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Annual Technology Conference 2024

Various Speakers

26th January 2024

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Thank you!

Your Member Experience Team
Linda, Paul, Chris, Emma, Shannon, Sonia and Ian

Microsoft

Digital Transformation and AI in Finance

Daragh Hennelly
Senior Director | Strategic Ventures and Global Revenue Recognition

"By adopting innovative technologies, finance will strengthen its business leadership through compliance, accuracy, and efficiency."

— Amy Hood, Executive Vice President and Chief Financial Officer, Microsoft

Finance processes power every organization

Business strategy and priorities

Processes

Record to report

- General accounting
- Intercompany accounting
- Fixed Asset Accounting
- Period-end Close
- Revenue recognition
- Financial & Statutory reporting

Quote to cash

- Order entry and fulfillment
- Billing
- Credit & Collections
- Cash applications
- Contact and data services

Tax & treasury

- Cash forecasting and management
- Direct taxes
- Tax compliance
- Tax reporting and statutory compliance

Planning & analysis

- Enterprise performance management
- Investment optimization
- Planning & forecasting
- External reporting
- Business development

Procure to pay

- Sourcing strategy
- Invoice capture and processing
- Disbursements
- Spend analysis
- Master data management

Risk management & compliance

- Internal audit
- Business conduct investigations
- Compliance
- Enterprise risk management
- Fraud

Data estate

Culture

Today’s finance challenges

Financial Analysis & Reporting

Surging data + legacy systems + static reporting

Strategy & Forecasting

Inadequate tools to anticipate growing business complexity

Business Process Automation

Manual, inefficient and error-prone processes

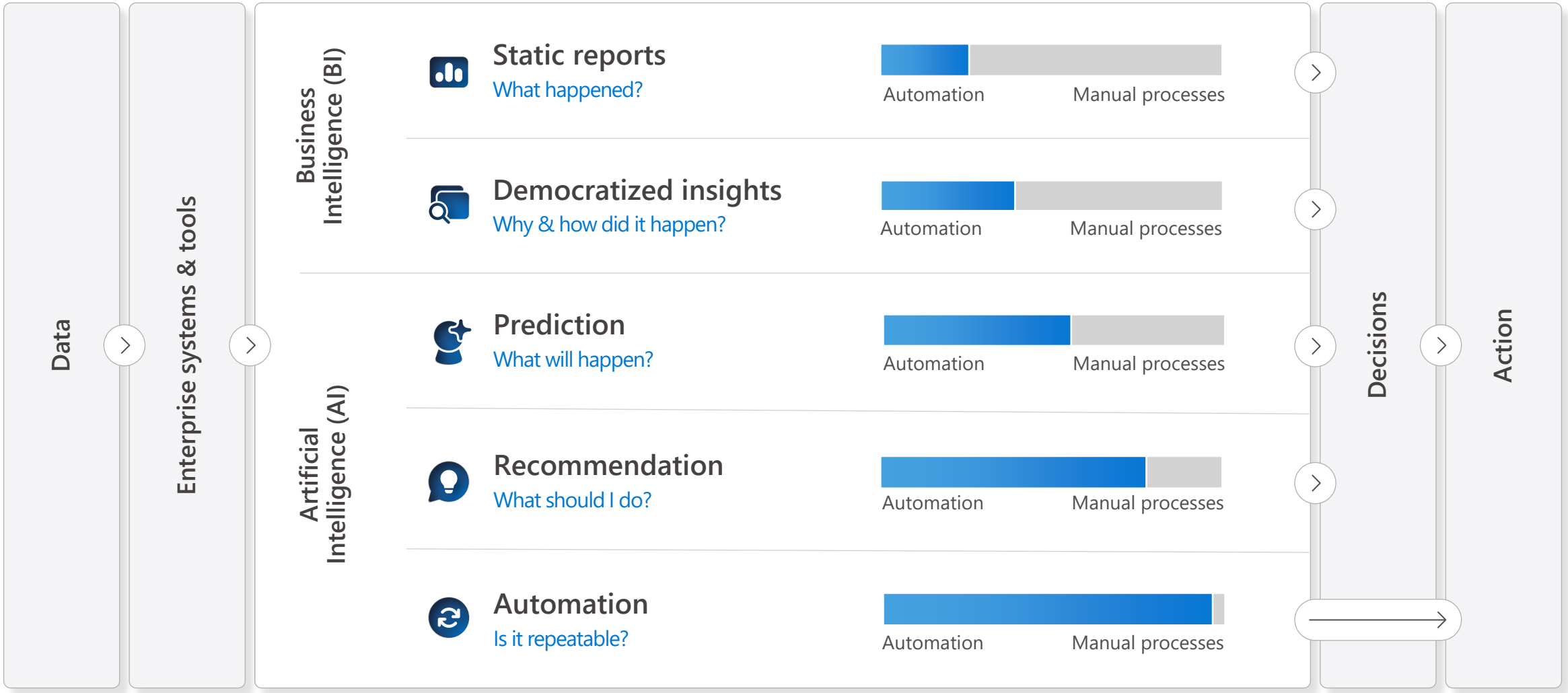
Risk Management & Compliance

Increasing regulations, risks, and threats

Workforce Productivity

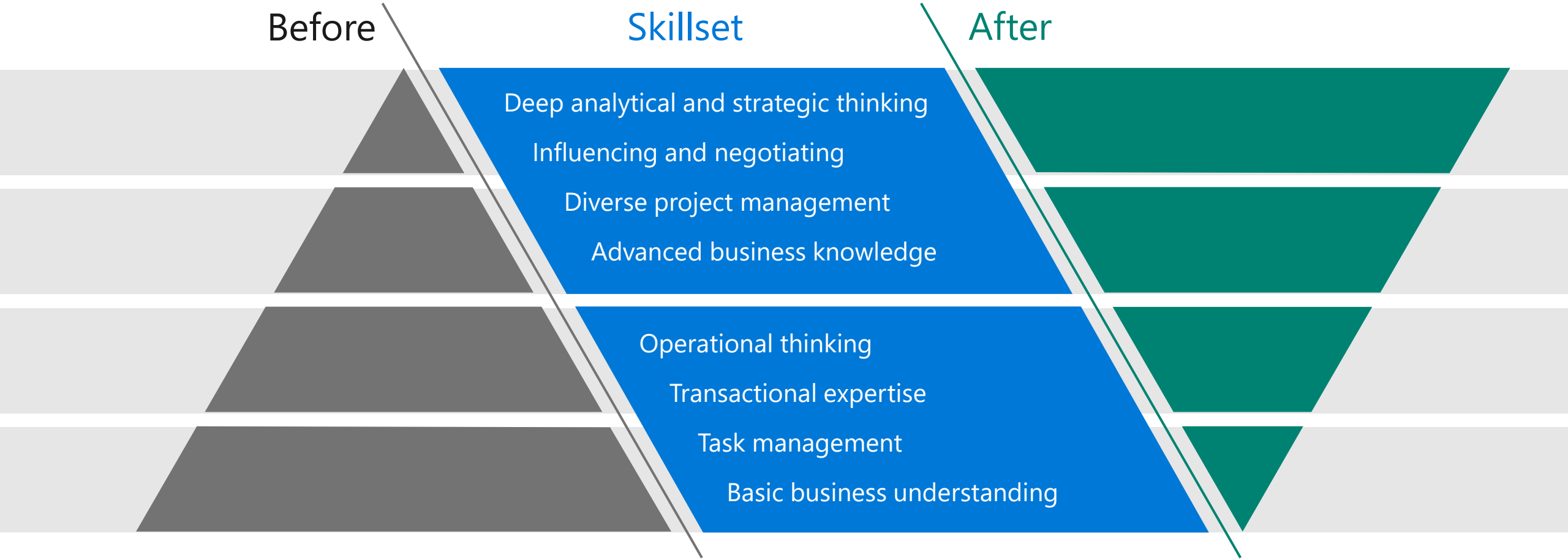
Hybrid workforce collaborating and staying productive

Modern Finance framework



Empowering finance employees

Time spent on various activities in Finance



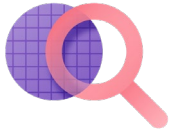
Modern Finance focus areas

Financial Analysis & Reporting

Unified management reporting platform (Starlight)

Cash Flow Analytics

Big Data Tax Analytics Platform



Strategy & Forecasting

Machine Learning Revenue Forecasting

Intelligent Collections Platform

Predicting Errors in Complex Invoices with Deep Learning

Business Process Automation

Finance Virtual Agent

Intelligent AP Automation

Auto Balance Sheet Recon

Procurement Auto-Requisition

Risk Management & Compliance

Streamlined Audits with Virtual Agent (ERICA)

Compliance Predictive Analytics

Royalties Blockchain

Workforce Productivity

Enabling remote Close with SharePoint and Teams

Efficient worldwide budgeting / planning

WFH Equipment Request app

The new era of Generative AI in Finance

Complete complex task
Set up new purchase orders or log expense reports

Content creation
Write financial commentary or draft collections emails

Reason over data
Analyze statements or audit documents and provide insights and recommendations

Summarize information
Extract sentiment or competitor analysis from earnings documents

Traditional AI

Simple model

Purpose-built for one use

"Narrow"

Next generation AI

Massive model

Generalized intelligence with many applications

"Generalized"

AI in finance

Traditional AI examples from Microsoft

Finance process	AI integration	Efficiency
Record to report **Scaling commercial contract reviews**	Reads 10K contracts and provides risk scoring to tag 30% that require an assessment by a technical accountant and to zero in on flagged terms	↓ 50% less time reviewing standard contracts
Order to cash **Augmenting collection prioritization**	Identifies accounts receivable customers deemed high risk of delinquency then generates a prioritized workflow list to speed up cash collection calls	↑ 10% collection efficiency
Tax & treasury **FX cash collection forecast**	Centralizes FX cash collection forecast, frees up time for subsidiary to prepare and submit forecast, improves forecast accuracy by 6% and reduces FX impact on other income by 25%.	↓ 25% FX impact on other income
Planning & analysis **Forecasting with machine learning**	User-friendly tool that applies 25+ models to thousands of time series in parallel, automatically handling feature engineering, back testing and model selection to deliver results in minutes	↓ 50% less time on forecasting
Procure to pay **Streamlining invoice approvals**	Assigns real time risk scores in order to automate more than 1M low-risk invoices and cutting manual effort for the rest by 50%	↓ 125K hours saved per year
Risk management & compliance **Journal entry anomaly detection**	Machine learning algorithms built to review thousands of journal entries to detect anomalies in order to reduce financial reporting risks of fraud or misstatements	↓ 15% time savings

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AI in finance

Where we are starting with generative AI

Summarize information

- Summarize earnings scripts to identify significant trends and highlights
- Recap meeting transcripts to capture key points and assign actions
- **Distill collection agents' call notes into actionable plans**
- Flag important terms from customer contracts related to payments, pricing, and discounts
- Synthesize complex workflow documents to highlight handoffs and commonalities

Recommend actions

- Analyze financial close variances and recommend areas of the business to investigate variance drivers
- **Define collection strategy based on customer payment history**
- Evaluate audit workpapers and resolution disputes against audit controls
- Guide users in setting up purchase orders, invoices, expenses, and payments
- Recommending policy adherence within workflows

Generate content

- Draft monthly financial close review deck and write analytical comments and insights
- Produce market sentiment analysis using transcripts from corporate earnings calls and central banking authorities
- Write contractual language based on simple notes
- **Draft collection call follow up emails in different languages with payment plans details**
- Write initial internal audit reports and investor relations earnings call scripts

Simplify tasks

- Accelerate financing requests by automating credit checks and policy reviews
- Review sourcing contracts to ensure compliance and reduce human error
- Automate Sarbanes-Oxley Act (SOX) operational controls and summarize insights
- **Prioritize collection emails, tag disputes, and identify resolution owners**
- Streamline tax and customs procedures by identifying compliance obligations from different global jurisdictions

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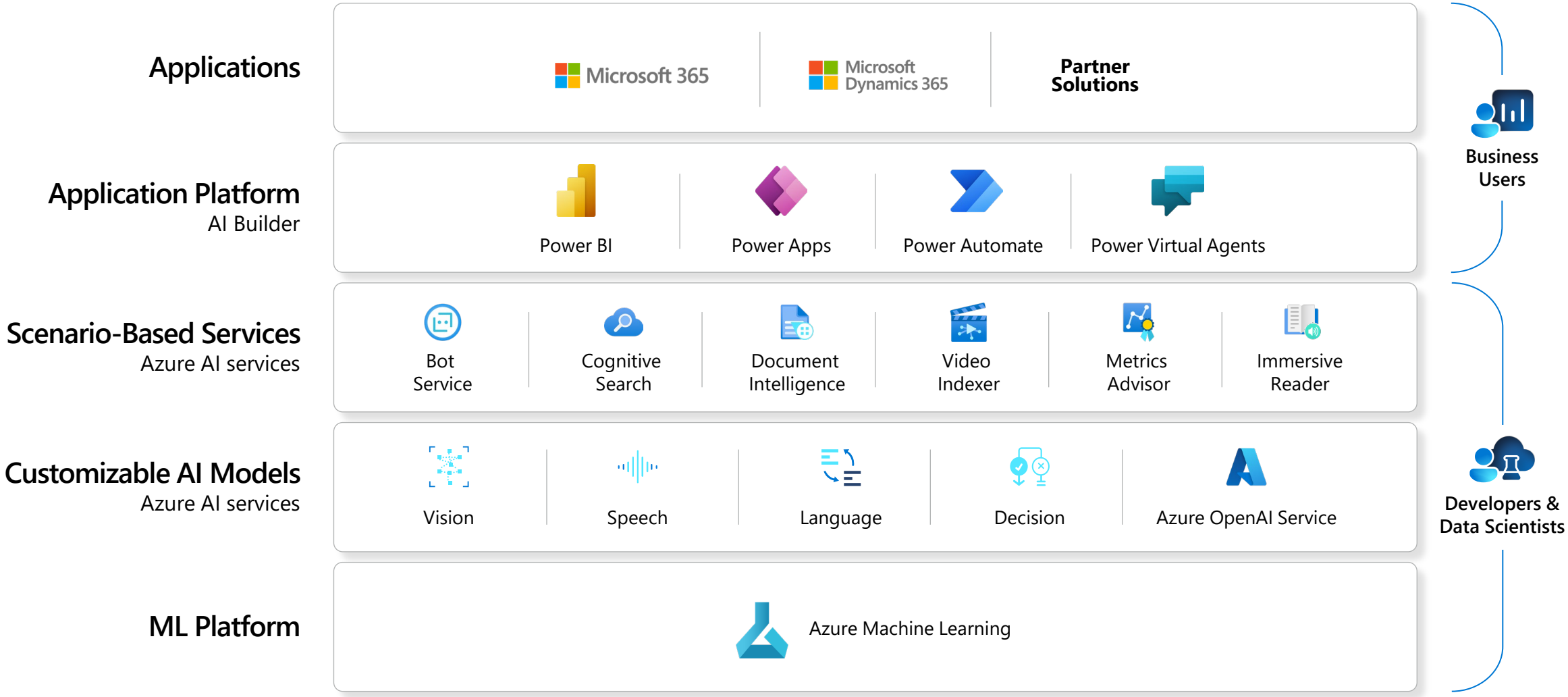
Microsoft AI Portfolio



Modern Finance Innovation

Getting started with Digital Transformation and AI

Culture | Data estate | Processes | Business strategy and priorities

Foster a Growth Mindset

Embrace agility and constant Change

Fail Fast – Learn Fast

Continuous learning

Build AI center of excellence

Train non-technical personnel

Foster collaboration

Build required data foundation

Assemble rich training data

Assess data estate

Establish governance

Get the processes right

Return to drawing board

Stop low-value work

Reimagine ideal workflows

Focused AI integration

Improve employee experience

Boost efficiency

Mitigate risk

AI in finance

Resources available for your CFO and team

Learning resources

Getting started with traditional AI

- Making Friends with Machine Learning
  (YouTube)
- Kaggle Courses
  (kaggle.com)
- Use AI Builder in Power Apps
  (Microsoft Learn)
- Use AI Builder in Power Automate
  (Microsoft Learn)

Traditional AI tools

- Microsoft Finance Time Series Forecasting Framework
  (GitHub)

Build with traditional AI

- Interpretable Machine Learning - Christopher Molnar
  (GitHub)
- Introduction to Azure Machine Learning
  (Microsoft Learn)
- Build and operate machine learning solutions with Azure Machine Learning
  (Microsoft Learn)

