

Practical Ways to Maintain AP Automation ROI Over Time

Presented by: Tracey Ferguson Knight
Principal Consultant, Real Treasury

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Tracey Ferguson Knight – Principal Consultant

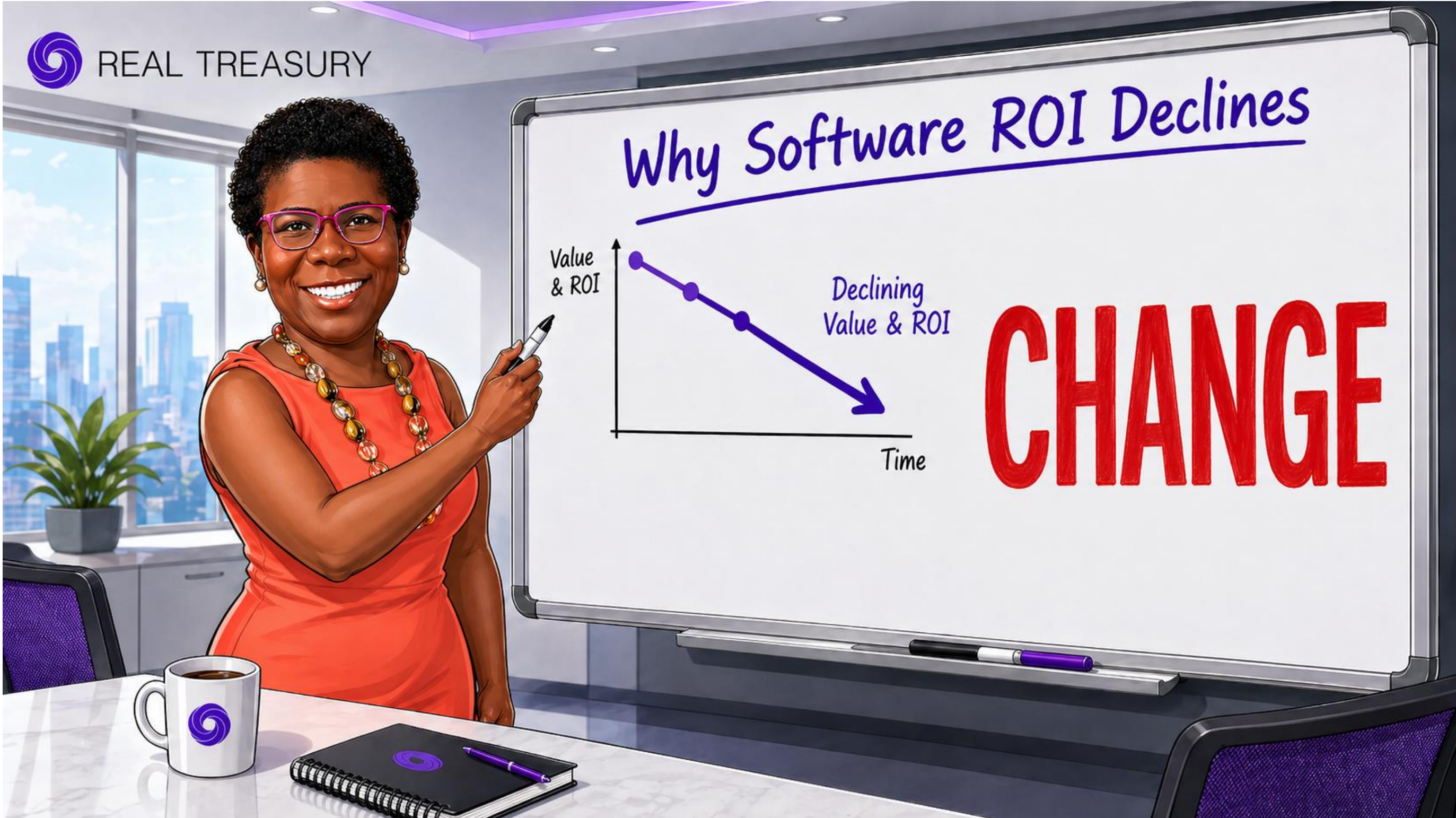
- Practitioner
- Vendor – sales, solution consultant, implementations, client success
- Consultant – specialize in helping companies find the best fit
- Buyer – SaaS technology



Why Did You Subscribe in the First Place?



