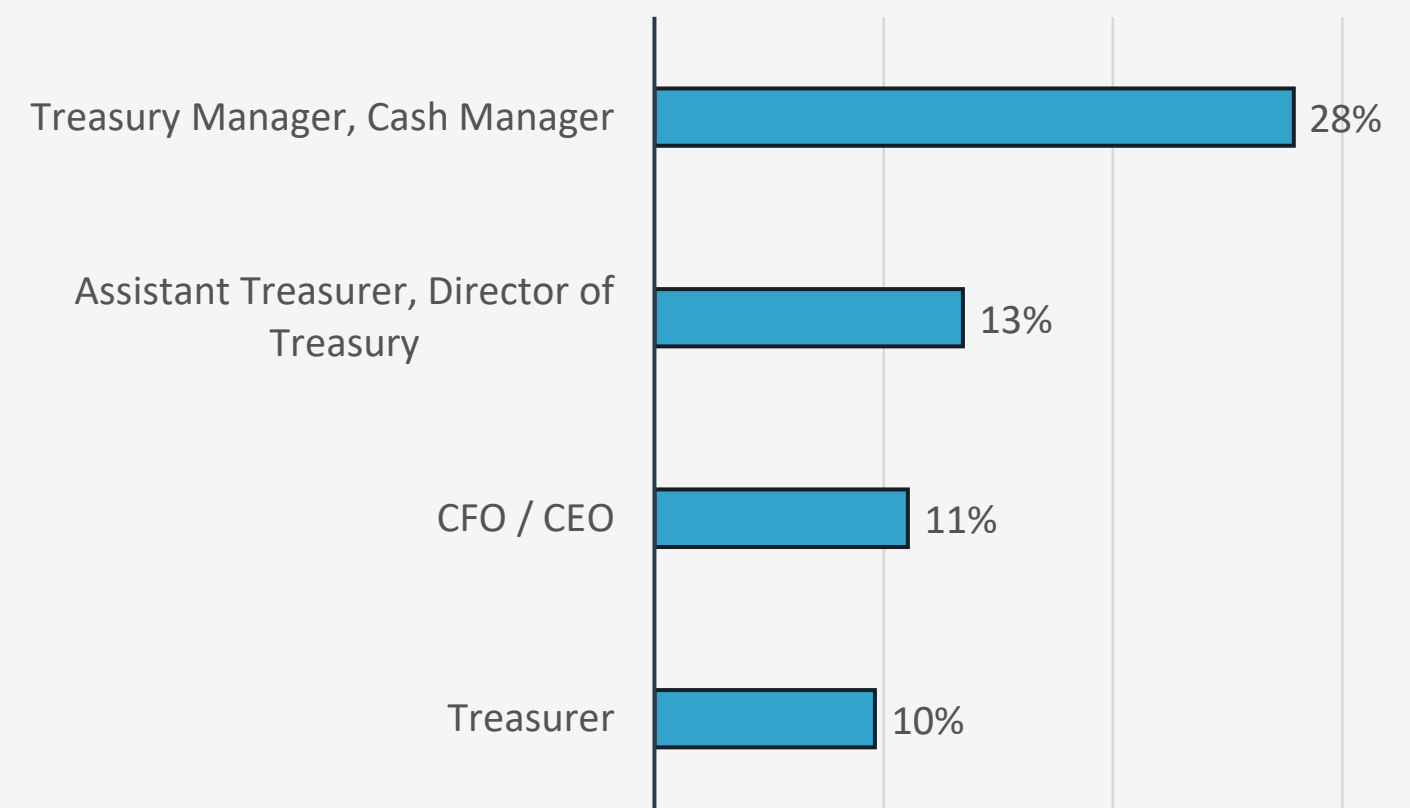
2020 B2B PAYMENTS



Regions of Operations

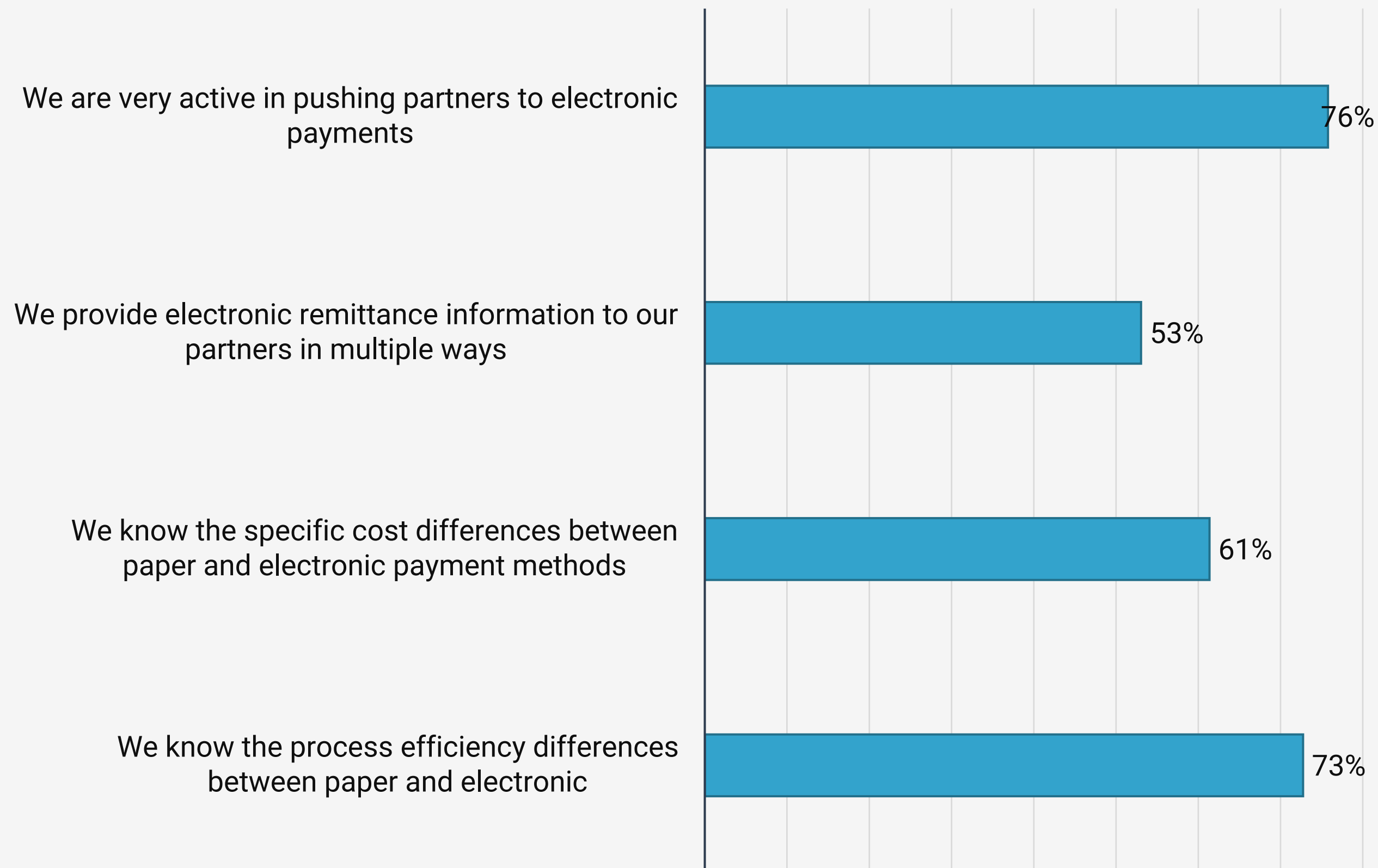


Top Respondent Roles



POLL QUESTION

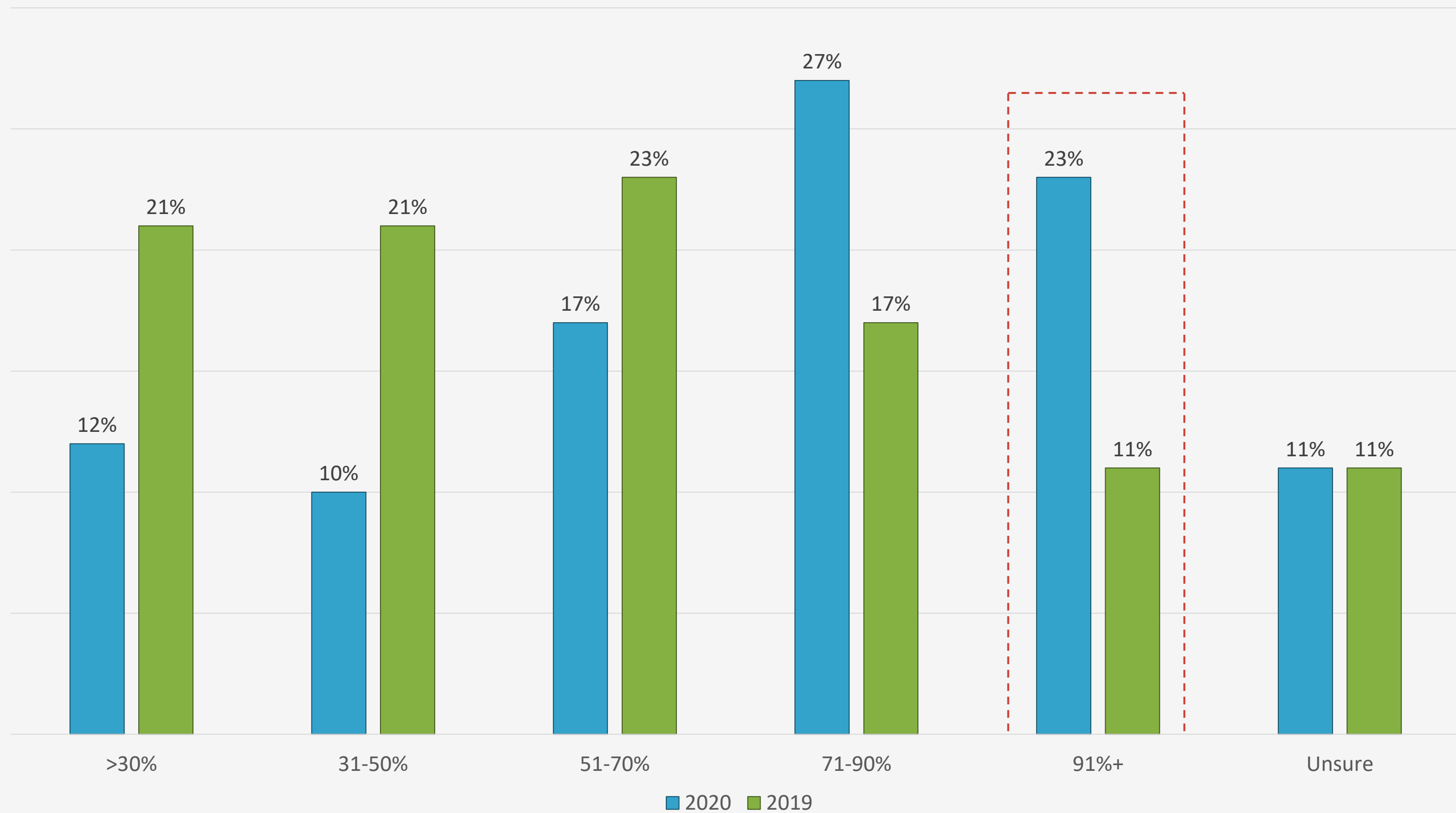
Our activities/knowledge of electronic payments is:
(Select all that apply)



GROWING ELECTRONIC ADOPTION