Getting started with generative AI

- Get ready for generative AI
  (LinkedIn Learning)
- How generative AI is different than other types of AI
  (LinkedIn Learning)
- How generative AI works
  (LinkedIn Learning)

Generative AI tools

- What processes and products can be transformed by AI?
  (LinkedIn Learning)
- What is prompt engineering?
  (LinkedIn Learning)
- ChatGPT text generation
  (LinkedIn Learning)

Build with generative AI

- What Are Transformer Models and How Do They Work?
  (cohere.com)
- Azure OpenAI Service – Advanced Language Models
  (azure.microsoft.com)
- ChatGPT Prompt Engineering for Developers
  (deeplearning.ai)
- microsoft/semantic-kernel: Integrate cutting-edge LLM technology quickly and easily into your apps
  (GitHub)

Case studies in finance

- Scaling contract reviews at Microsoft with Microsoft Azure AI Services
- Learning to Listen: OneFinance Improves Customer Service with Microsoft LUIS Tool
- Detecting anomalies at Microsoft with unsupervised machine learning in Microsoft Azure
- Key SOX control at Microsoft is transformed through AI
- Transforming Microsoft's audit practices with Microsoft Azure DevOps

Microsoft

Thank you

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Examples of Modern Finance

Modern finance impact at Microsoft (selection of solutions)

Source to Pay

- 60%+ savings in E2E contracts set-up time
- Saved $4M through operational efficiencies in requisition process; Increased CSAT rating from 2.5 to 4.2 stars
- Eliminated 1000+ hours or 66% of time spent manually processing standard Procurement reports on an annual basis; Decreased manual creation of simple reports by 25%
- Booking & managing trips are 25x faster through new MS Travel app
- Automated 50+ sourcing workflows; Decreased turnaround time from 22+ days to 1 day; Saved $1.5M in a combination of hard and soft savings
- Solved 30% of nearly 1M annual internal support tickets through a multi-lingual Finance bot; reducing costs by 30%+
- Citizen developers created and launched WFH equipment purchasing program in 3 days, scaled to 110 countries and were able to enable average order fulfillment in 2.5 days
- 50% time savings and 70% efficiency gain in assessing suppliers globally

Quote to cash

- Correctly predicted 60-80% of late payments with "intelligent collections"
- Saved $1M per month due to better predictions of errors in invoices
- Build Credit & Collections Chatbot, which led to a 98% reduction in response time and labor effort
- Streamlined merchant account management to reduce by 100K hours in 9 months

Treasury Operations

- Reduced standby letter of credit time by 80% / reduced transaction rework by 50%; enhanced multi-party transparency
- Reduced FX impact on Other Income by 25% through 6% fcst improvement
- Saved 75% of time (500+ hours/mo.) needed to track online banking access requests
- Attained 98% accuracy when predicting recession probability between 1969 and 2018
- Reduced time for Intercompany Loan compliance checks by 75%

Financial Planning

- Cut revenue forecast variance in half to 1.6%; reduced time spent by 70%
- 50% reduction in time to create a forecast in the field
- Optimized Days Payable Outstanding through direct calculation of cash flows

Audit, Risk & Compliance

- Reduced time to review security groups from 3 days to 3 mins
- Saving 3,000+ hours per year on automation of audit templates
- 30+ hours saved per audit by using AI to verify Proof of Execution submissions; reduced time from 5 days to 15 mins
- Translated over 2K documents, in mins vs days, saving $100K in translation fees

Record to Report & Analysis

- Reduced CAPEX by 94% by moving to the Cloud; OPEX also declined
- Replaced over 1,000 HQ and field reports leading to 20% reduction in time = 150K hours per quarter
- Saved 100 hours per month generating financial statements and commentary for month/quarter end
- Automated the reconciliation of 48% of transactions, leading to near real time monthly account analysis

Tax & Trade

- Reduced time in time calculating transfer pricing by 70%
- Automation cut down the calculation of indirect tax from 2-3 days to 1 day

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Leveraging the Power of Business Intelligence, Low Code & Automation in the Accountancy Sector

Chartered Accountants Ireland Technology Conference 2024
26th January 2024

Eamon Moore
Co-Founder & Executive Chairman

Hikari
SHINING A LIGHT ON YOUR DATA

Agenda

- Hikari Introduction
- Why Low Code?
- Business Intelligence
- Automation & Low Code
- Knowledge Management & Analytics
- Wrap Up & Questions

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Hikari Introduction

Hikari

SHINING A LIGHT ON YOUR DATA

Our Story

Hikari delivers **Business Intelligence**, **Low-Code Business Applications** and **Business Process Automation,** powered by **The Microsoft Power Platform**

Established in 2018
Spin off from 2016 Global Partner of the Year, EMIT

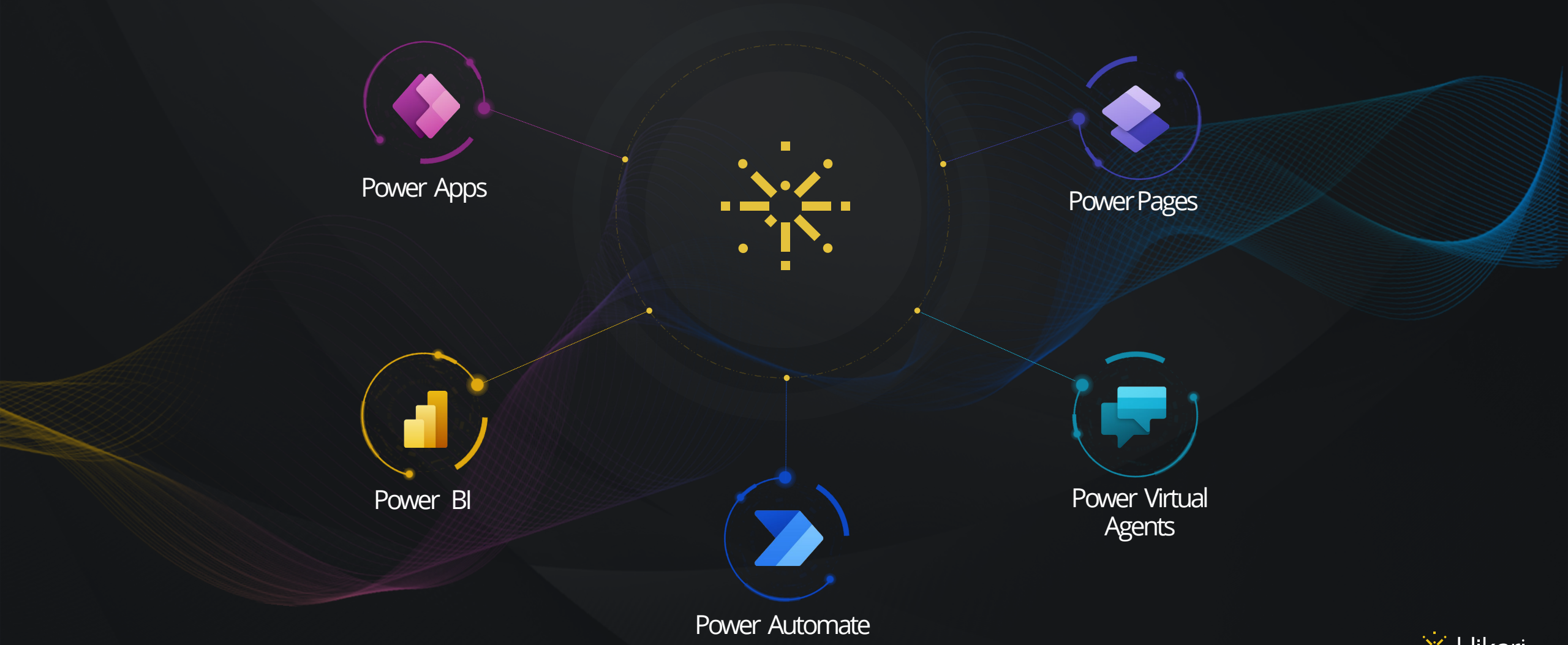
2019 - Data Analytics Gold Partner
Established Power BI Practice in Ireland

2021 – Expansion
Acquired Power Apps & Development Company, ProcessUs

Strategic Plan
Business Solutions

2022 - Partnerships
European Expansion

Hikari – Your Power Platform Partner



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Why Low Code?

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Low-Code – Do More With Less

A low-code approach combines **Business & Process Analysis** with **Low-Code** expertise enabling **cost-efficient** software solutions while maintaining focus on **solving business problems.**

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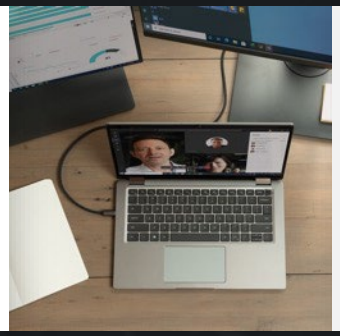
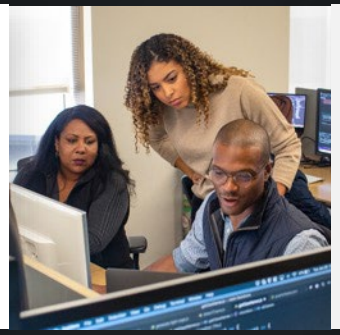
The need for Digital Solutions has never been greater

50%



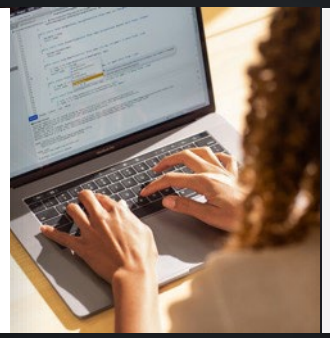
Of digital work can be automated with current technology.

86%



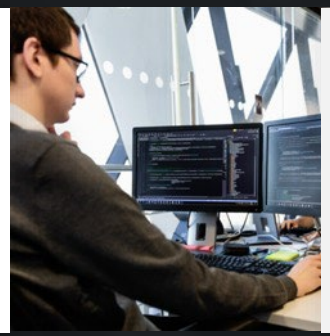
Of companies struggle to hire tech talent.

750M



More apps will be created in the next 3 years than in the last 40.

79%



Of managers are seeing increased pro & citizen developer collaboration.

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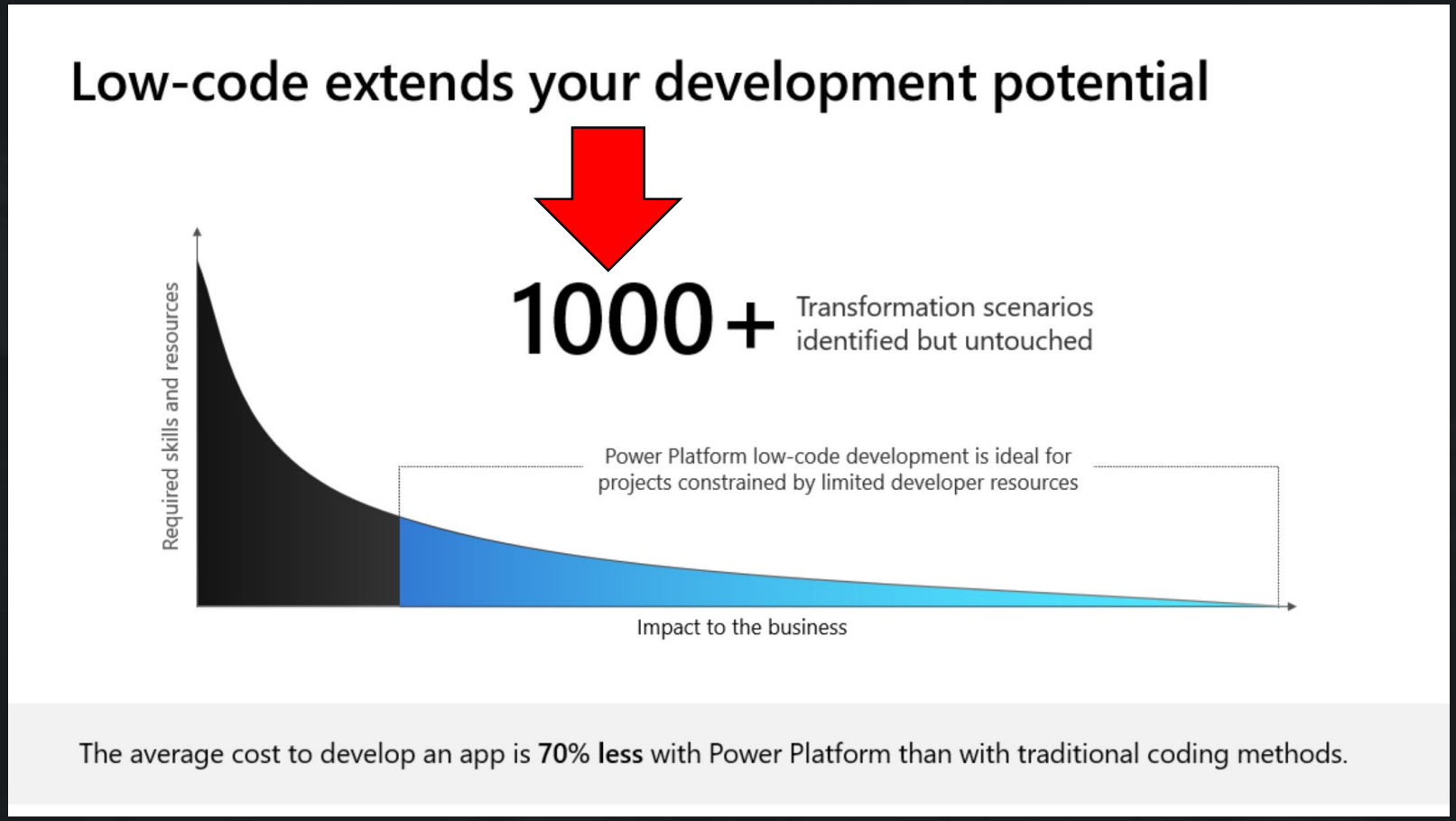
Value & Impact



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Business Intelligence

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Utilisation

1 2 3 4 5 6

Year: 2020 | Quarter: All | Month: All

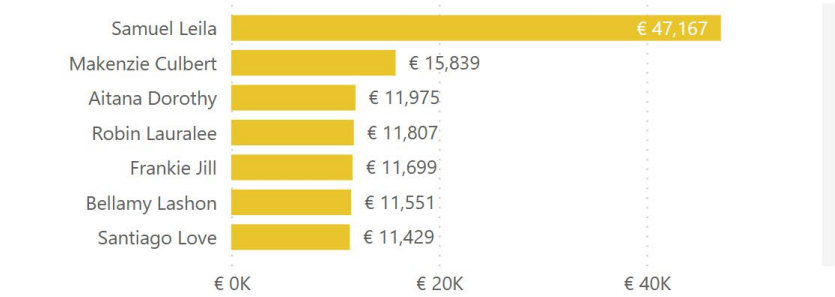
€ 15,496 Chargeable

€ 8,292 Non-Chargeable

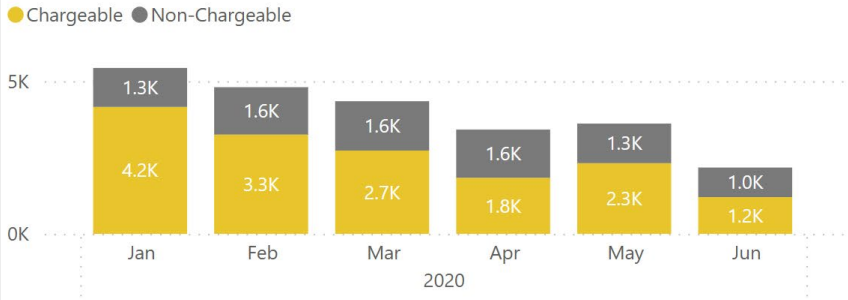
23,788 Total Hours

2,173 Total Hours YTD

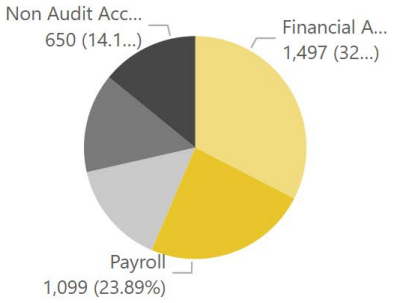
Net Amount by Client Name



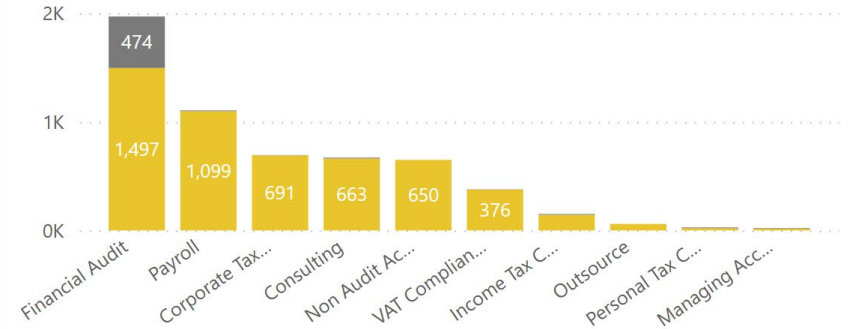
Total Hours by Year and Month



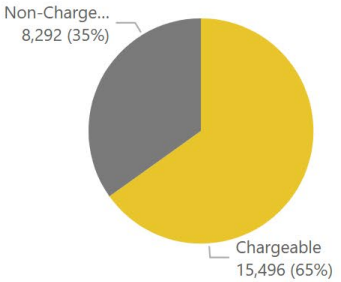
Top 5 WIP Types by Chargeable Hours



Chargeable Hours / Non Chargeable Hours by Description



Chargeable / Non Chargeable Hours



Client Name: All | Department: All

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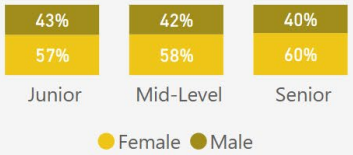
Diversity