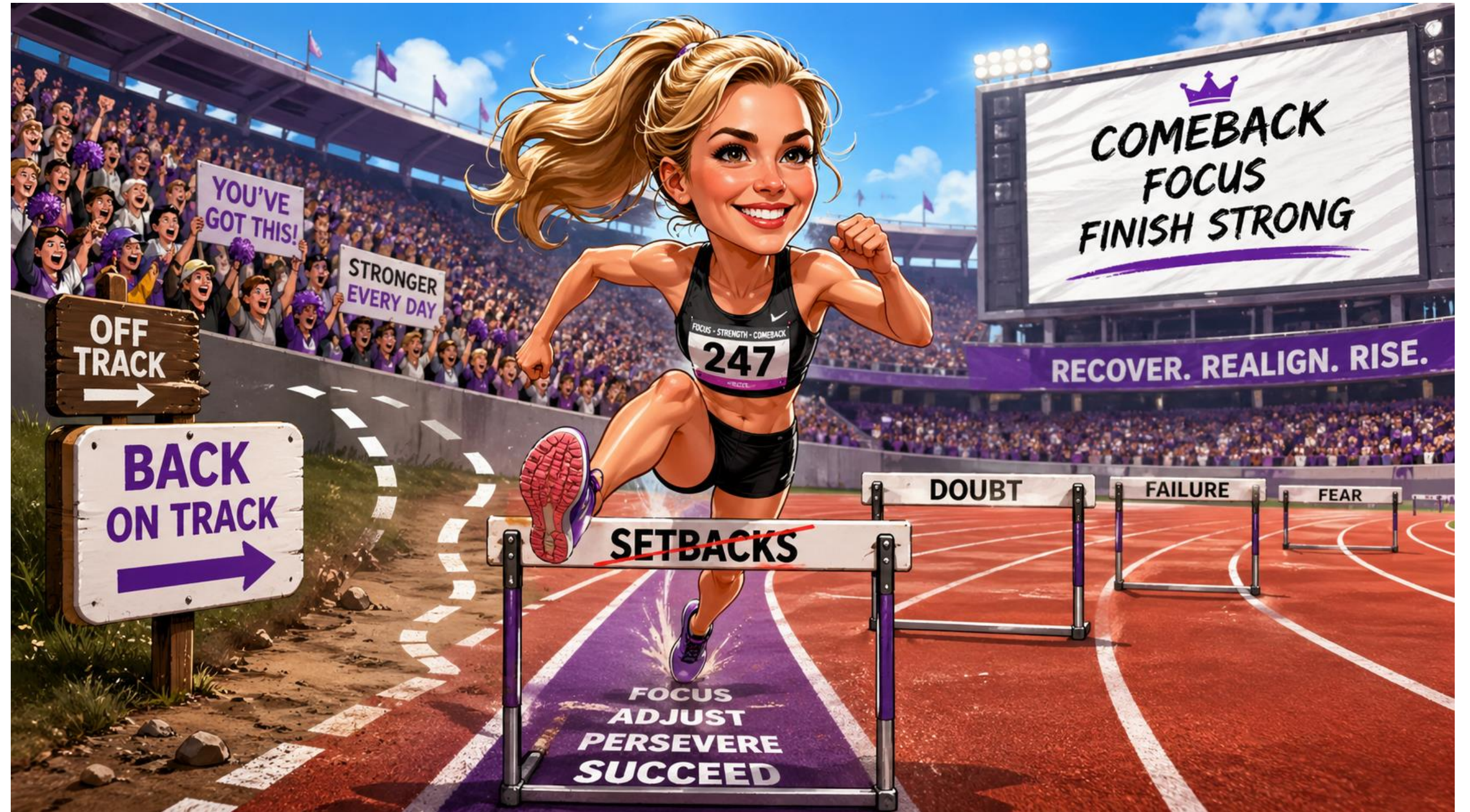
Declining Value – An All Too-Common Problem



Agenda - Practical Ways to Maintain AP Automation ROI Over Time

Getting back on track

- What to do first
- Things you should do periodically (forever)



Things To Do First

Both are Necessary

Getting Back on Track – Do This First

Internal Review

- Original Goals / ROI
 - Business Plan Review
 - Metrics & KPI's comparison?
 - Completed all planned phases?
 - Low hanging fruit?
 - Big Ticket Items?