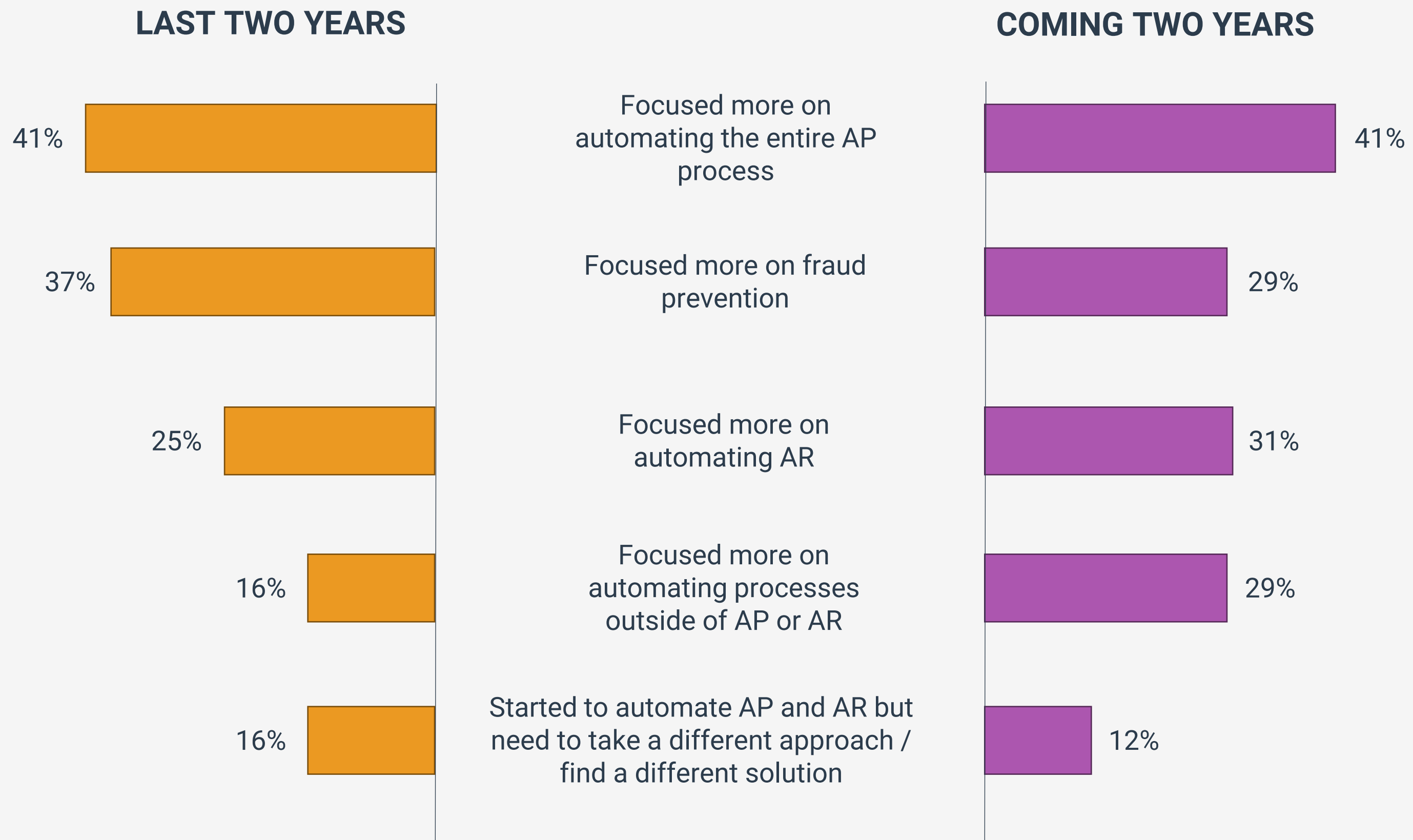
SIGNIFICANT JUMP IN ONE YEAR

» What percentage of B2B payments do you make electronically?



THEN & NOW

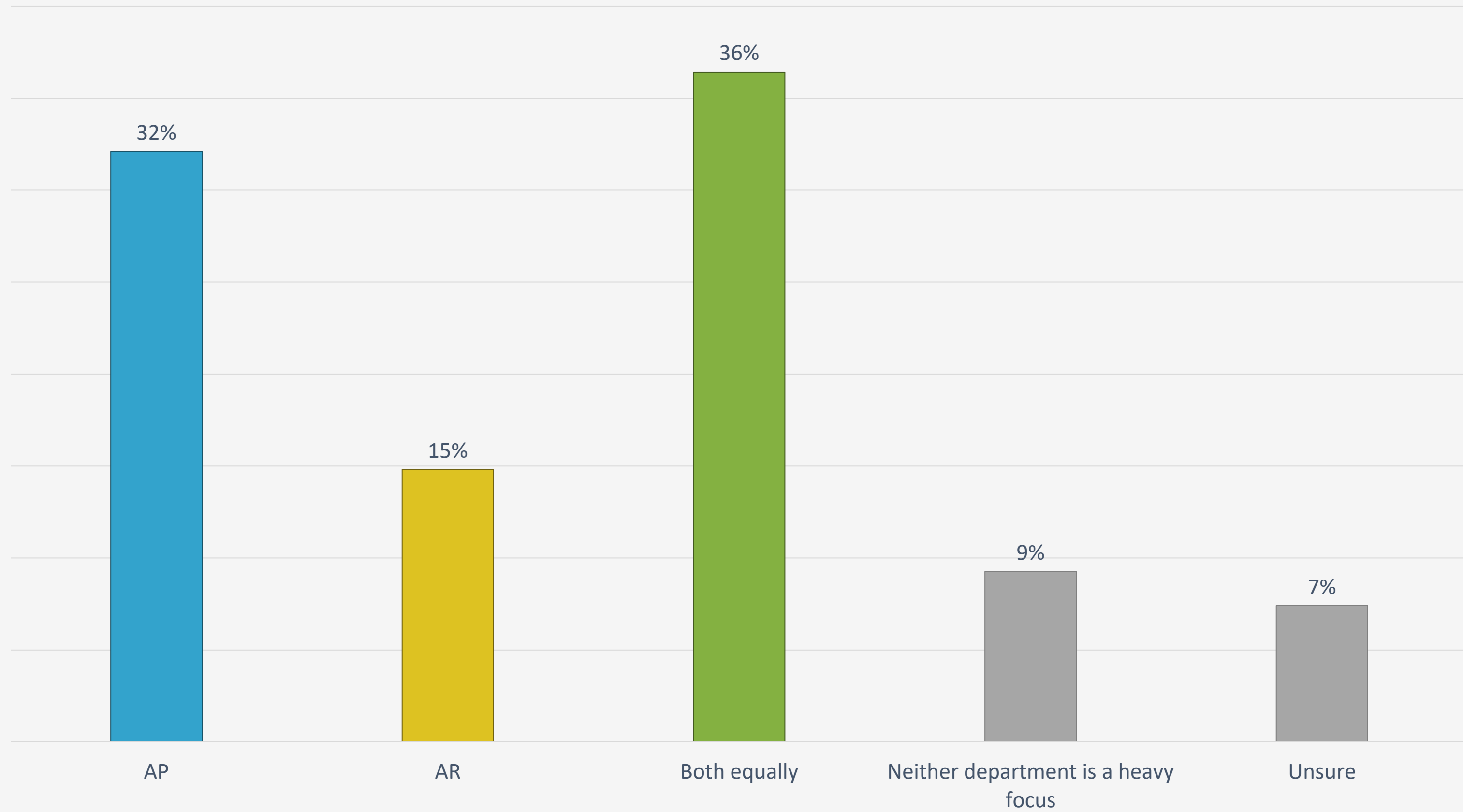
INDUSTRY FOCUS: END-TO-END VIEW



CCC ON THE MIND

WITH AP AT THE TOP

» Overall, is treasury more focused on AP or AR initiatives internally?