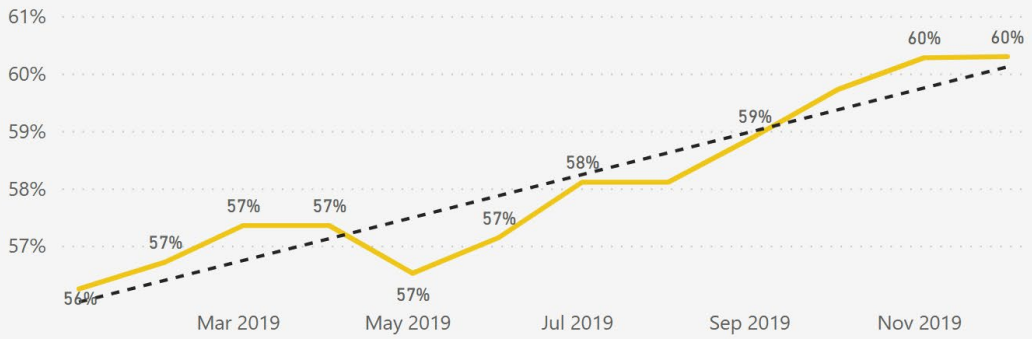
Headcount by Seniority and Gender



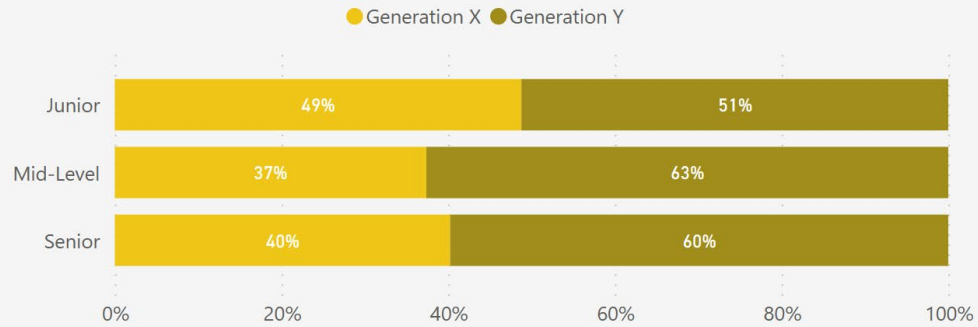
Headcount by Generation

2017 | 2018 | 2019

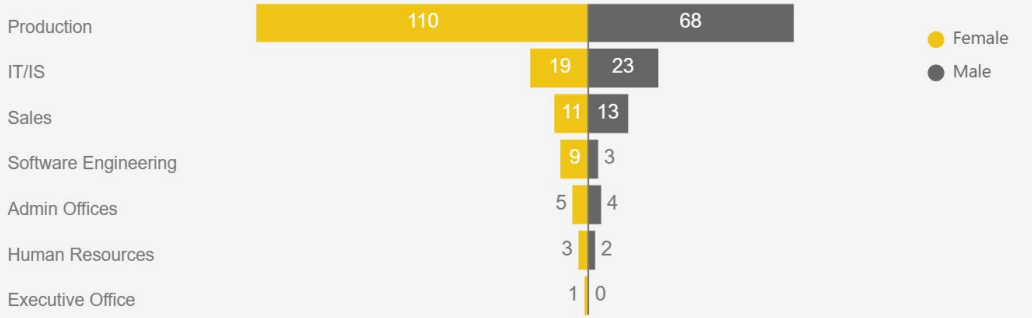
% of Women in Senior Level



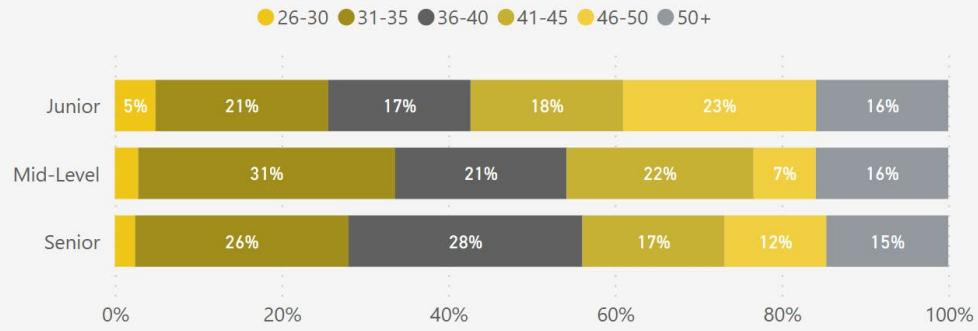
Headcount by Seniority and Generation



Gender Diversity by Department



Headcount by Seniority and Age Range



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Home

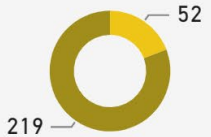
Departments

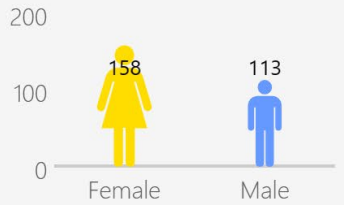
Headcount
271

Hires
55

Terminations
52

Headcount by Contract Type





40 Avg. Age

60% Female in Senior Position

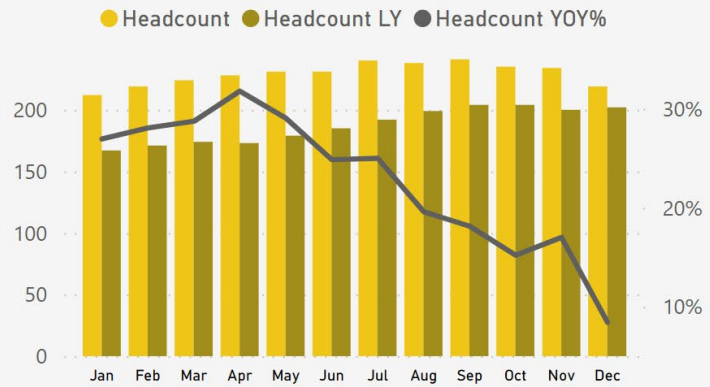
1.9 Avg. Seniority

2019 | 2018 | 2017

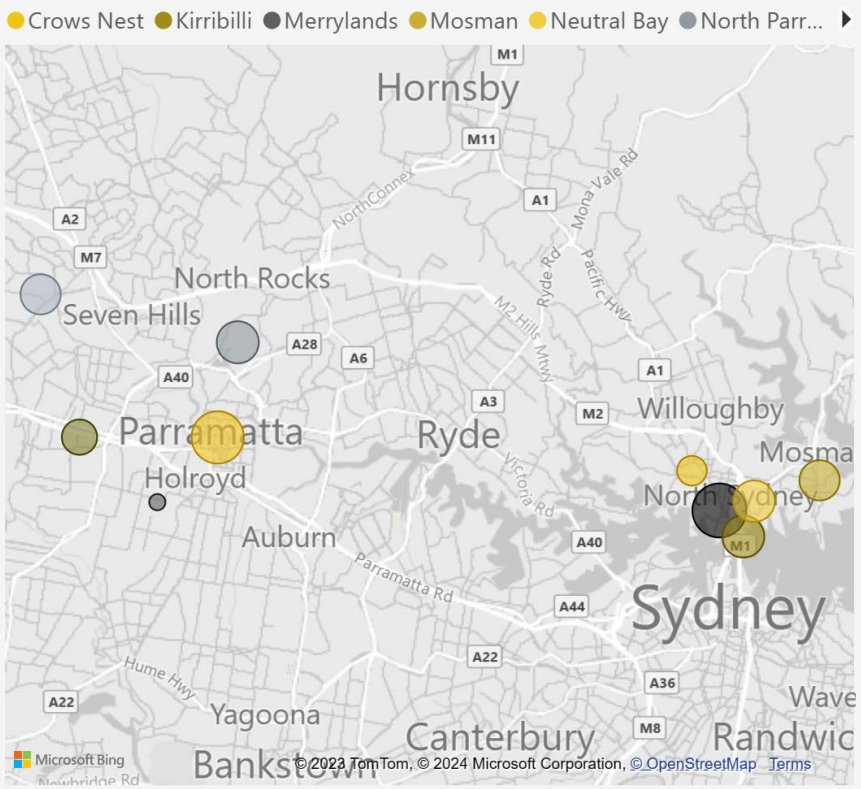
Department

Admin Offices	Software Engineering	Human Resources
Executive Office	Production	
IT/IS	Sales	

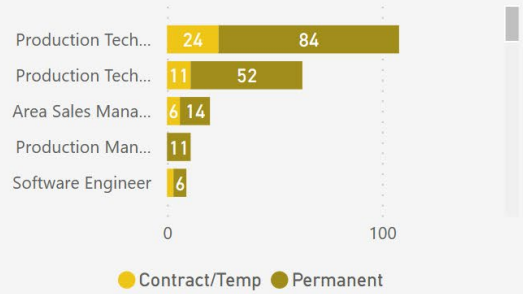
Headcount | Hires | Terminations | Turnover



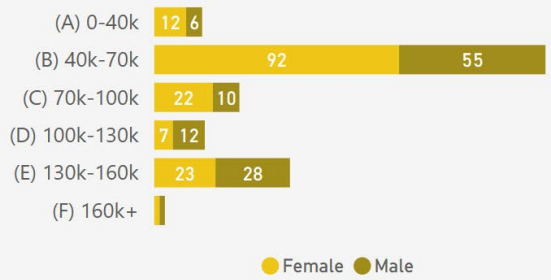
Headcount by Location (Suburb)



Headcount by Position and Contract Type



Headcount by Salary Range and Gender



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Automation

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Automation in Accountancy Sector

- **Monthly Reporting**
- **Spreadsheet Management**
- **RFT Responses / Bid Management**
- **Payroll Management**
- **Timesheet, Billing, Payment Process**
- **Excel Trackers**

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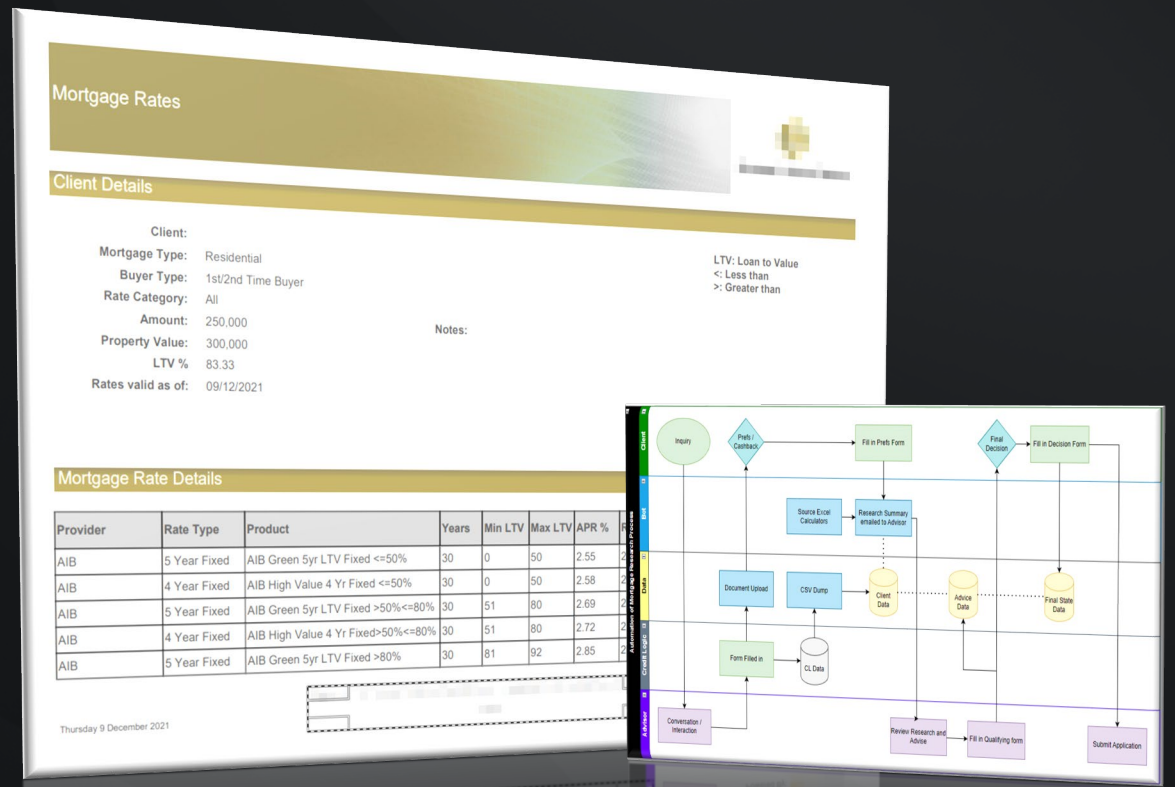
Mortgage Firm – **Finding the Pain**



CONTEXT

COVID boosted new business +100%

Each lead required 1.5h in pre-sales

Regulatory mandated 8x activities in Excel

All data sourced via 3p web-app, read only UI

OPPORTUNITY

Fully automate Research task

Make upskilling new joiners easier

Automate data from 3p web-app via API

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Mortgage Firm – **Addressing the Pain**