Getting Back on Track – Do This First

Software
Subscription = Car
Lease



Things to Do Periodically Forever

Getting and Staying on Track – Getting Continuing Value

To Do List – Things to Do Over and Over Again Forever

Vendor “over the shoulder” review for usage improvements

- Tips & Tricks
- Advanced Techniques



To Do List – Things to Do Over and Over Again Forever



New employees should be fully trained by the vendor, not from an employee with one foot out the door!

To Do List – Things to Do Over and Over Again Forever

Review all reports and dashboards

- eliminate waste,
- design ones that meet needs and add value (that will actually be read and utilized)



To Do List – Things to Do Over and Over Again Forever



Fully utilize the software

Read release notes
Attend trainings

To Do List – Things to Do Over and Over Again Forever

Provide feedback to vendors. Let them know what you need. Explain real life issues and workflows.



To Do List – Things to Do Over and Over Again Forever



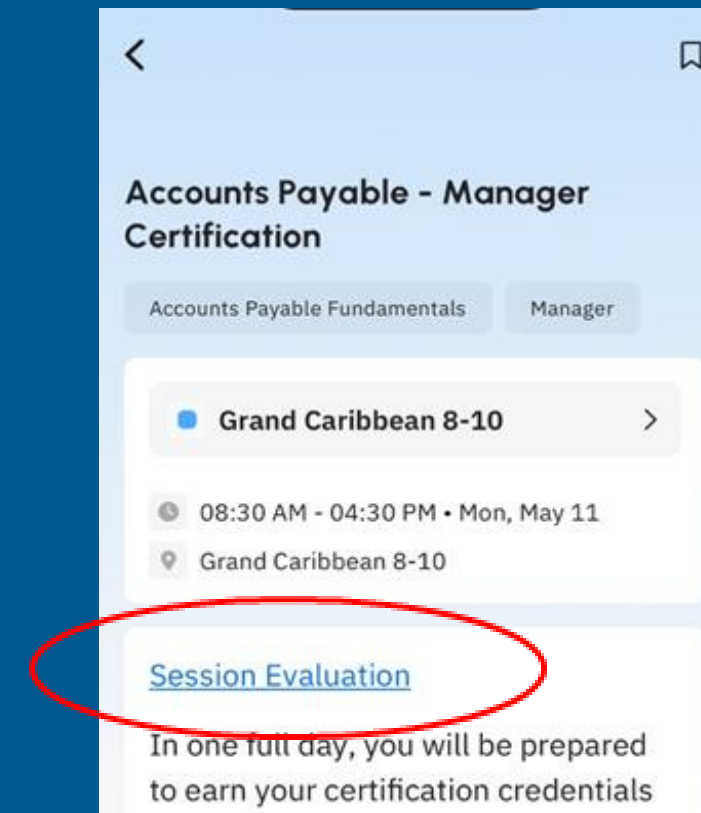
Keep up with the full extent of what else the vendor can provide that will add more value – Future phases or opportunities

Conclusions

- There are reasons you subscribed in the first place – Reacquaint yourselves with those reasons.
- Figure out how/where/when/why you got off track
- Apply these techniques to get going again (rarely is a change in software needed)
- Take ownership and accountability for the team continuing to get full (and even increasing) value from the system

Please tell us what you think!

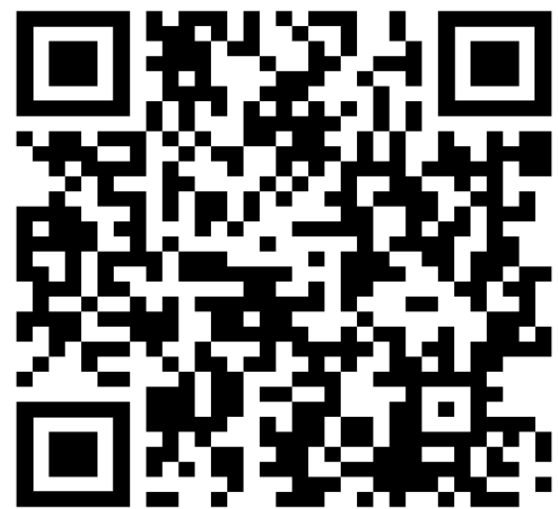
- Please scan this QR code using your mobile to access a short feedback survey →
- Also accessible via the mobile app



QUESTIONS?

- Tracey Ferguson Knight
- tknight@realtreasury.com
- 646-455-8244
- realtreasury.com

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on LinkedIn



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