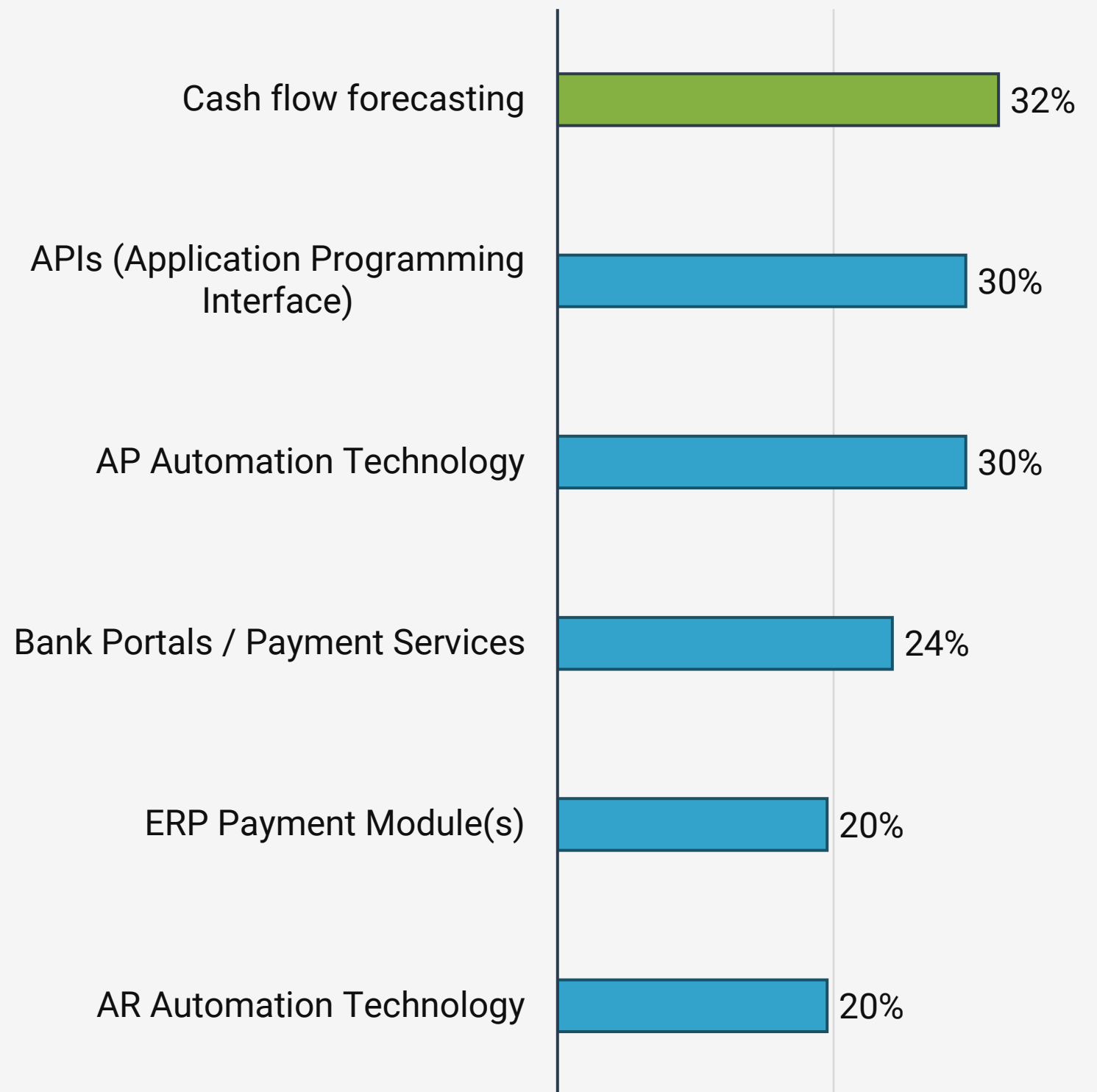


KING OF RICHES & DATA

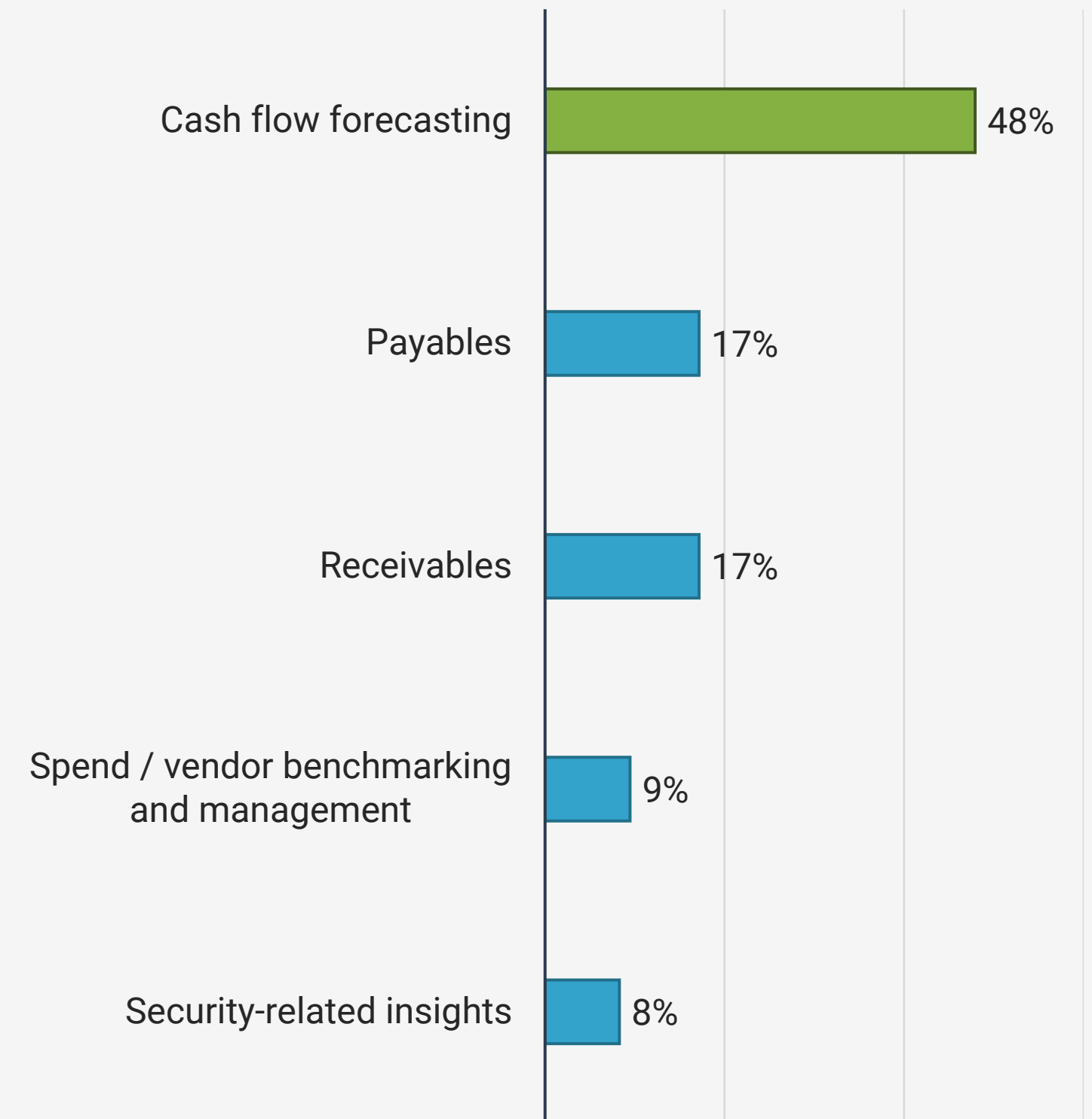
FORECASTING

Forecasting is getting technology and money thrown at it.

» What types of payment technologies do you intend to invest significantly in over the next 12 months?



» Where do you believe your business has the greatest need for improved data and analytics?