SOLUTION

Every day data captured from 3p web-app

RPA filled in 7x excels and 1x web form

Summary document produced with findings

Teams app for managing files created

MEASURABLE BENEFITS

Task cut from 1.5h per pre-sale to 1.5m

40% time returned to sellers

No training on research needed for new joiners

Compliance logged and reported in minutes

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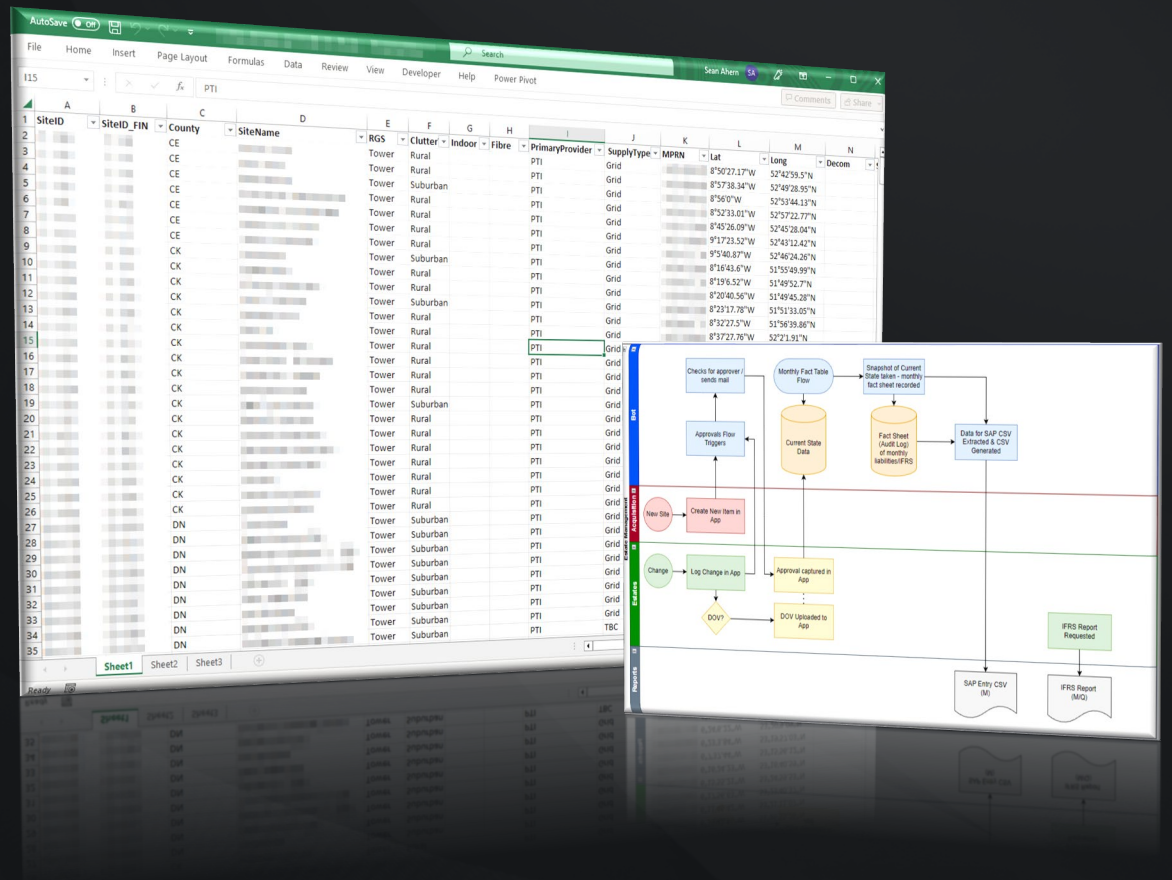
SHINING A LIGHT ON YOUR DATA

Telecoms – **Finding the Pain**



CONTEXT

2000+ leases, 25 people all in one Excel

Data inconsistencies made reporting very difficult

Human errors lead to awkward situations

IFRS 16 reporting was a month-long task

OPPORTUNITY

House data in a structured database

Provide insight and analysis into portfolio

Communicate directly with SAP finance

Automate the production of compliance reports

Hikari
SHINING A LIGHT ON YOUR DATA

Telecoms – **Addressing the Pain**

SOLUTION

Approvals process built into app

Power BI for Finance and Estate Management

Connection to SAP to pull payment data

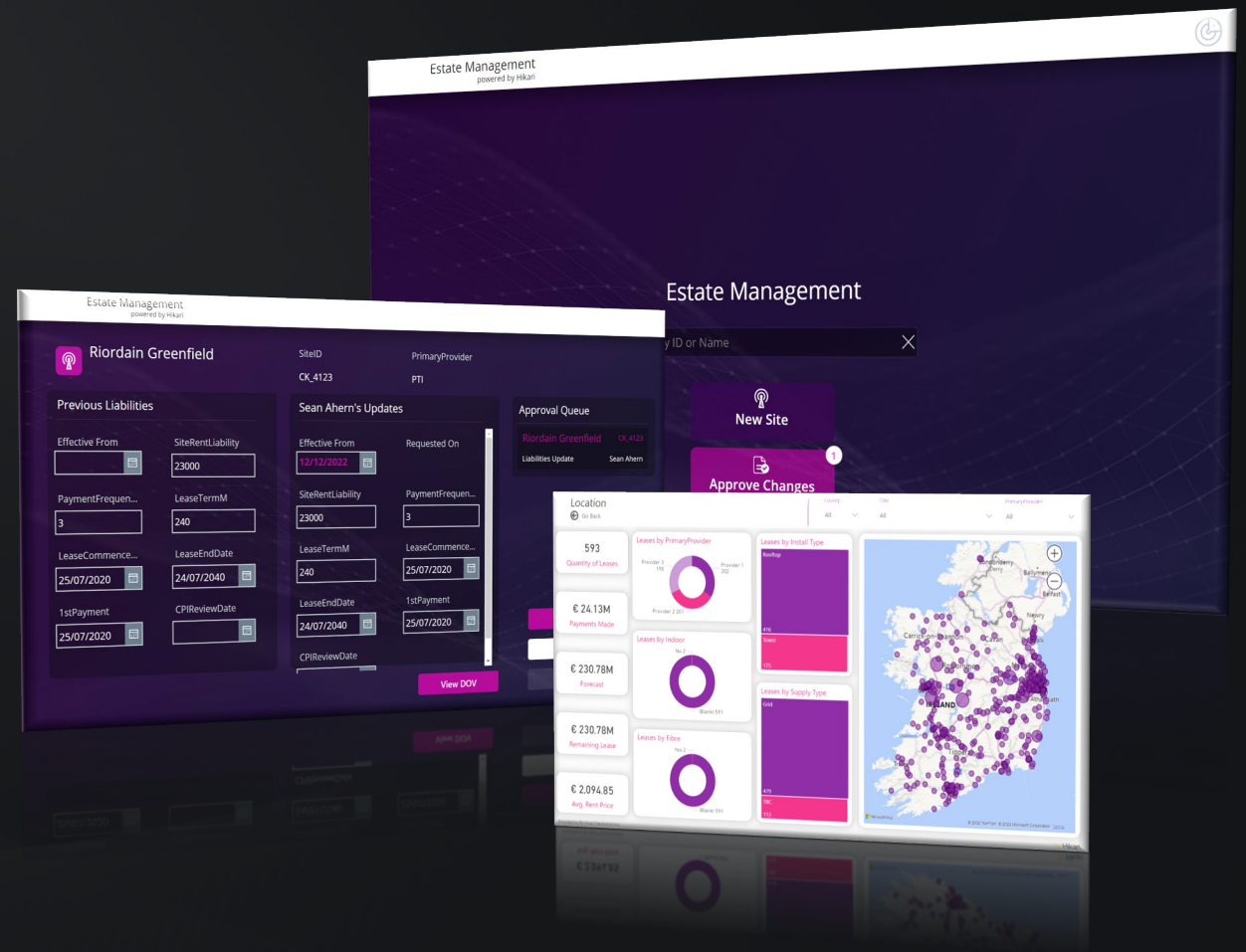
Monthly snapshots for easy IFRS 16 reporting

MEASURABLE BENEFITS

Lease data controlled and human error negated

Real-time insight to aid with lease negotiation etc.

Estimated 20h per month saved on data analysis with deeper insight gained



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Knowledge Management & Analytics

Hikari

SHINING A LIGHT ON YOUR DATA

Audit Status Update

August 8, 2023

Topic: Status of the audit
Audience: audit clients
Format: email
Tone: informative
Goal: to summarize the status of the audit effectively and consistently
Additional instructions: The email should be in bullet points

Subject: Update on Audit Status

Dear [Audit Client's Name],

I hope this email finds you well. I wanted to provide you with a brief update on the current status of the audit for [Company Name]. Below are the key points to keep you informed:

- **Audit Progress:**
  - The audit is currently in progress, and the audit team is diligently working through the various stages of the process.
- **Scope:**
  - The audit scope, as outlined in the engagement letter, includes [mention key areas/processes under audit scope].
- **Fieldwork Completion:**
  - The fieldwork phase has been successfully completed. Our team has conducted thorough testing and obtained necessary documentation during this phase.
- **Identification of Issues:**

Continue this conversation

Our Advice

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New Business Models?

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SHINING A LIGHT ON YOUR DATA

Power Platform Readiness Assessment

Thank **you**

Contact us for more information

www.hikari.ie | hello@hikari.ie

Hikari

SHINING A LIGHT ON YOUR DATA

Glanbia's journey to SAP S/4 HANA & unleashing the power of its next generational technology

Eoin Butler

Only 14% of SAP customers fully on S/4 with an additional 7% of projects in flight

Source: Basis Technologies as at Q1 2023

Glanbia

1. Glanbia at a glance
2. Our S/4 journey
3. Lessons learned
4. What’s next
5. Questions

Glanbia

Our Purpose

Delivering better nutrition for every step of life’s journey.

Glanbia at a Glance

Glanbia

A Better Nutrition company

Clear purpose, vision & values

Focused on carbon reduction

Pure Food + Pure Planet

Targeting 50% reduction in carbon emissions in our operations by 2030

25% reduction in carbon emissions intensity in our dairy supply chain by 2030

Optimum Nutrition is #1 performance nutrition brand globally.

€5.6bn

Group Revenue

#1

Leading global performance nutrition portfolio and leading lifestyle nutrition portfolio

8%

reduction in Scope 1&2 GHG emissions

since 2018 baseline

16

Innovation focused centres of excellence

#1

Global producer of Whey Protein Isolate

#2

in Vitamin & Mineral Premix

7k+

Employees

Global footprint

Presence in 31 countries

Group headquarters in Ireland

Products sold or distributed in over 100 countries

#1

Producer of American style cheddar cheese

25

Production facilities

Glanbia Performance Nutrition
#1 Sports Nutrition Company in the World

#1

In the world

#1

In 18 countries

Top 3

In 30 out of 48 countries[1]

Source: Euromonitor

1. Countries for which Euromonitor GPN rank data available

Glanbia Nutritionals

Glanbia Nutritionals is the ingredient partner of choice to global customers in the food, beverage and clinical nutrition industry.

OUR VISION

TO DIGITIZE GLANBIA TO DRIVE NEW VALUE

Glanbia

Business Services

BUSINESS SOLUTIONS

TECHNOLOGY SERVICES

DIGITAL+

FINANCIAL SHARED SERVICES

PROJECT MANAGEMENT OFFICE

Glanbia
Business Services

The Changing Role of GBS

GBS

Was …
Is …
Will be …

A Vital Business Function

Digitising Glanbia

Directly supporting revenue growth.

Revolution

A Business Enabler

Expansion into Supply Chain, Manufacturing & Operations,

NOW

A Business Supporter

Focused on supporting Business Administra

Through Automation and controls

PAST

Project Stride: S/4 HANA migration

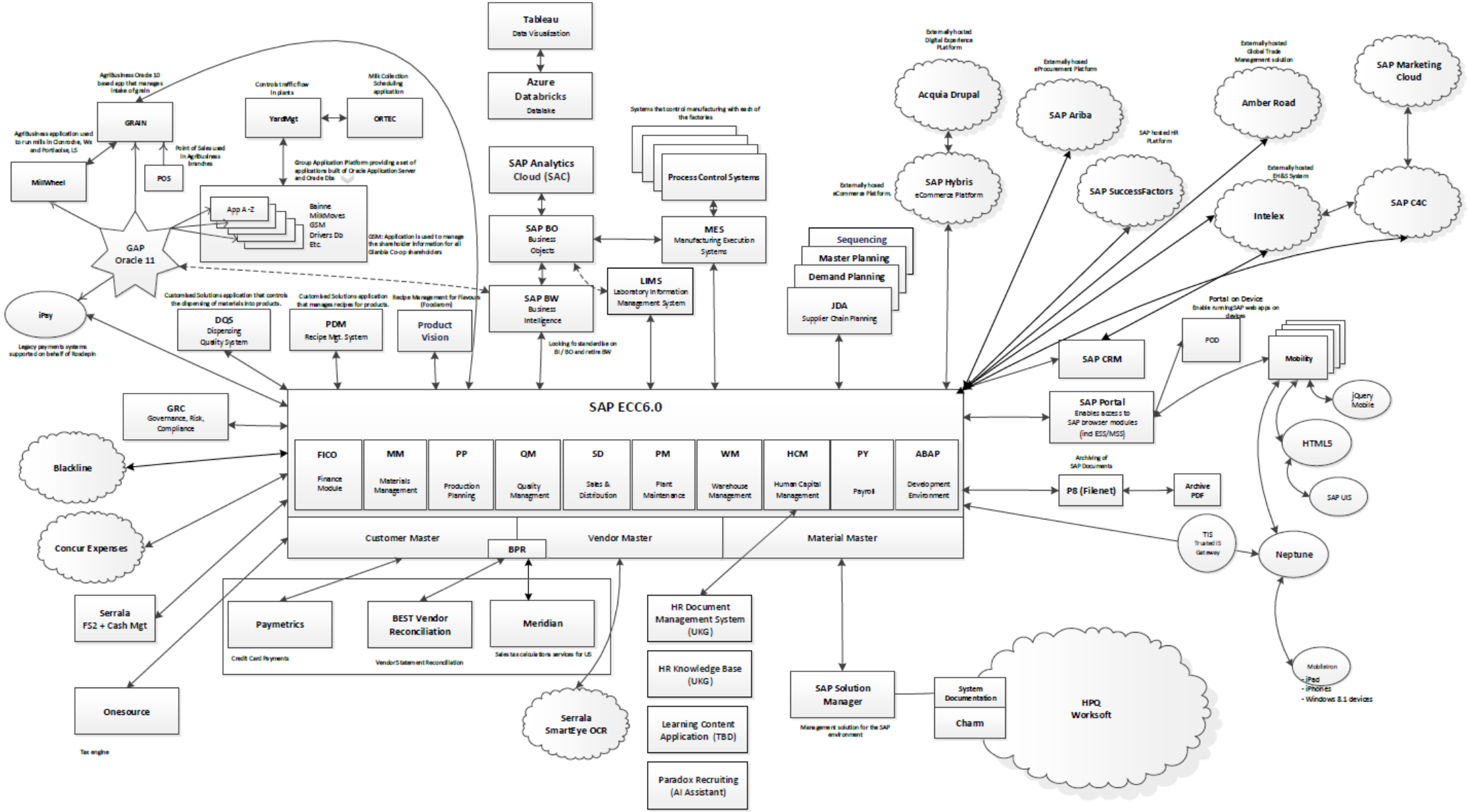


Tableau
Data Visualization
Azure Databricks
Datalake
SAP Analytics Cloud (SAC)
SAP BO
Business Objects
SAP BW
Business Inteligence
LIMS
Laboratory Information Management System
MES
Manufacturing Execution Systems
Process Control Systems
Systems that control manufacturing with each of the factories
Sequencing
Master Planning
Demand Planning
JDA
Supplier Chain Planning
Looking to standardise on BI / BO and retire BW
Acquia Drupal
Externally hosted Digital Experience Platform
SAP Hybris
eCommerce Platform
Externally hosed eCommerce Platform
SAP Ariba
Externally hosed eProcurement Platform
SAP SuccessFactors
SAP hosted HR Platform
Amber Road
Externally hosted Global Trade Management solution
Intelex
Externally hosted EH&S System
SAP Marketing Cloud
SAP C4C
SAP ECC6.0
FICO
Finance Module
MM
Materials Management
PP
Production Planning
QM
Quality Management
SD
Sales & Distribution
PM
Plant Maintenance
WM
Warehouse Management
HCM
Human Capital Management
PY
Payroll
ABAP
Development Environment
Customer Master
Vendor Master
Material Master
BPR
SAP CRM
SAP Portal
Enables access to SAP browser modules (incl ESS/MSS)
POD
Portal on Device
Enable running SAP web apps on device
Mobility
jQuery Mobile
HTML5
SAP UI5
Archiving of SAP Documents
P8 (Filenet)
Archive PDF
TIS
Trusted IS Gateway
Neptune
Mobiletron
- iPad
- iPhones
- Windows 8.1 devices
GRAIN
AgriBusiness Oracle 10 based app that manages intake of grain
AgriBusiness application used to run mills in Canada, Wx and Portlaoise, LS
MillWheel
POS
Point of Sales used in AgriBusiness branches
YardMgt
Controls traffic flow in plants
ORTEC
Milk Collection Scheduling application
Group Application Platform providing a set of applications built of Oracle Application Server and Oracle Db
App A -Z
Bainne
MilkMoves
GSM
Drivers Db
Etc
GSM: Application is used to manage the shareholder information for all Glanbia Co-op shareholders
GAP
Oracle 11
iPay
Legacy payments systems supported on behalf of Roadepin
Customised Solutions application that controls the dispensing of materials into products.
DQS
Dispensing Quality System
Customised Solutions application that manages recipes for products.
PDM
Recipe Mgt. System
Recipe Management for Flavours (Foodarom)
Product Vision
GRC
Governance, Risk, Compliance
Blackline
Concur Expenses
Serrala
FS2 + Cash Mgt
Onesource
Tax engine
Paymetrics
Credit Card Payments
BEST Vendor Reconciliation
Vendor Statement Reconciliation
Meridian
Sales tax calculations services for US
Serrala
SmartEye OCR
HR Document Management System (UKG)
HR Knowledge Base (UKG)
Learning Content Application (TBD)
Paradox Recruiting (AI Assistant)
SAP Solution Manager
Management solution for the SAP environment
System Documentation
Charm
HPQ
Worksoft

Upgrade Roadmap

2022 Q1-3
Proof-of-Concept (28 weeks)

Objective:

- Familiarise ourselves with S/4
- Prepare for the full upgrade
- Reduce the risk and time for the full upgrade
- Identify any new process, changed processes
- Identify opportunities & pitfalls
- Identify and drive Enablement projects
- Understand Hardware impacts
- Understand impact on IT architect/landscape/interfaces

2022 Q2-4
Upgrade Planning
& Enablement projects

A number of Enablement projects were identified before the Full Upgrade can commence, including

- Master Data cleansing
- Upgrade to some 3rd party applications (e.g. Ariba CIG, Serrala, BEST)
- Hardware replacement
- Analysis of new S/4 HANA functionality
- Archiving

2022 Q4 – 2023 Q1
Full Upgrade

- The Upgrade is scheduled to start 3-Oct and go live at the start of April (TBC)
- We have partnered with IBM (Functional and Primary SI) and DXC (Infrastructure) to deliver the upgrade
- It is more than an upgrade to a new version of ECC, but is also not a system replacement. Somewhere in between.
- GBS and Divisional IT will lead, but business resources will be required for any new process design (limited), change management, UAT and training.

Key Considerations around S/4 Migration

- Single global instance of SAP ECC.
- Some largescale third party entities utilising our SAP instance (divestments under MSA).
- SAP Customer 20+ years, large extent of customization & interface with other legacy systems

  → Key driver for Brownfield migration.

  → Diverse processes across the SAP landscape – D2C, B2B, B2C
- Underlying Hardware refresh needed.
- Fast-paced organization, evolving commercial flows/channels, active acquisitions & operative in highly competitive markets.

Can’t do it alone!

Project Stride

S/4 HANA Upgrade, successful go-live

Project Stride was the upgrade of the SAP ECC system & associated hardware refresh. It went live successfully on 5th June per revised schedule and budget. It impacted all Glanbia & Tirlán SAP users.

Key Features

- S/4 HANA is a next-generation, intelligent ERP business suite designed specifically for in-memory computing.
- A step change to a digital world.
- Platform for future growth.
- S/4 HANA will support AI and Machine Learning (future projects).
- Provides the ability to access real-time business statistics and analytics and the convergence of transactional and analytical systems.

Project Scope

- ☑ Technical upgrade of SAP ECC to S/4 HANA.
- ☑ Minimise any process changes (unless dictated by S/4 HANA). The main changes dictated are - Credit Management, Rebate processing, Foreign Trade and replacement of all MBxx transactions with MIGO.
- ☑ Run on new hardware with more in-memory computing (i.e., better performance).
- ☒ Process improvements (i.e. not a Functional or Business Transformation Upgrade). Process Improvements will follow afterwards.

SAP S/4 HANA

SAP S/4 HANA is the newer version of SAP and replaces SAP ECC

What Didn't Change?

- It is still the core SAP ERP system, with the familiar screens & processes.
- Other Glanbia systems (e.g. SuccessFactors, Ariba, JDA etc) are not impacted.
- The same underlying programming language (i.e. ABAP) is still running S/4 HANA

Scale of the project

A significant investment for both Glanbia

- Included Hardware refresh across our three data centres (two in Dublin, one in Chicago)
- Timeline: from Proof-of-Concept in 2022 to implementation and go-live at beg/June 2023.
- Teams involved: >100 in GBS-IT plus IBM, DXC, Smartshift, SAP & Tirlan IT.
- 100+ systems interfaced to SAP

Hardware refresh

60+
systems & databases migrated
(Oracle, SQL Server & HANA)

200
physical / virtual servers with 750TB storage

S/4HANA

12TB
Data migrated from ORACLE to HANA database

Coding

5m
Lines of custom code converted to S/4 compatible

100k
Code changes by Smartshift automated process

10k
Code changes by GBS Programming

Finance Archiving

1.7bn
Reduction in transaction volumes archived

Main S/4 Changes: Overall

New feature	Overview	In Scope?
HANA Database	HANA enables in-memory computing Can access column-based tables faster Database tables have been simplified to improve performance Better compression Parallel processing	Yes
Business Partners are mandatory	All customer and vendor master must be migrated or integrated as business partners in SAP S/4HANA	Yes
Output Management	The target architecture is now based on Adobe Document Server and Adobe Forms only.	Yes
User Experience	S/4 HANA uses the modern SAP Fiori UX. Fiori is a collection of commonly used S/4HANA transactions that are displayed in a simple, consumer-ready tile design and can be accessed across various devices, including desktops, tablets and mobile devices. The SAP GUI is still available (for existing processes) and Glanbia plan to continue using the GUI	Limited

Main S/4 Changes: Finance

New feature	Overview	In Scope?
Universal Journal – The Single Source of Truth	SAP S/4HANA combines the data structures of FI, AA, CO, CO-PA, and ML into a single line item table called ACDOCA	Yes
FI & CO Merge	the GL accounts and the cost elements are stored in one field of the Universal Journal, the ACDOCA	Yes
New General Ledger	customers using the classic general ledger will have to adopt the new general ledger and its Parallel Ledger Functionality for new Asset Accounting	Yes
Change in CO Profitability Analysis (CO-PA)	Account Based CO-PA is the default option in SAP S/4HANA while costing-based CO-PA is now available as an option	Yes
Credit Management	SAP ECC had FI-AR-CR for credit management. In SAP S/4HANA, this is replaced by credit management of FSCM (Financial Supply Chain Management)	Yes
Material Ledger is Mandatory	It is mandatory to activate the material ledger. Advantages: Multi-Currency Valuations Multi-Valuations Actual Costing Introduction of SAP Revenue Accounting and Reporting	Yes
Settlement Management Replaces SD Rebate Processing	In SAP ECC, rebates are handled by SD rebate processing. In SAP S/4HANA, rebates are handles by Settlement Management through Condition Contracts.	Yes

Lessons Learned

Preparation & enablement projects

- BPs done upfront
- FSCM Credit Mgt
- Build buffer into plans & challenge
- Data Archiving, inactive data

Proof of Concept

- Use real data, interfaces & take learnings
- Take the time
- Act on the SI checks & let them frame the enablement project

Partnerships

- Those that have done this before
- Engage & partner with the software vendor!
- Start the code remediation as early as possible (highly recommend Smartshift)
- Challenging supply chains (Hardware)

Managing the BAU

- Rigid go-live date
- Largescale business change happening in parallel
- Focus of the internal teams

Unleashing the Power of S/4 HANA

- SAP UX Strategy & Fiori rollout
- Finance Systems Roadmap
  - Document Splitting
  - Group Reporting & ICMR
  - S/4 Cash Management
  - Accruals Engine, Predictive Ledger
- Process Mining & Intelligence with SAP Signavio
- SAP Business Technology Platform - Automation, AI & Innovation
- Embedded EWM, Advance ATP, Embedded Transport Mgt, Trade Promotion Mgt

Glanbia Nutritionals

Questions

Leading Digital Transformation at Cullen Cleaning Services

Brian Flannery, FCA, CFO

25th January 2024

Top 5 Priorities for CFOs in 2024

Leading Transformation Efforts

Evaluation or improving the finance function's strategy and design

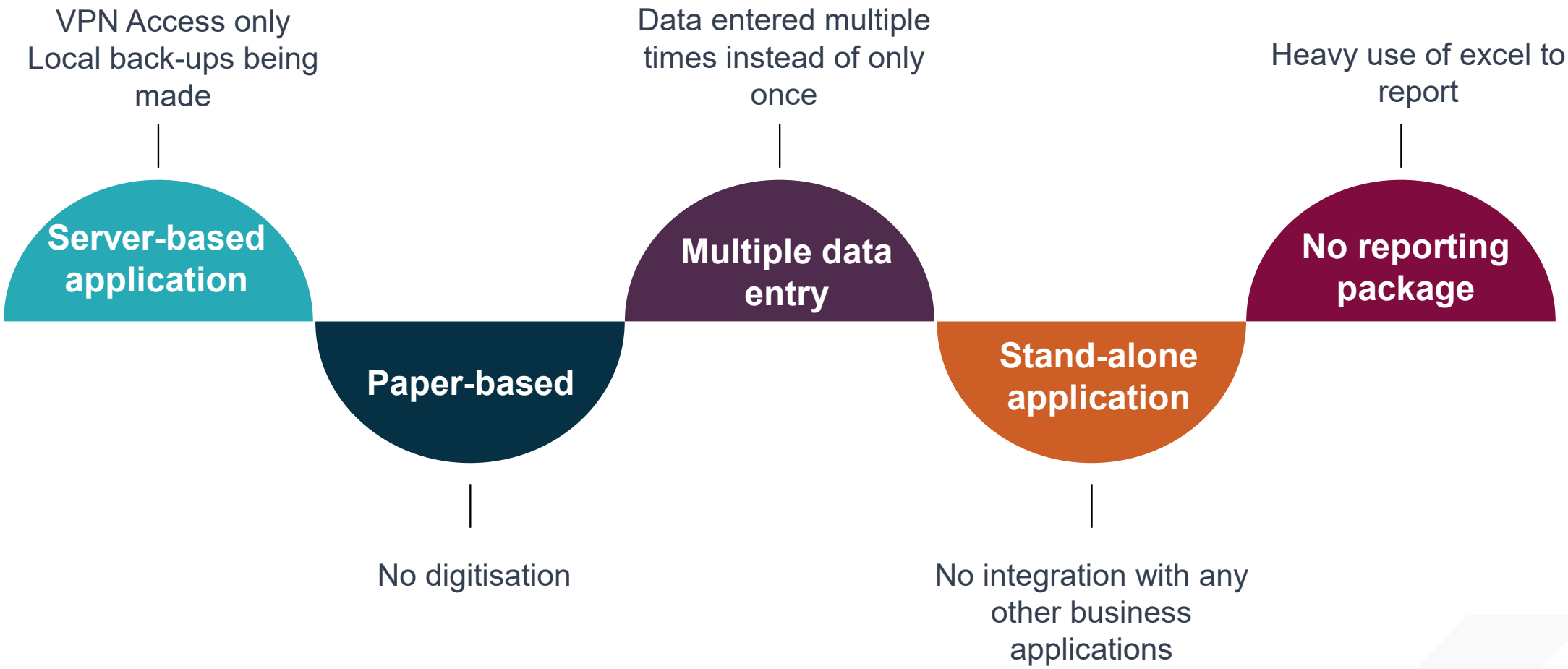
Improving finance metrics, insights and storytelling

Leading change management efforts

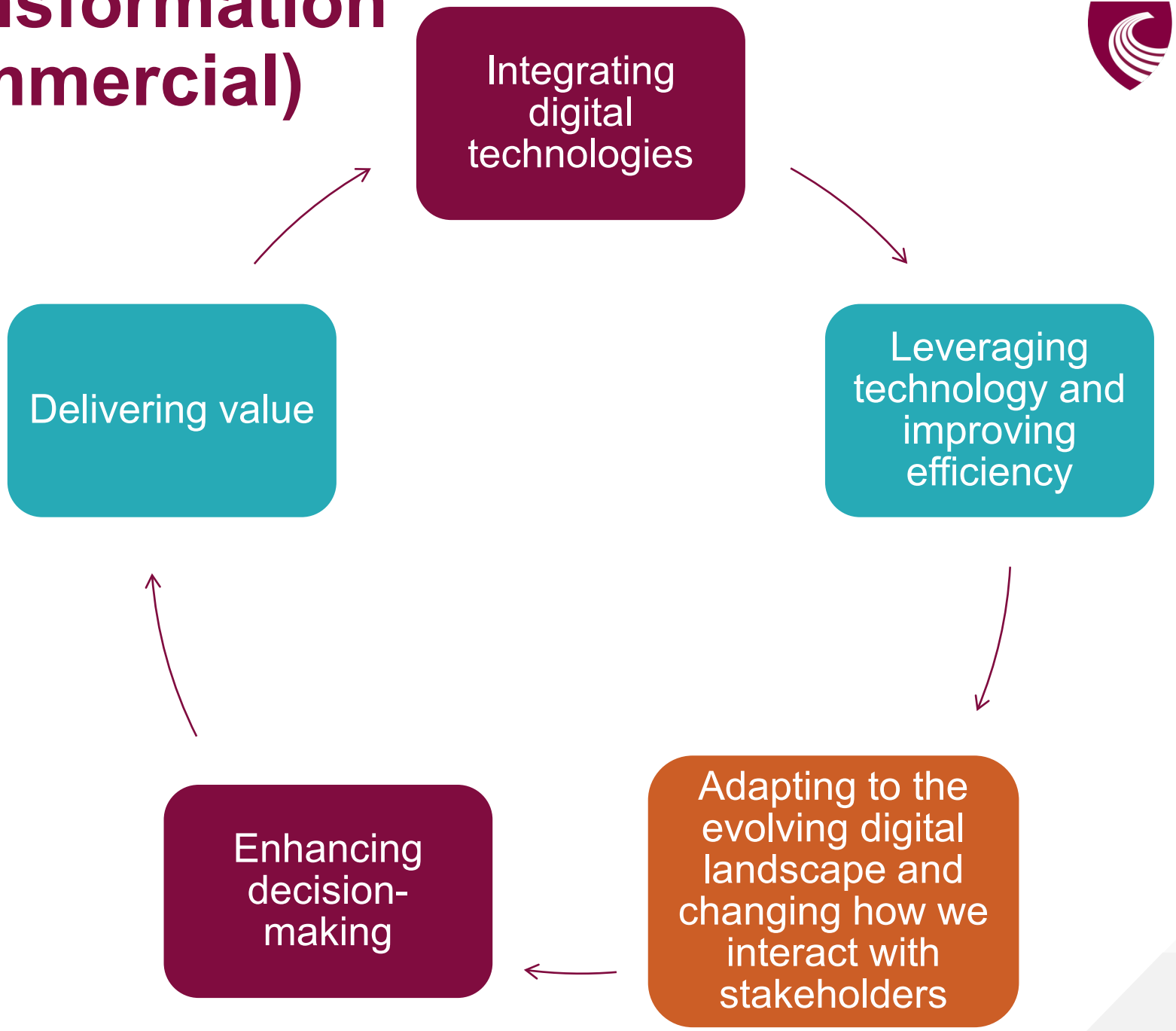
Optimising costs

Source: Gartner 2024 Executive Priorities Survey

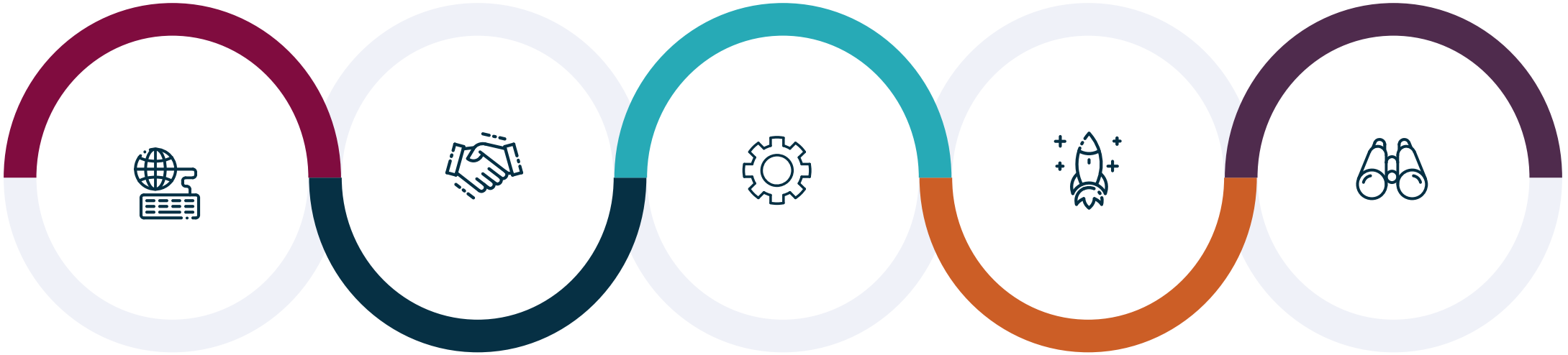
“As we were” – the CCS Finance Function



Digital Transformation Goals (Commercial)



The Process



System Selection

Review software applications and select most appropriate for the business

Partner Selection

Choose the Software Consulting organization to design, implement and support

System Design, Build & Test

Decide what you want from the system. Build, design and test it

Go-Live

Launch the new system

Post-implementation Review

Goals of project delivered?
Further user training?
Further developments identified?