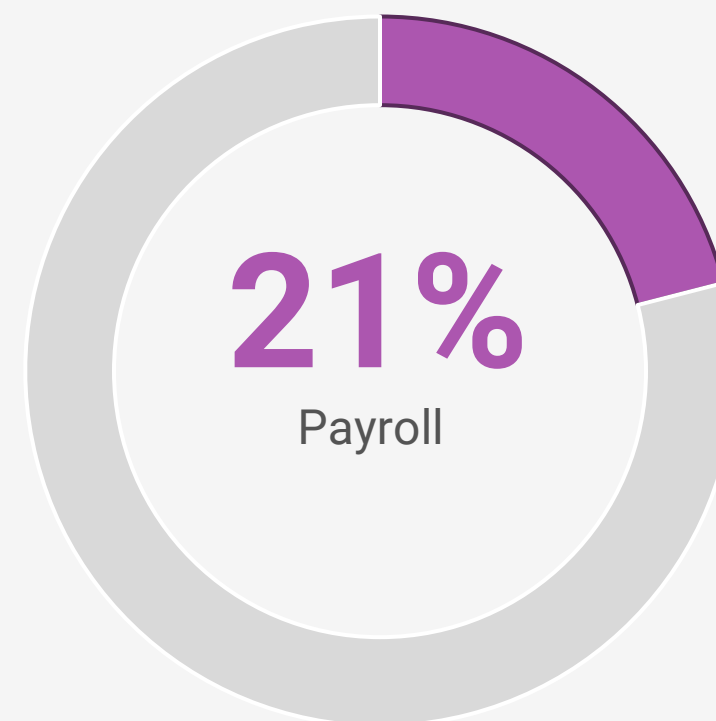
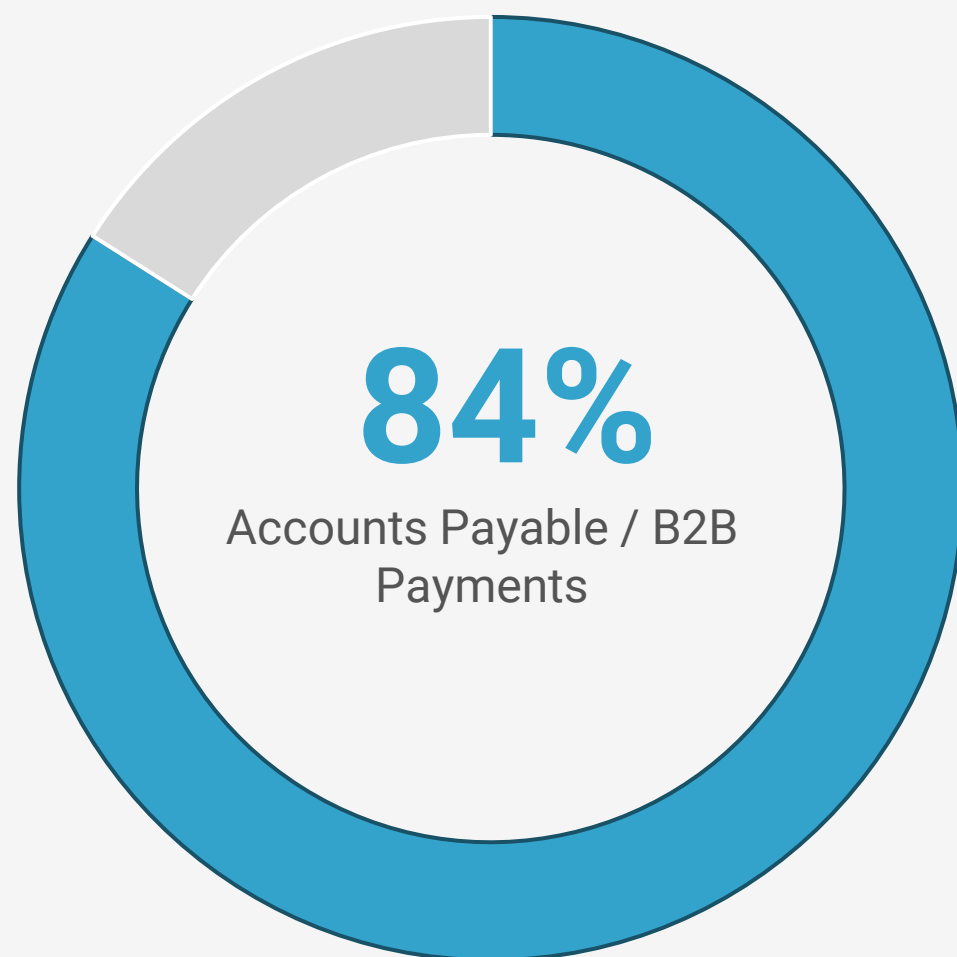
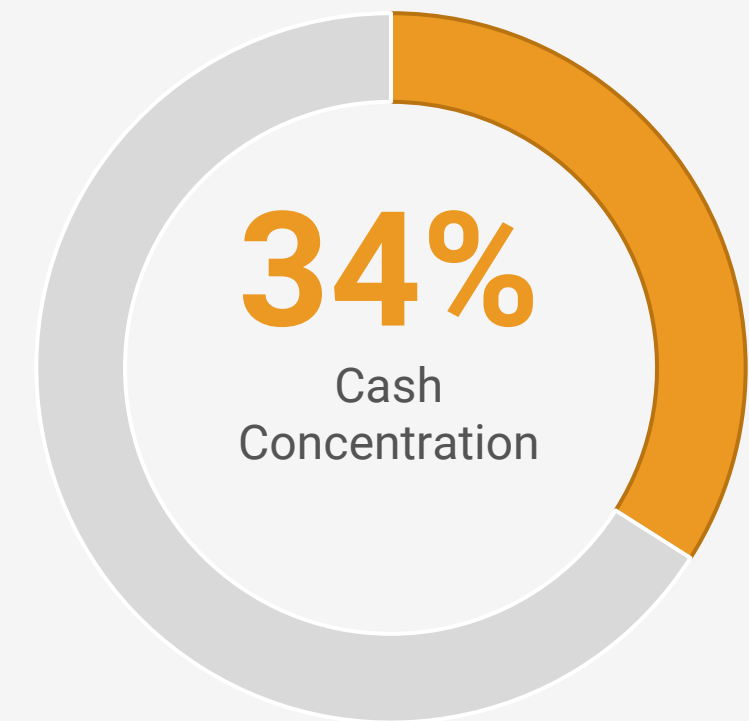
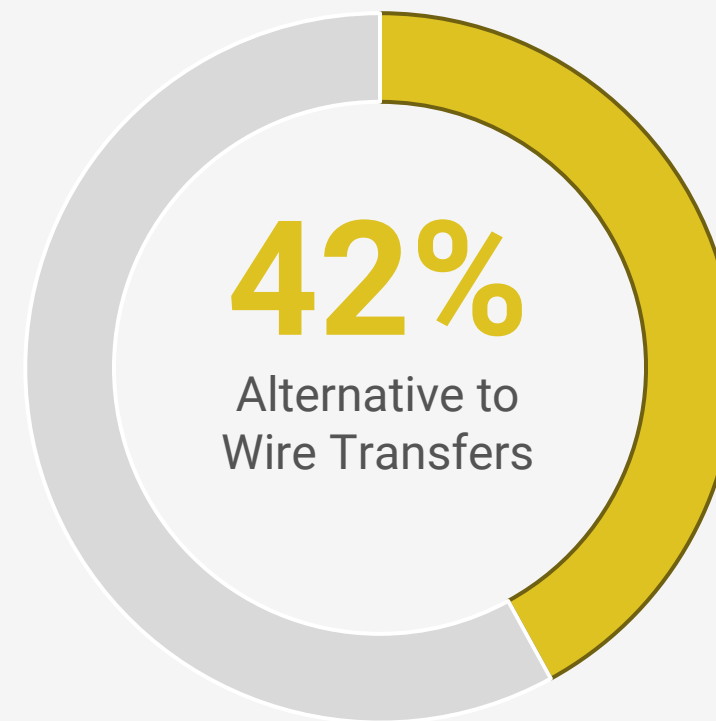