“As we are” - the CCS Finance Function

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Accounting Software integrated with other applications

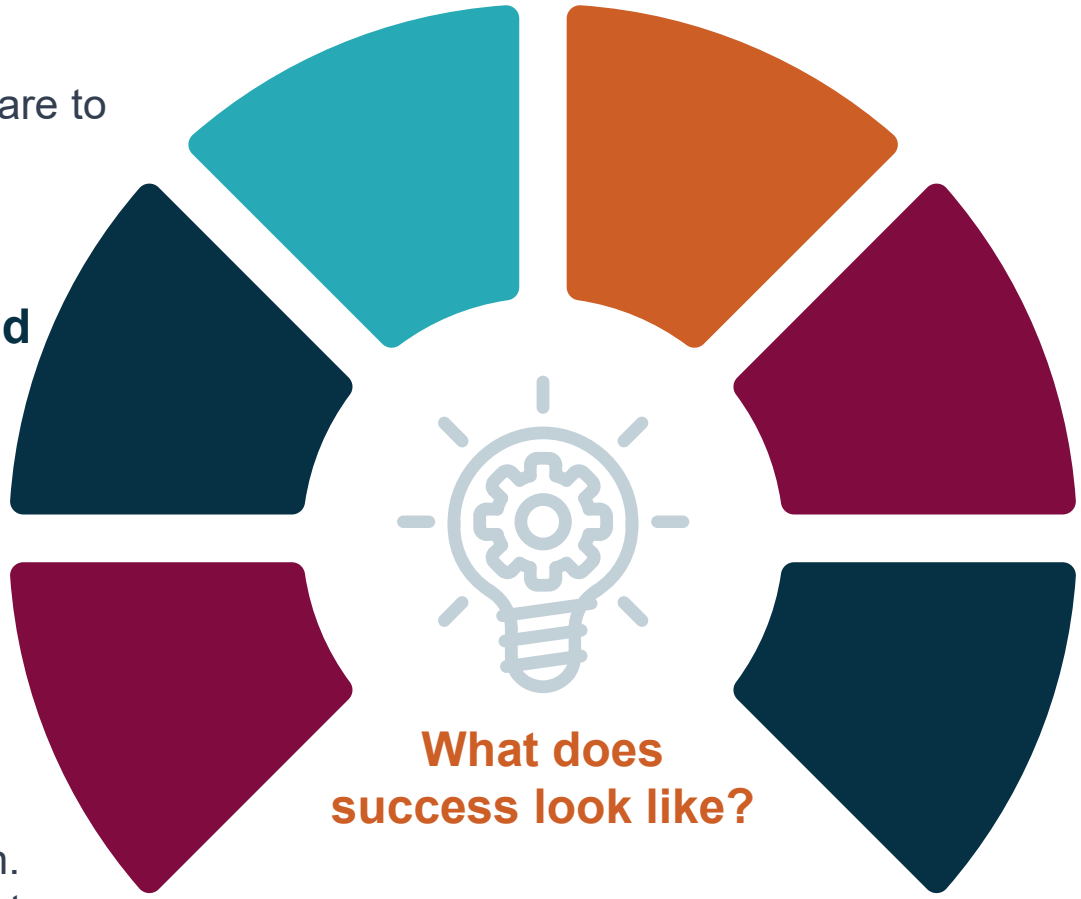
APIs used to link Financial Software to Operations Software

Automation of Reporting Pack

Management accounts pack now fully automated through use of integrated Reporting Package

Scanning Software to read and process invoices

All invoices scanned, data read automatically and entered to accounting system



Digital upload of bank statements and auto-reconciliation functionality

Digital bank statements uploaded to system and auto-reconciled

Cloud-hosted application

No longer a server-based application. Accessible anywhere from an internet browser and much faster and easier to use

CHARTERED ACCOUNTANTS IRELAND

Lessons Learned

Do not under-resource

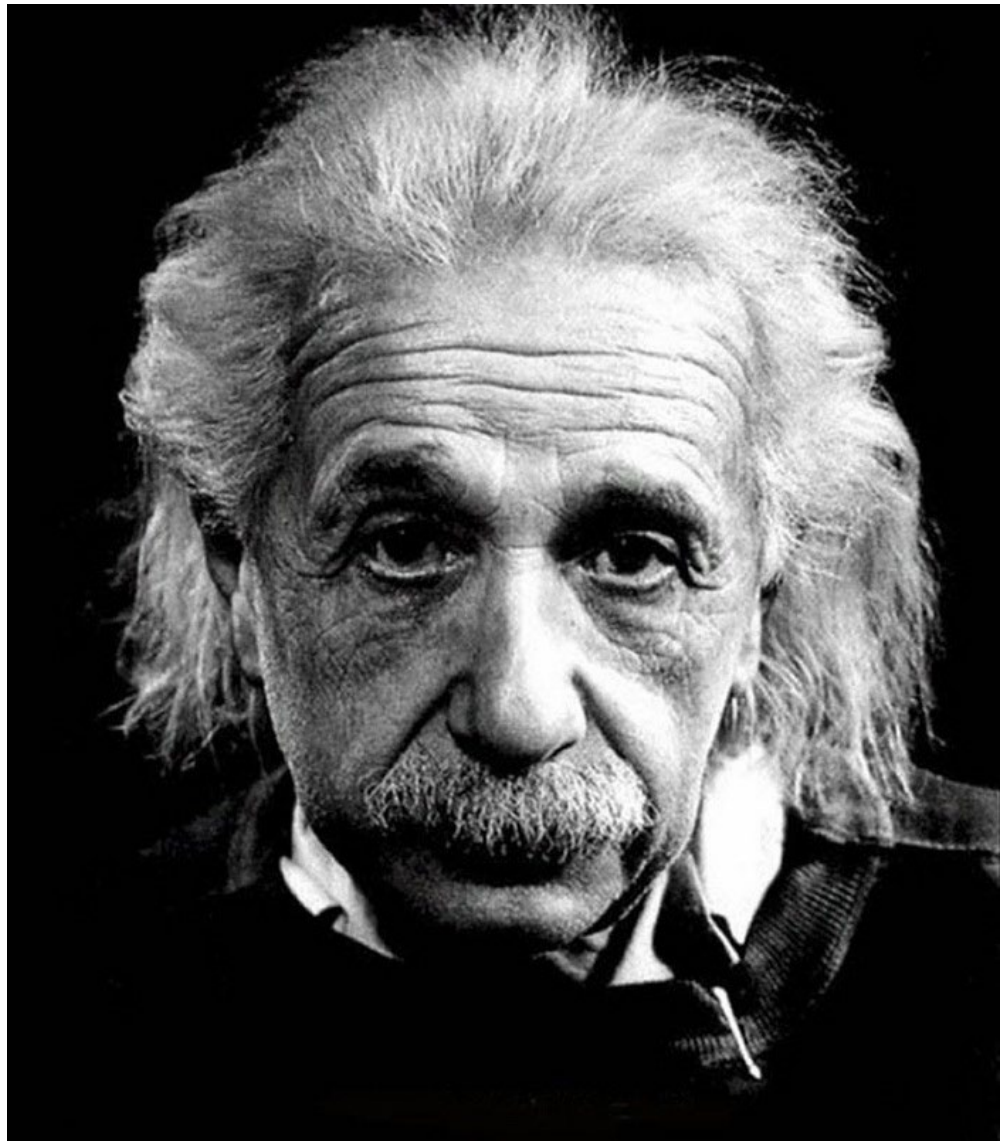
Communication – “the Killer App”

- Communication up, down and sideways
- Listen
- Conduct mid-implementation reviews
- Listen
- Conduct post-implementation reviews
- Listen

Change ≠ Transformation

Celebrate the Wins

Digital Transformation – A Process not an Event



“The important thing is not to stop questioning. Curiosity has its own reason for existence.

Source: "Old Man's Advice to Youth: 'Never Lose a Holy Curiosity.'" *LIFE Magazine* (2 May 1955) p. 64”

Thank you

CHARTERED ACCOUNTANTS IRELAND

FUTRLI by Sage

Advisory technology: opportunities and pitfalls

January 26th, 2024

Sage

The speakers

Dan Daly

Director of Advice, Futrli by Sage

Helen Cockle

Senior Director, Sage

Sage

Introductions

FUTRLI
by Sage

Sage

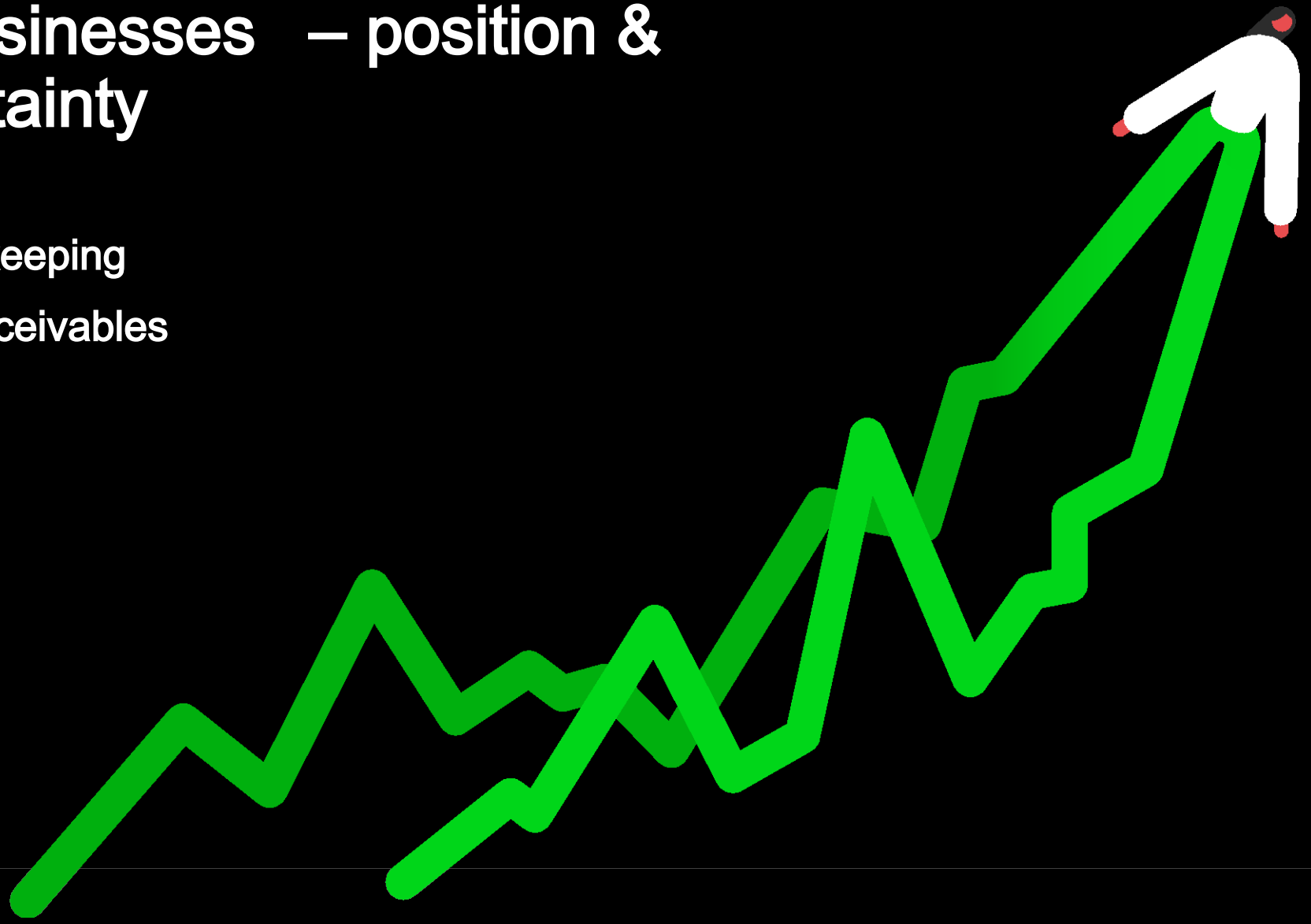
The challenges for business & the role of technology

- Ever-changing economic landscape
- Access to raw materials
- Energy prices fluctuations
- Currency exchange fluctuations
- Managing taxes
- Diversification

Sage

Focus areas for businesses – position & navigate the uncertainty

- Accurate and timely bookkeeping
- Effective Invoicing and Receivables Management
- Cashflow forecasting
- Performance forecasting
- Business modelling
- Scenario planning



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The role of business planning & forecasting

Anticipation

Small businesses can use cash flow forecasting to anticipate future inflows and outflows of cash.

Preparation

Armed with these insights, businesses prepare for financial challenges and opportunities.

Management

Actively managing cash flow leads to better financial decision-making.

Adaptation

As conditions change, businesses adjust their strategies and financial plans accordingly.

Optimisation

Continuous forecasting and adaptation lead to the optimization of cash flow, ensuring financial stability and growth.

Sage

What does ultimate Strategic business management platform need to deliver true value?

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Visit Futrli.com to start your free trial

FUTRLI by Sage

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Generative AI in tax; practical steps to use it in your business

Russell Gammon

26.1.24

Confidential

What am I talking about?

CHARTERED ACCOUNTANTS IRELAND

01	genAI – what is it good and bad at?
02	genAI – where is it already useful?
03	How to turn genAI ideas into reality
04	What should you expect in 2024 and beyond?
05	What does it mean for people in the profession?

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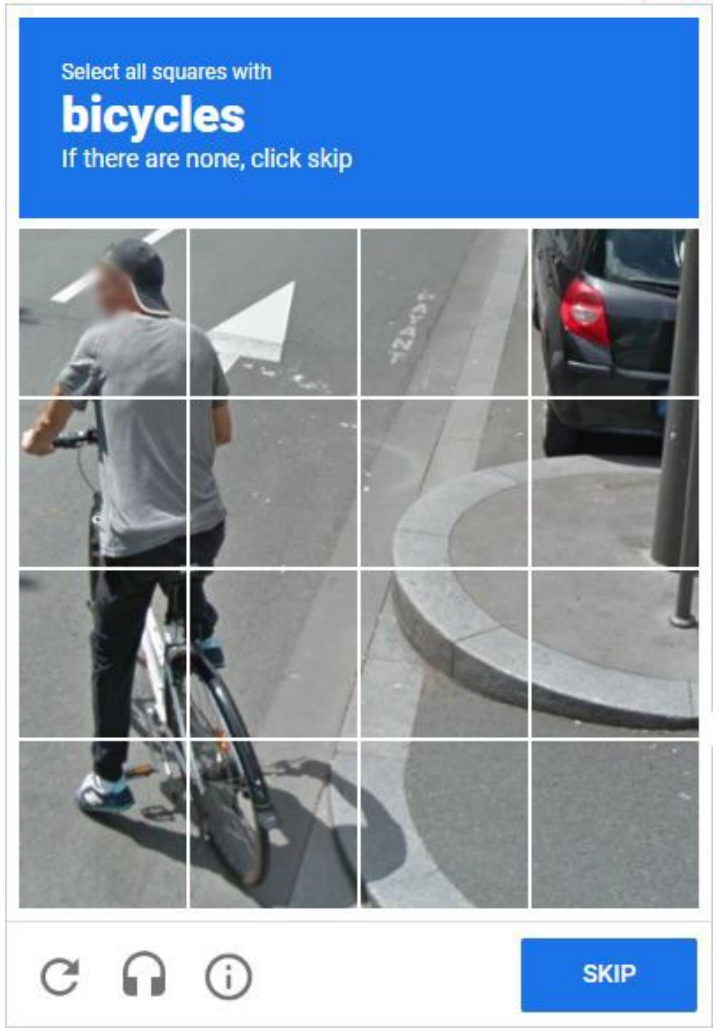
Who’s seen one of these?



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Three key pieces of information

Group	Occupations with highest exposure	% Exposure
Human α	Interpreters and Translators	76.5
	Survey Researchers	75.0
	Poets, Lyricists and Creative Writers	68.8
	Animal Scientists	66.7
	Public Relations Specialists	66.7
Human β	Survey Researchers	84.4
	Writers and Authors	82.5
	Interpreters and Translators	82.4
	Public Relations Specialists	80.6
	Animal Scientists	77.8
Human ζ	Mathematicians	100.0
	Tax Preparers	100.0
	Financial Quantitative Analysts	100.0
	Writers and Authors	100.0
	Web and Digital Interface Designers	100.0
	Humans labeled 15 occupations as "fully exposed."	
Model α	Mathematicians	100.0
	Correspondence Clerks	95.2
	Blockchain Engineers	94.1
	Court Reporters and Simultaneous Captioners	92.9
	Proofreaders and Copy Markers	90.9
Model β	Mathematicians	100.0
	Blockchain Engineers	97.1
	Court Reporters and Simultaneous Captioners	96.4
	Proofreaders and Copy Markers	95.5
	Correspondence Clerks	95.2
Model ζ	Accountants and Auditors	100.0
	News Analysts, Reporters, and Journalists	100.0
	Legal Secretaries and Administrative Assistants	100.0
	Clinical Data Managers	100.0
	Climate Change Policy Analysts	100.0
	The model labeled 86 occupations as "fully exposed."	

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genAI: what is it good and bad at?

What is it good at?

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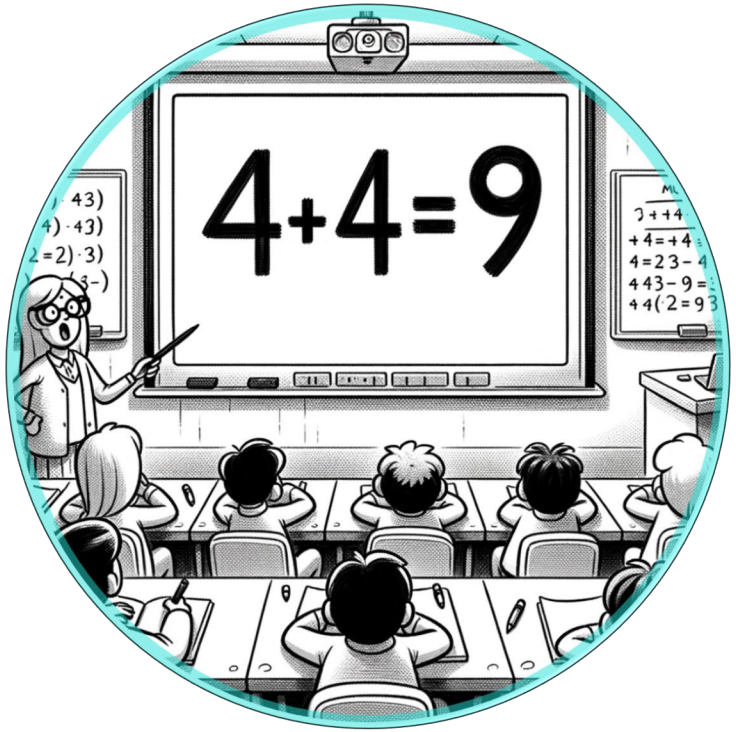
What is it bad at?



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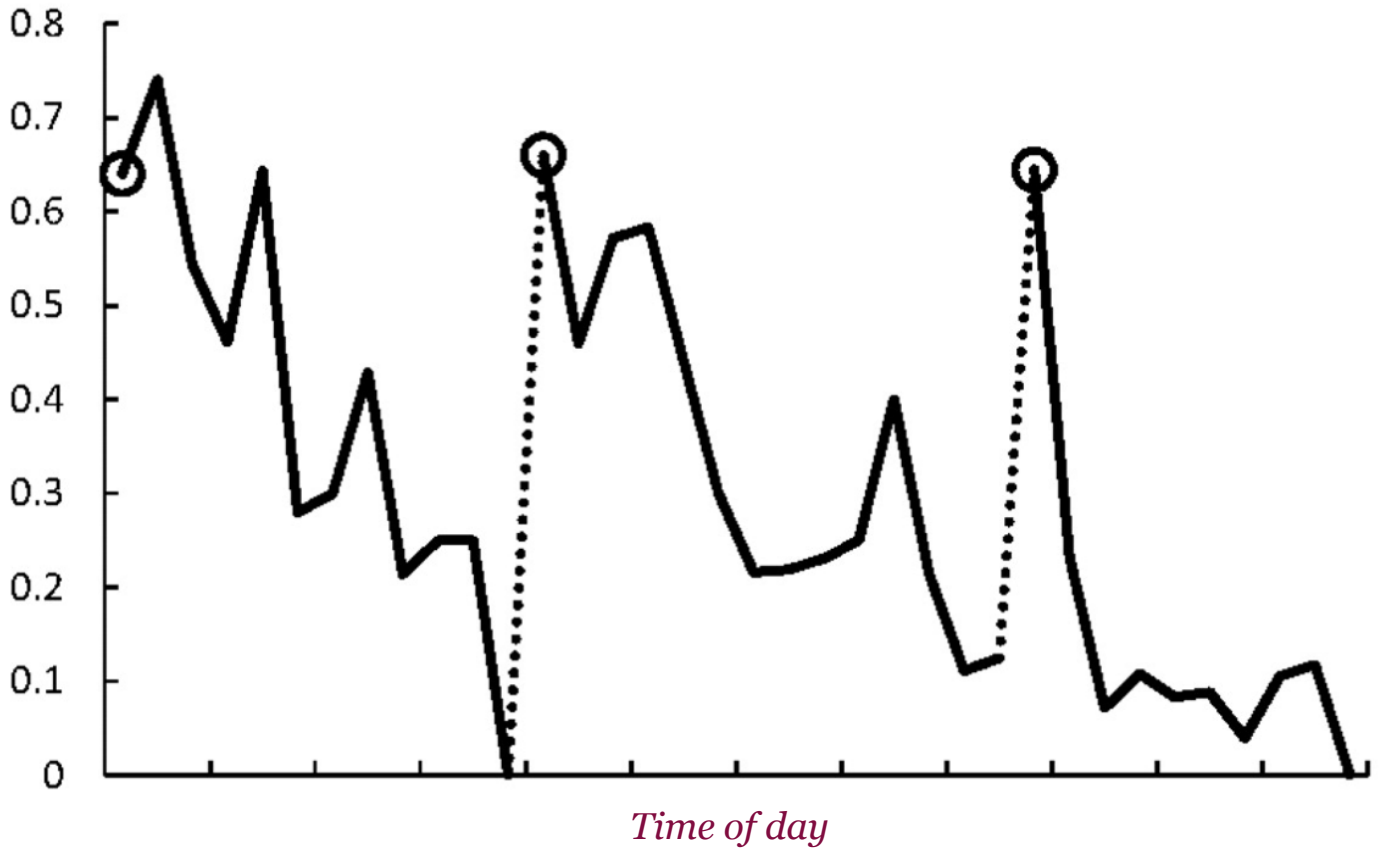
But remember, humans aren't perfect either



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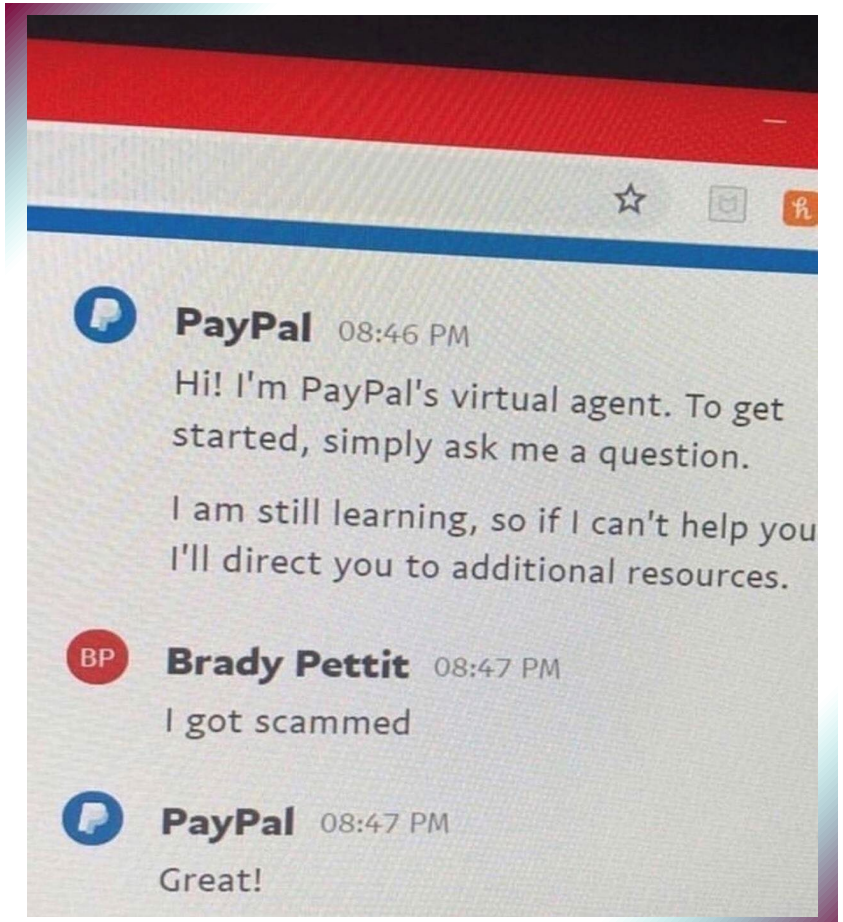
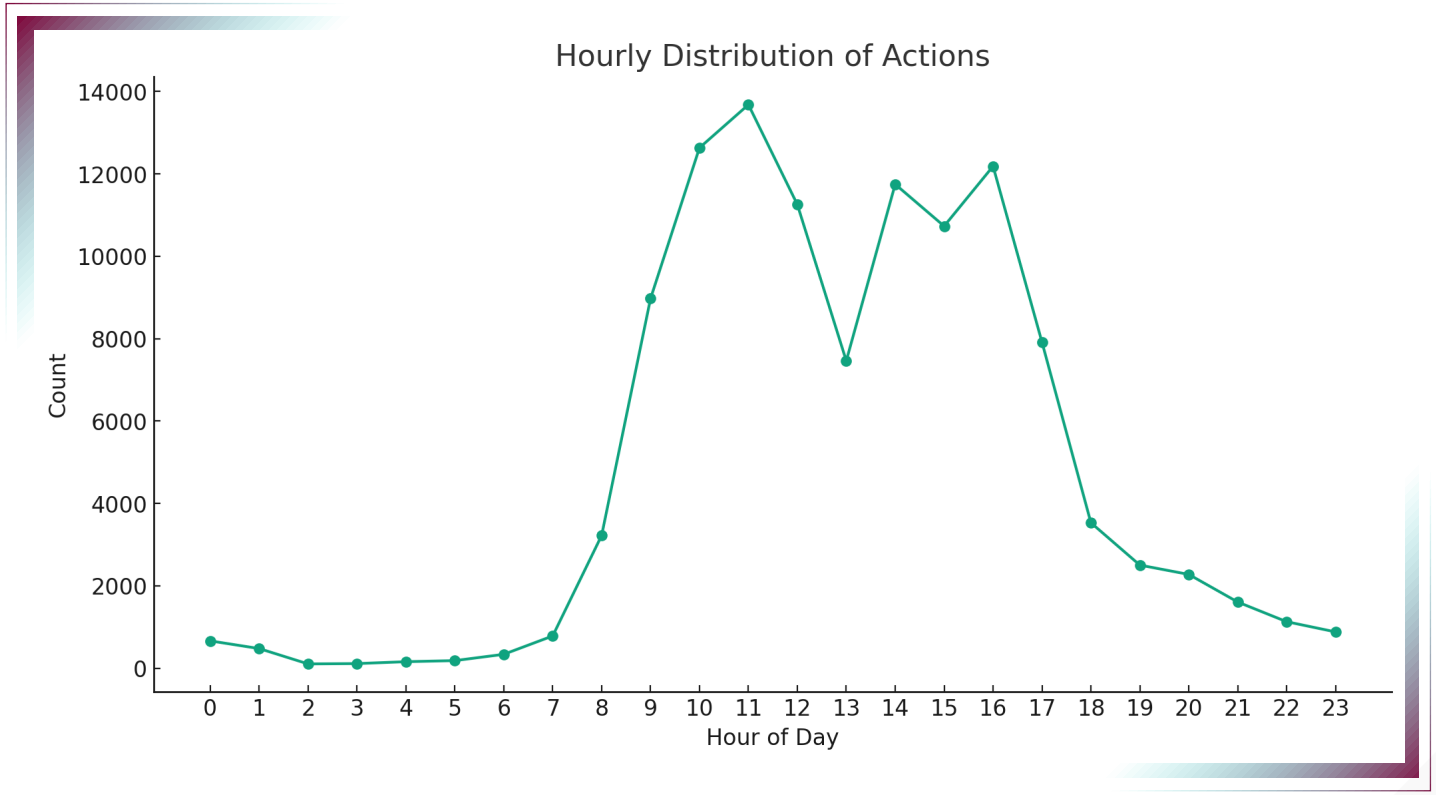
genAI: where is it already useful?

Where is it already useful?





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Demo video

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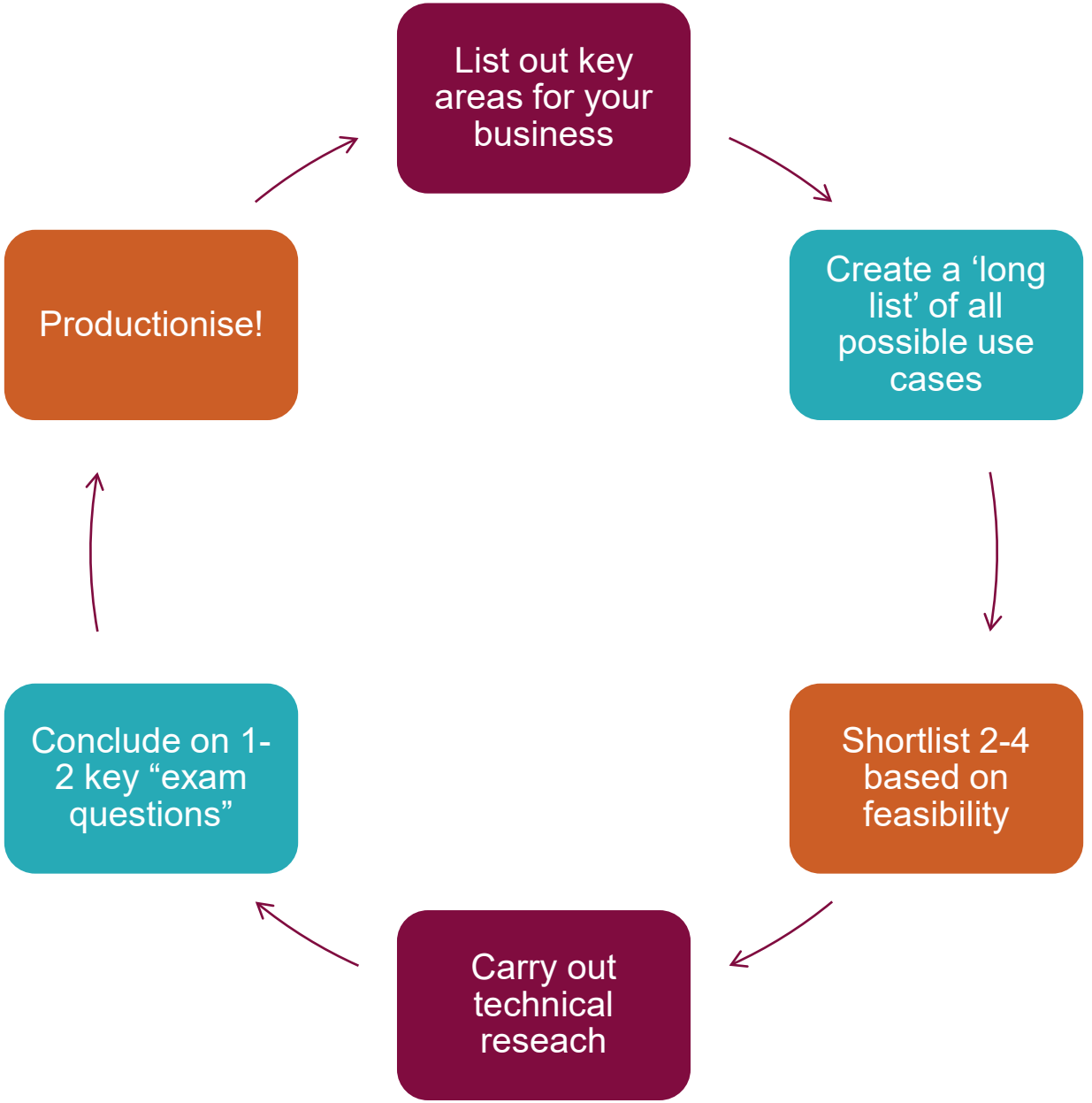
How to turn your ideas into a reality