Note: Only top 6 responses displayed

INTEREST IN NEW METHODS

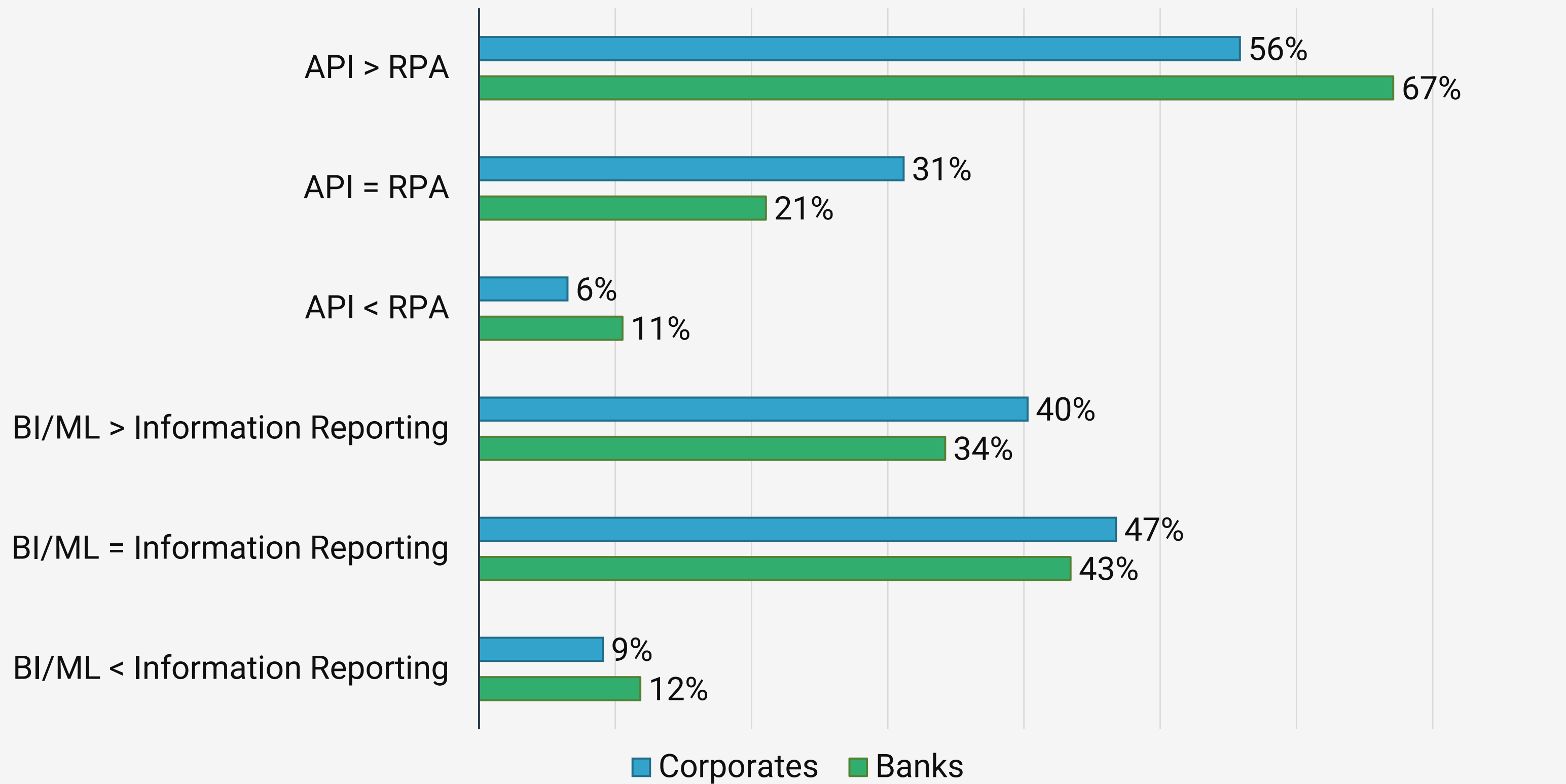
AP / B2B MAIN AREA OF INTEREST

43% of respondents indicated they were interested in using new or emerging B2B payment services. Accounts payable/B2B payments received twice as much interest as any other area.



POLL QUESTIONS

**We think the following is more important to use over the next two years?
(Select two)**




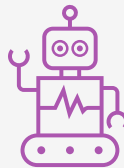



LARGEST IMPACT ON B2B

APPLICATION PROGRAMMING INTERFACE

Banks see API and mobile banking tech dominating the impact on B2B payments, with blockchain all but a faded idea when looking at technology impacts on B2B payments over the next 2-3 years.

» Select the statement that BEST describes how your bank leverages 3rd party fintech applications when developing payment services and solutions:

	Top Selection	Average
 API	54%	1.66
 Mobile Banking	30%	2.58
 AI	11%	2.62
 RPA	4%	4.01
 Blockchain/DLT	1%	4.13

WANTED:

AI & RPA FOR FORECASTING & CASH APPLICATION

For the payment-related processes corporates want to apply technologies to:



36%

Cash Flow
Forecasting



32%

Cash
Application



12%

Invoice
Approval



12%

Payment
Origination

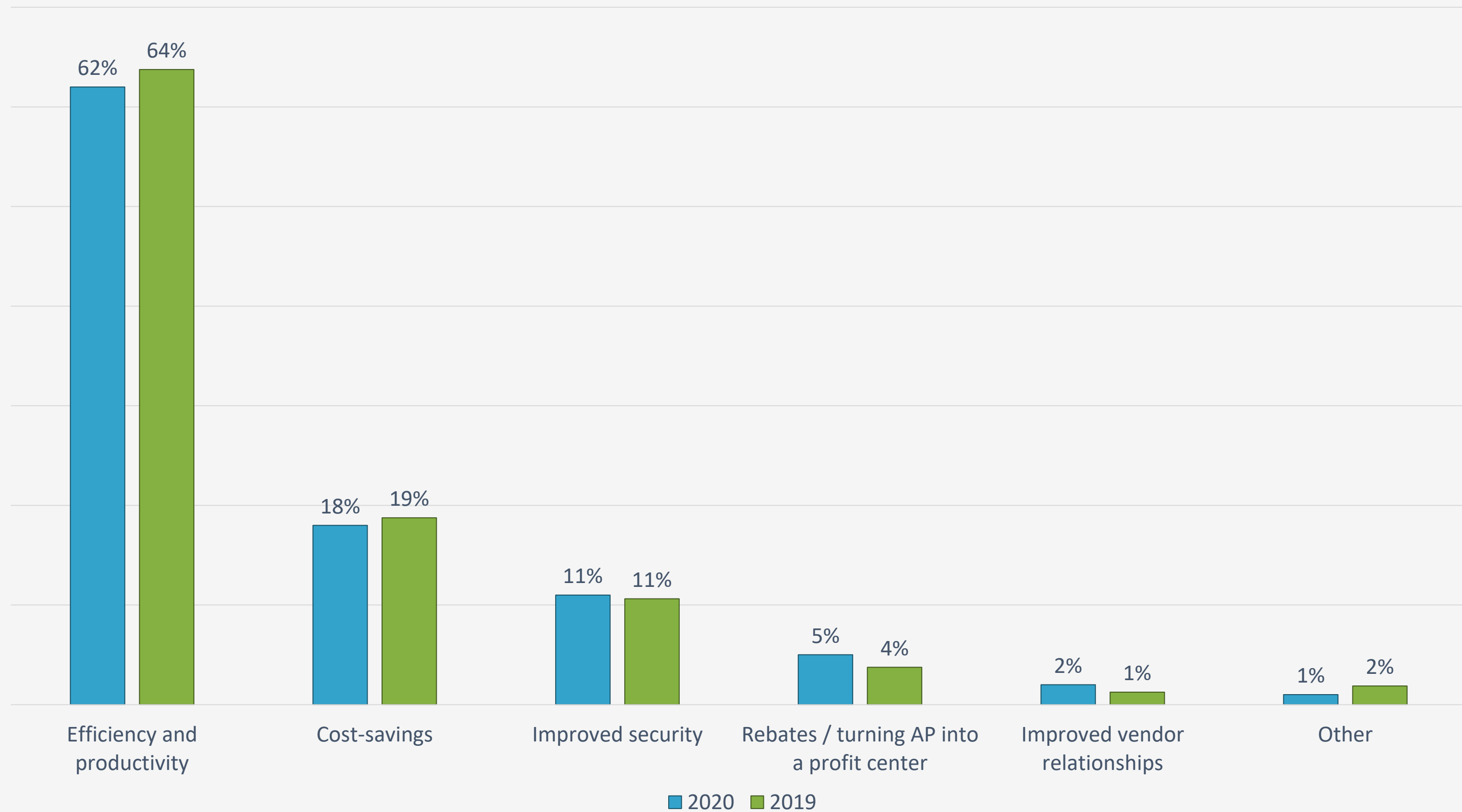
Note: Only top 4 responses displayed

#GOSTRATEGIC

DRIVING AP PROCESS AUTOMATION

EFFICIENCY STILL NUMBER ONE

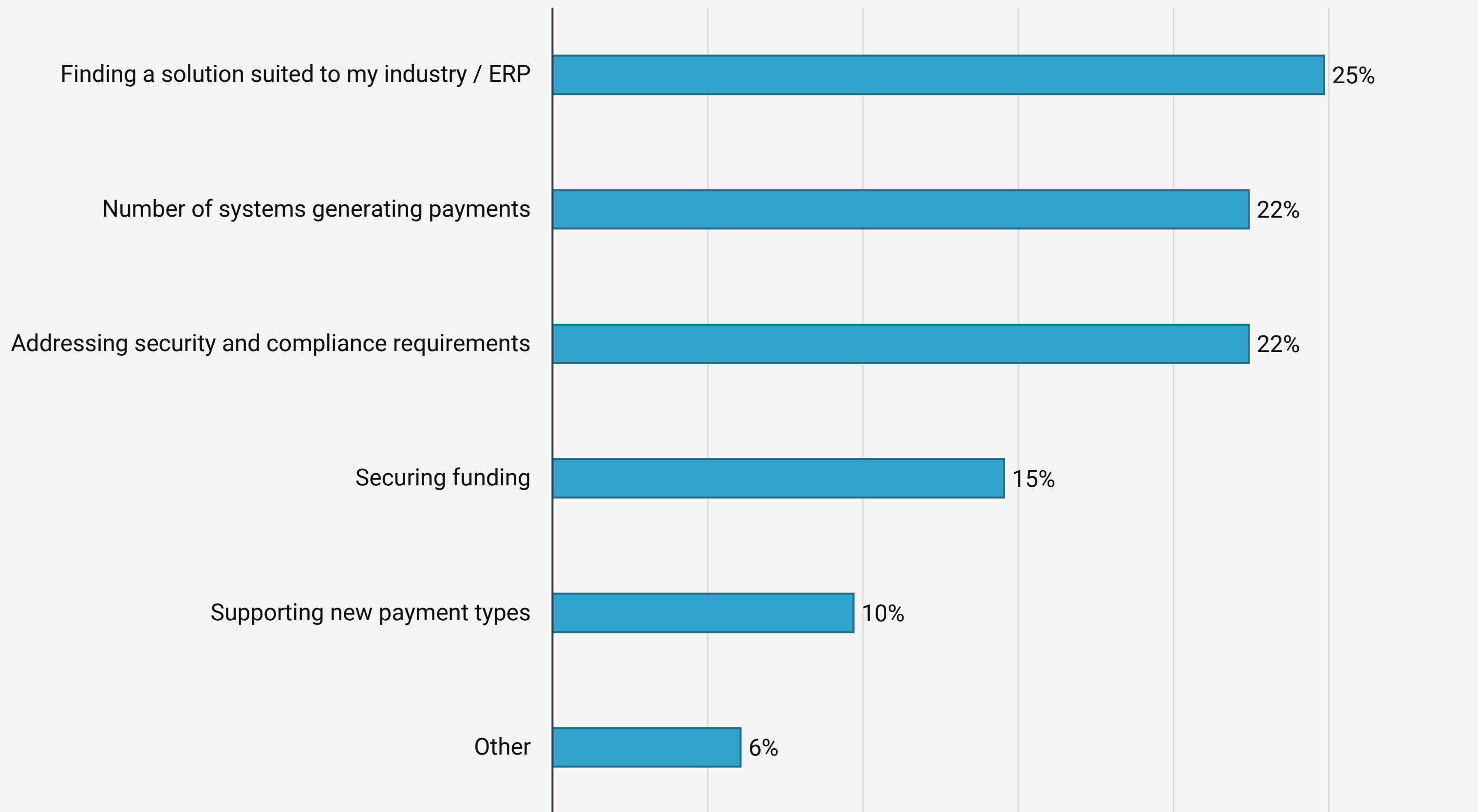
» With regards to accounts payable, which MOST drives the desire for process automation?



PAYMENT DIGITIZATION

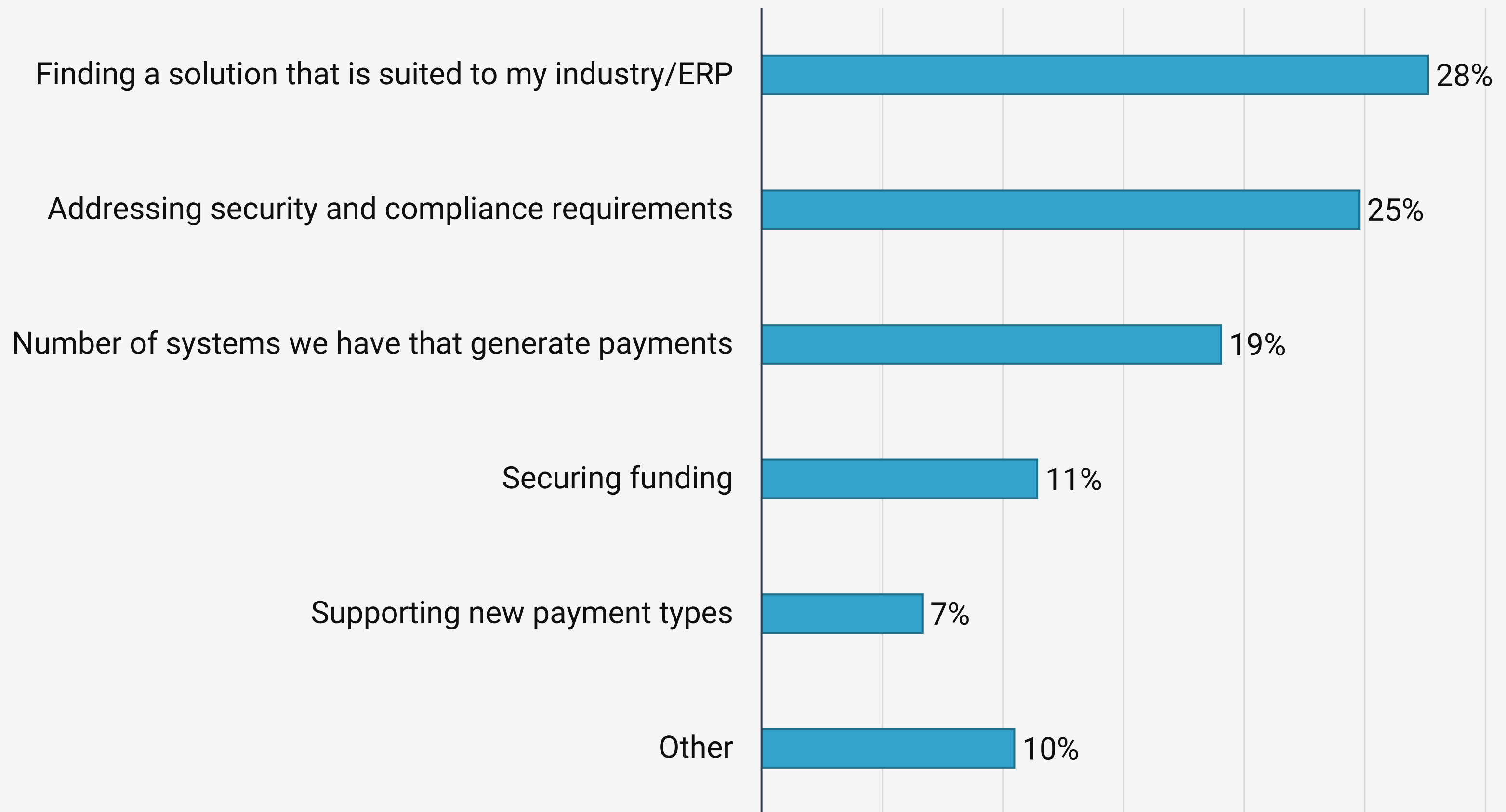
COMPLEXITY DRIVES NEARLY ALL CHALLENGES

» Select the statement that best describes your organization's biggest payment digitization obstacle:



POLL QUESTION

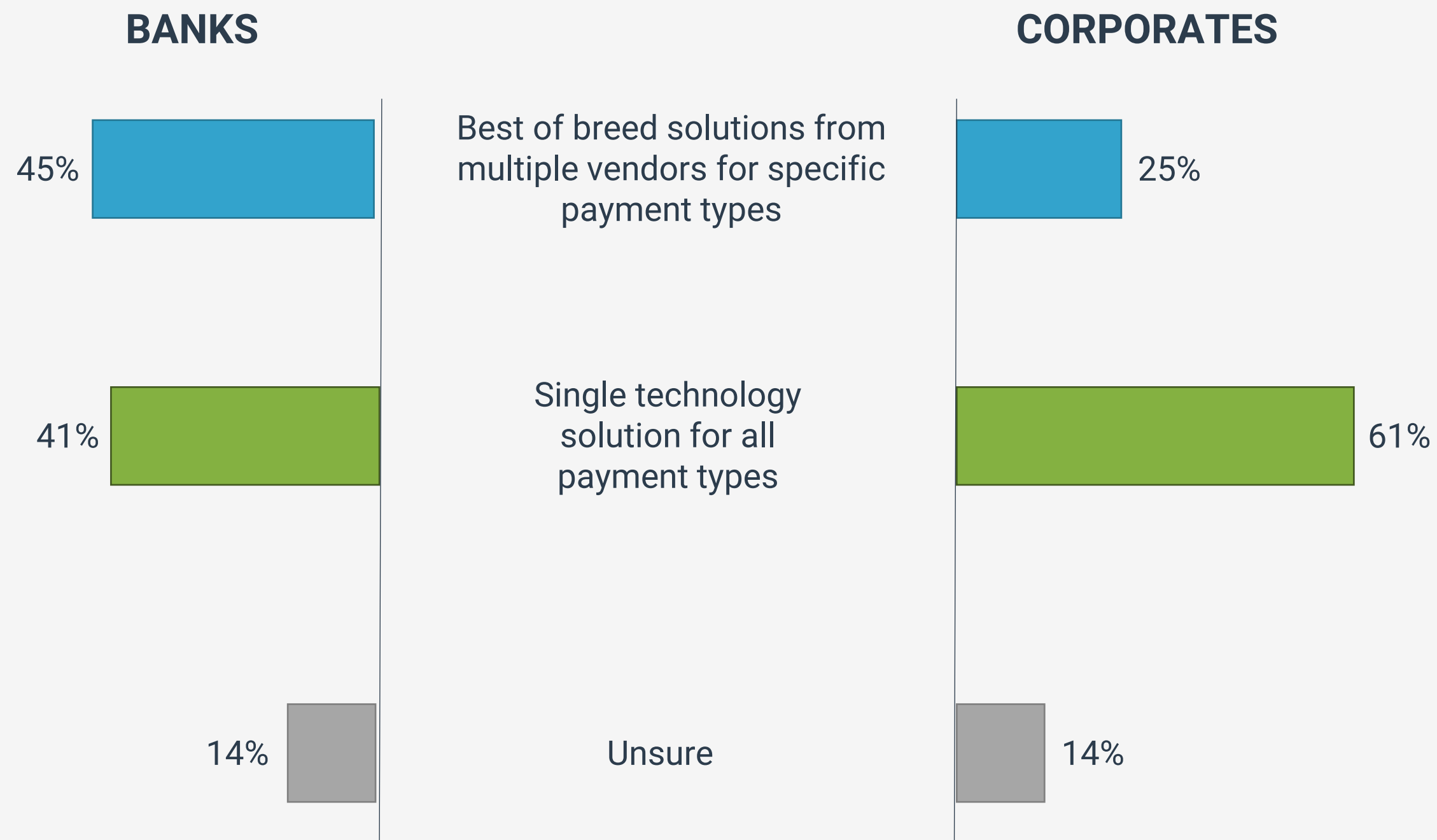
This is our biggest obstacle to payment digitization:



DIFFERENCE OF OPINION

WHEN IT COMES TO WANTING A SINGLE SOLUTION

Corporates were asked what their preference is for B2B payments, and banks were asked what they think their clients prefer. The corporate view is 2.4X in favor of single tech solution over best-of-breed arrangement for B2B payment solutions, whereas banks appear to be evenly split.



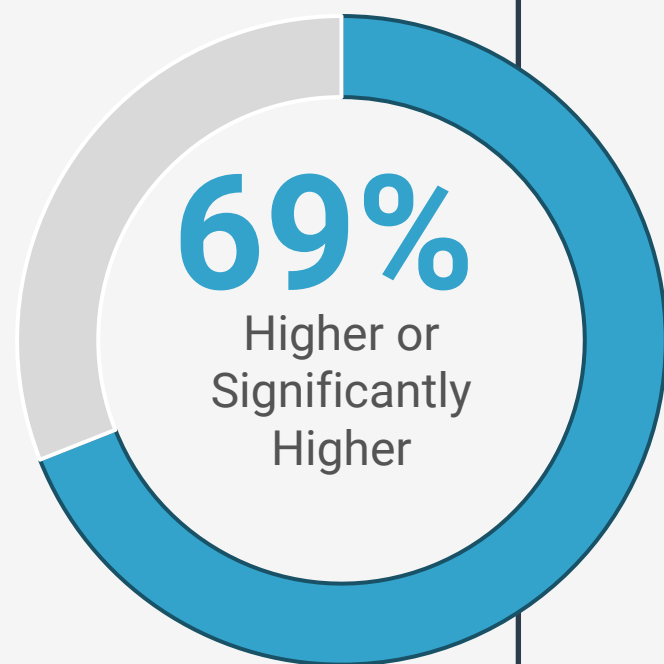
ALIGNED ON PAYMENT SECURITY

SERIOUSNESS IS ESCALATING



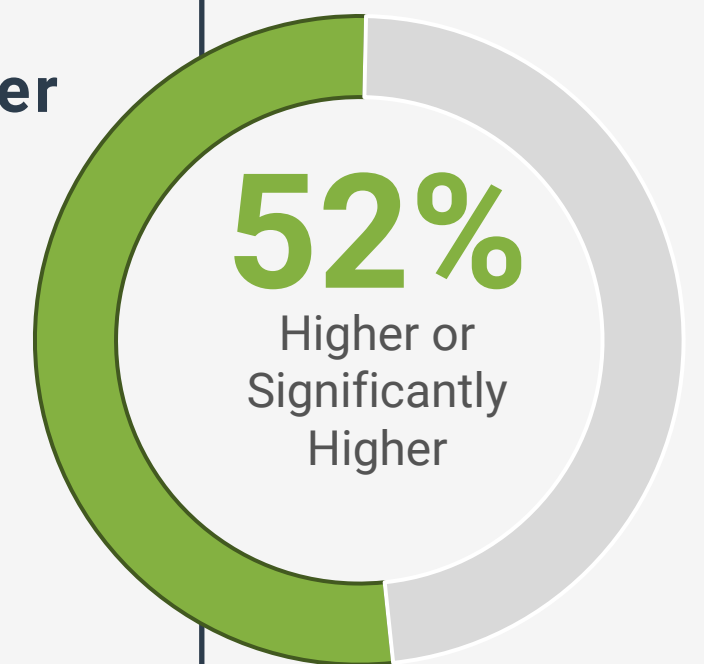
BANKS

- 17% Significantly Higher
- 52% Higher
- 27% About the Same
- 3% Lower
- 0% Significantly Lower
- 1% Unsure



CORPORATES

- 12% Significantly Higher
- 40% Higher
- 39% About the Same
- 2% Lower
- 1% Significantly Lower
- 1% Unsure



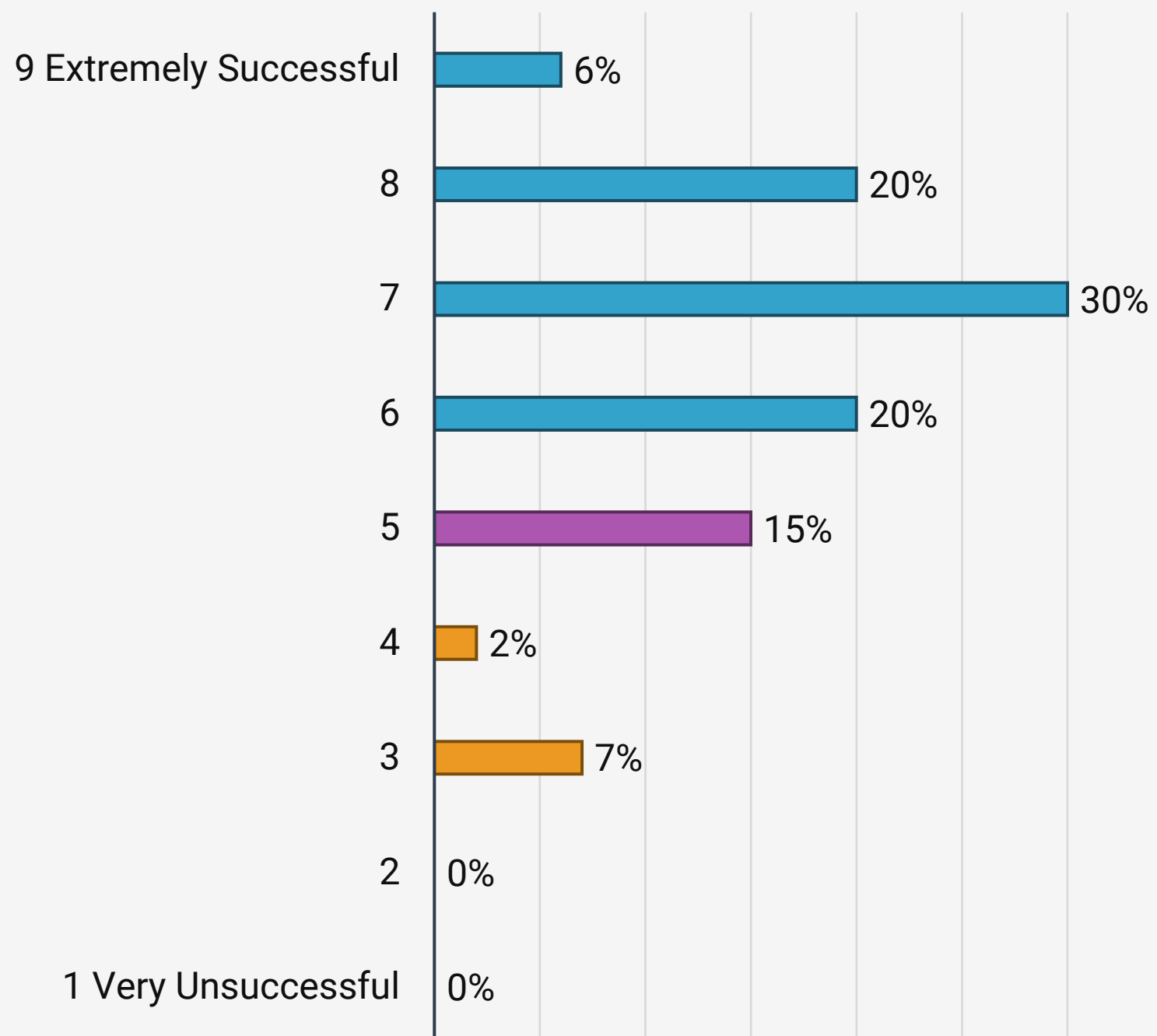
**BOTH AGREE THAT THEIR PAYMENT SECURITY CONCERNS
HAVE ESCALATED HEAVILY OVER THE LAST YEAR.**

PAYMENT SERVICE PERCEPTION GAP

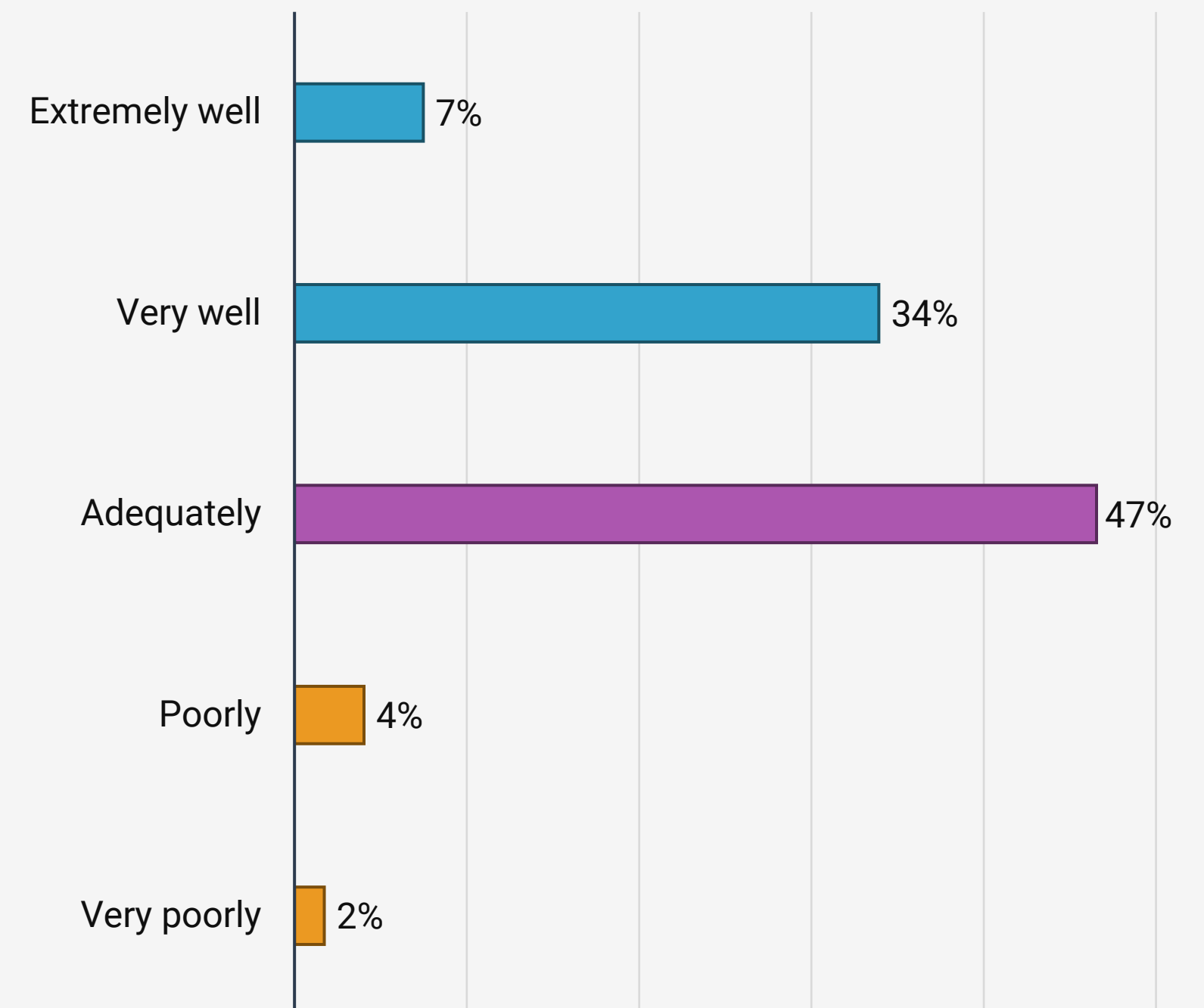
WHEN IT COMES TO MEETING NEEDS

More than three-quarters of banks believe their payable services are average or above average, while only four out of ten corporate users of those services indicate their needs are addressed well or extremely well.

BANKS SAY:



CORPORATES SAY:

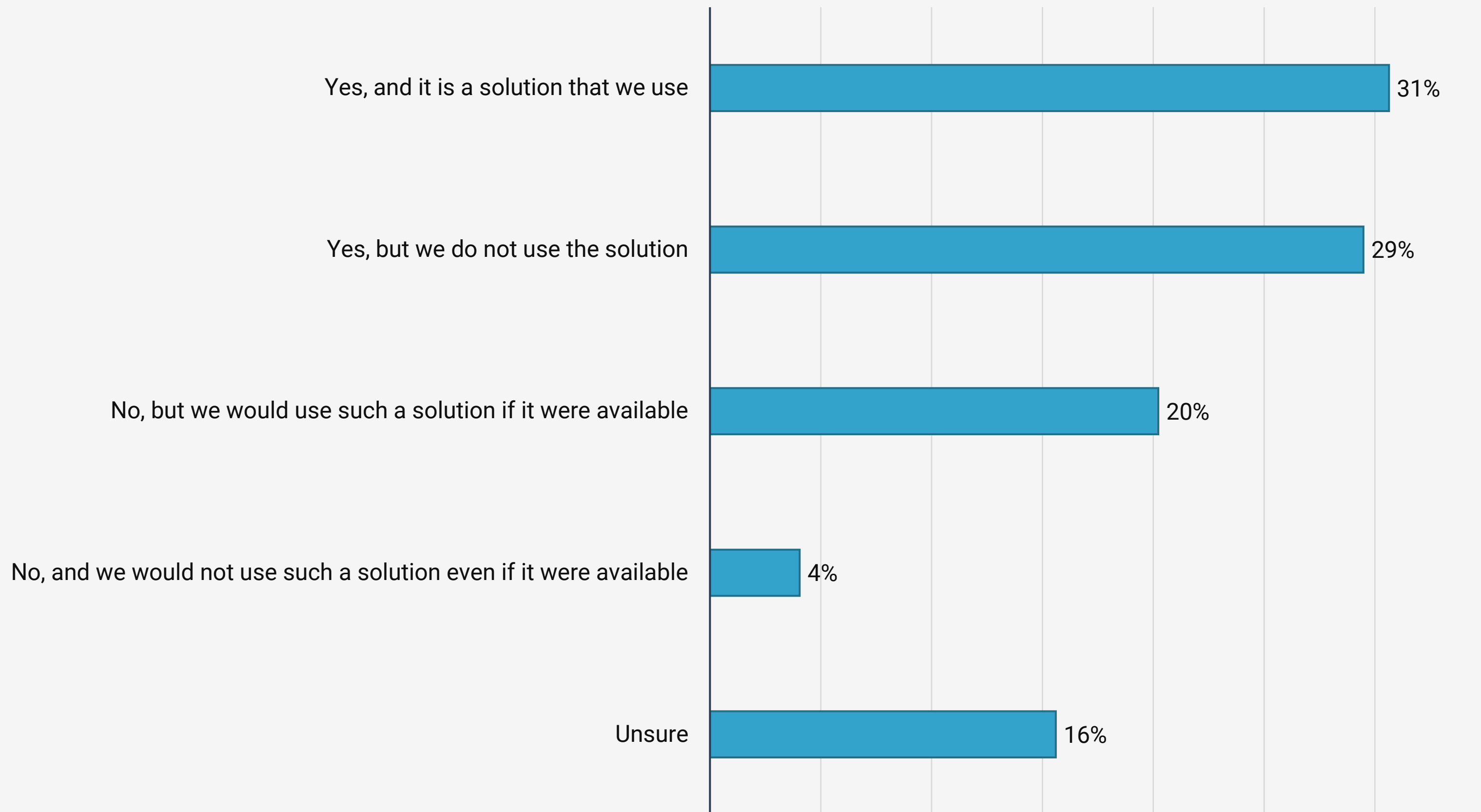


Note: Unsure and N/A responses not displayed

OPPORTUNITY TO GROW

BANKS NOT MEETING THE NEED OF CORPORATES

» Does your primary bank offer a single technology solution for managing all of your business payments?



TAKE-AWAYS

IDEAS AND POINTS TO BRING BACK TO THE OFFICE



FORECASTING

- Perceived value of forecasting
- How can you lock it in?



SERVICE STANDARDS

- How are you measuring your payment providers?
- Providers: measuring or guessing?



SECURITY ACTIONS

- Elevated threat
- What are you doing differently?
- Compared to others?



ELECTRONIC GROWTH

- Leading, keeping up or trailing the growth in electronic adoption

LET'S CONNECT.

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



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SURVEY REPORT

Thanks to those who completed this year's survey! Treasury Ambassadors and Respondents to the 2020 B2B Payments Survey will be emailed a comprehensive results report and infographic.

Non-respondents are welcome to download the infographic and a summarized version of the survey report



[Click to Download](#)