Process slide



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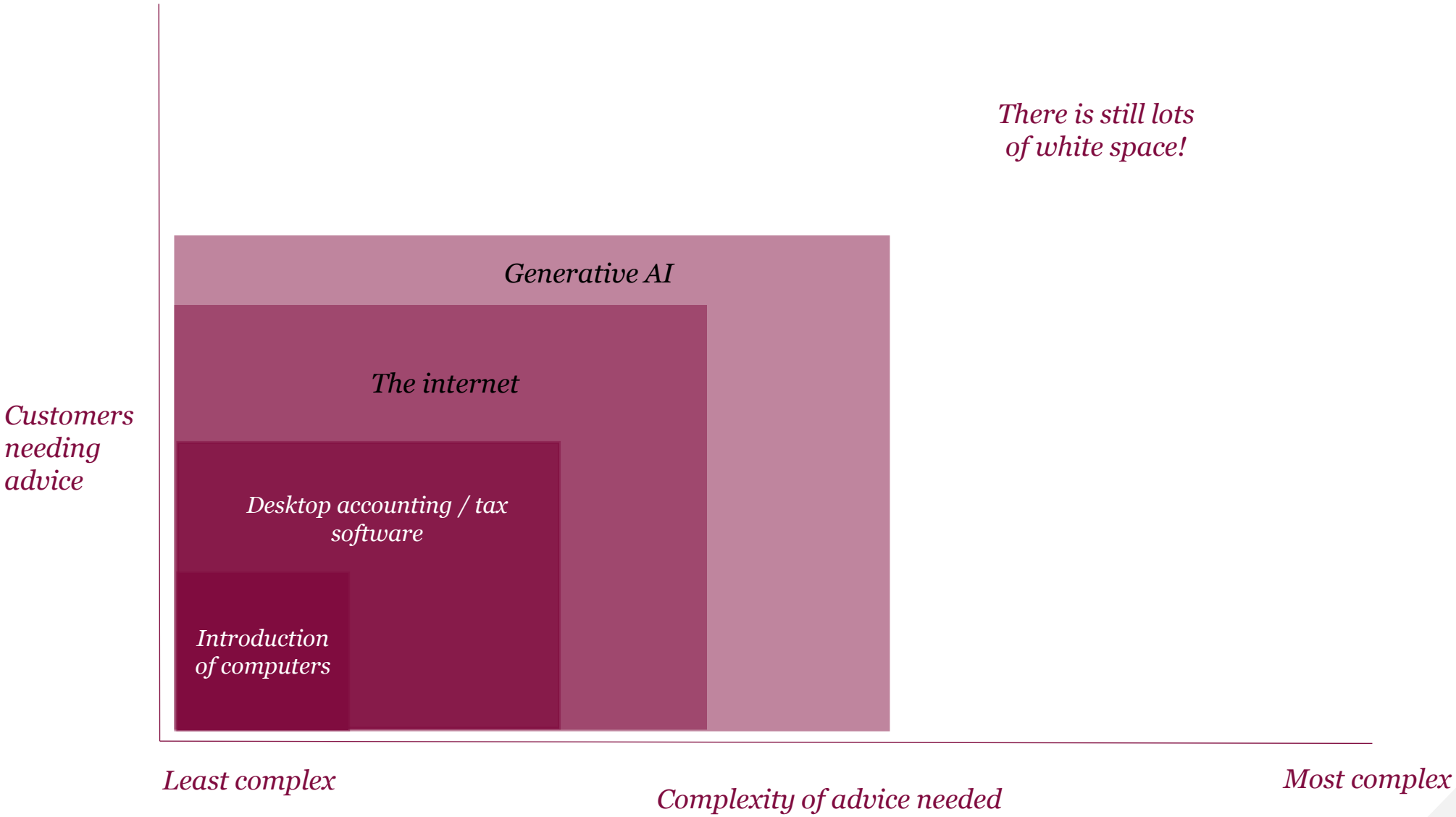
What does this mean for the profession?

Tax advise will change



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Learning from our developers

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yooz

E-invoicing & P2P Automation. Easy. Powerful. Smart.

Revolutionizing Accounting: Exploring the Impact of AI on the Future of Finance

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About Yooz

E-invoicing & P2P Automation. Easy. Powerful. Smart.

Born in the Cloud
in **2010**

40%+
growth/year

Great Place To Work. Certified OCT 2023-OCT 2024 USA

Offices in the **US** and
in **Europe**

1,000+
R&D man-years

100+ AI & ML
scientific publications

1 single focus:
automatic document processing

25%
of income reinvested in R&D annually

40+
countries

5,000+
clients

200,000
companies

300,000
users

200,000,000
documents

9/10 Customer Satisfaction

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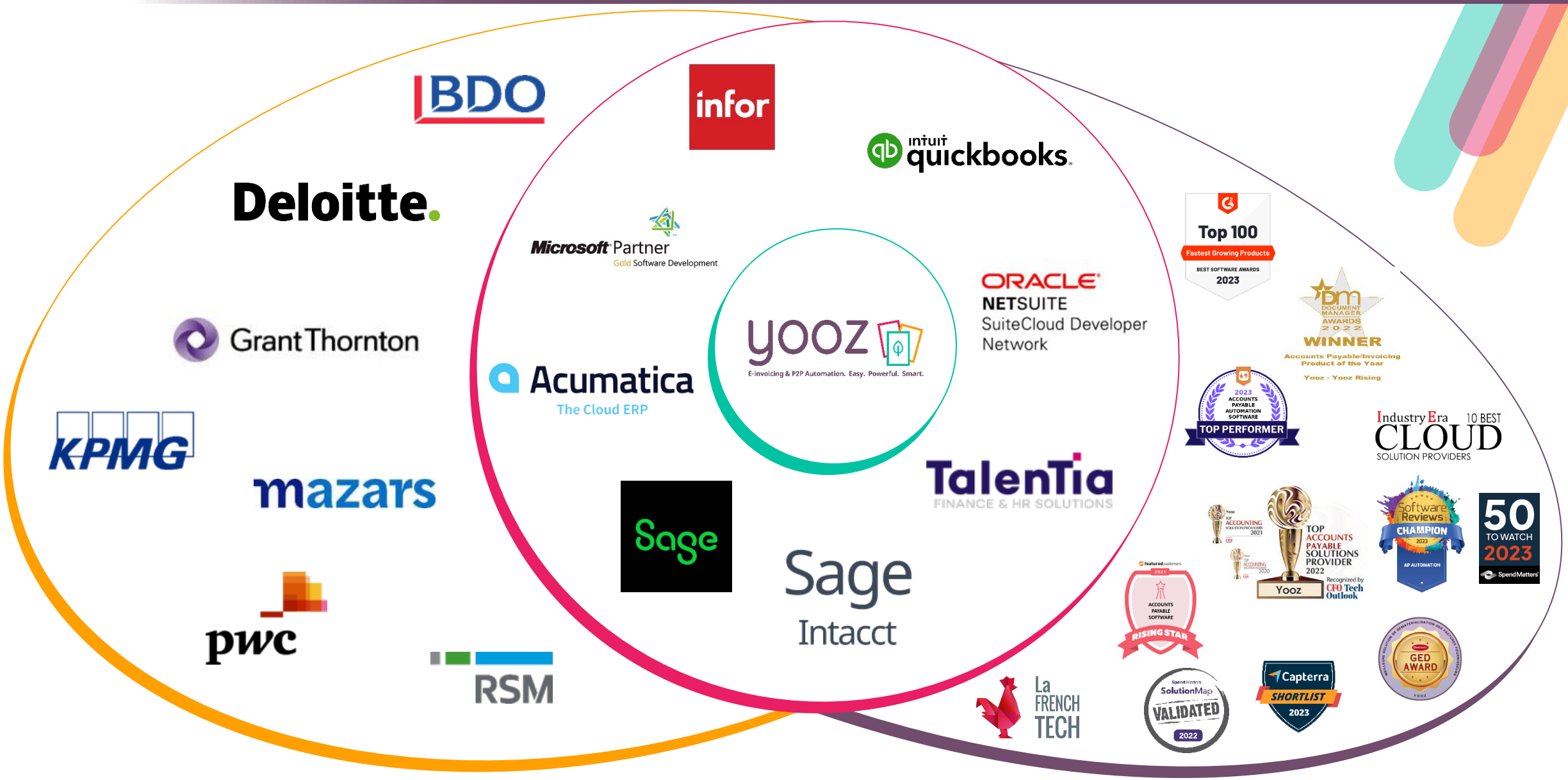
Recognised Worldwide, Recommended and Used by The Global Financial System



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E-invoicing & P2P Automation. Easy. Powerful. Smart.

They Trust Yooz

Aubade PARIS

COURREGES

DRAEGER

Hallmark | NOUVELLES IMAGES | Yvon

FIVE GUYS

FREENOW

HEWITSONS

Holiday Inn

JERSEY DAIRY PURE SINCE 1763

KPMG

LaSalle Investment Management

LULU GUINNESS LONDON

MARRIOTT

mazars

MICROPOLE

PATHÉ

paybyphone

pullman HOTELS AND RESORTS

Ritter COMMUNICATIONS

SALSARITA'S FRESH MEXICAN GRILL

Tupperware

Wiko

YELLOW KORNER PHOTOGRAPHY • ART • LIMITED EDITION

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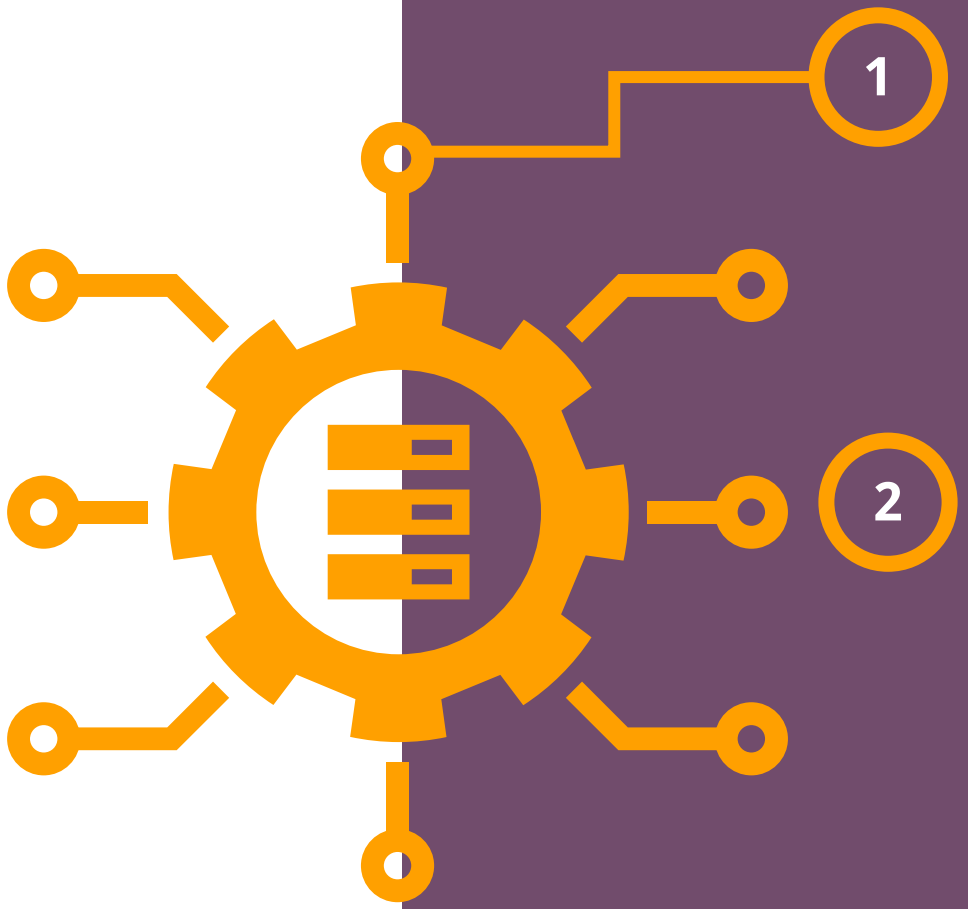

Advanced Technology Powering AP Automation is Critical for Success

Automation Tech in...

... Invoice Capture

... Invoice Recognition

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Advanced Technology Powering AP Automation is Critical for Success

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E-invoicing & P2P Automation. Easy. Powerful. Smart.

Technology in Finance

58% of businesses use AI for **fraud detection**

41% for **finance processes and analysis**

33% for **personalisation** of products and services

33% for **cybersecurity**

25% for **asset maintenance**

31% for **customer care**

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Cloud P2P Automation. Easy. Powerful. Smart.

Automation Technology in...

- Invoice Capture
- Invoice Recognition

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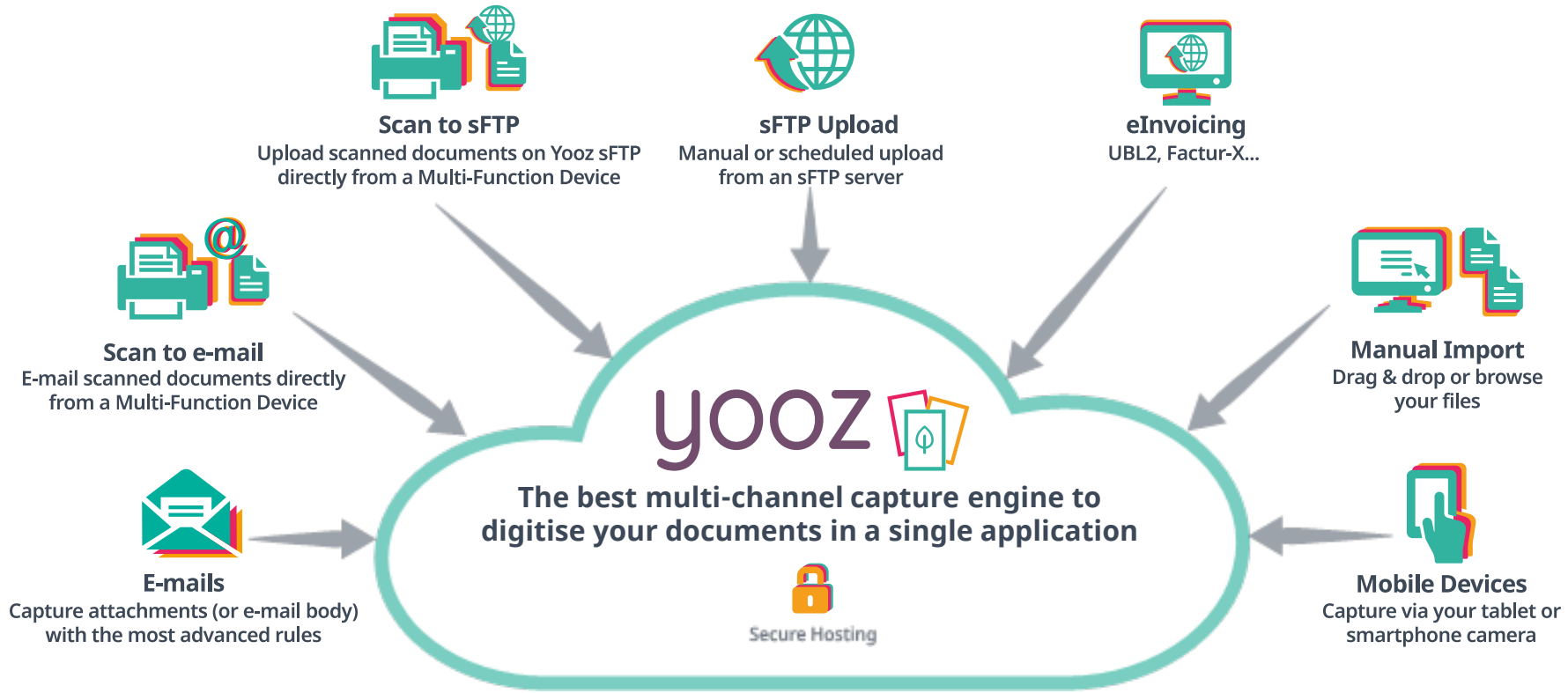
Automation Tech in Invoice Capture

Cloud-Based Solutions with Multi-Channel Capture



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E-invoicing & P2P Automation. Easy. Powerful. Smart.

Automation Tech in Invoice Recognition

Real-Time Invoice Recognition Saves Time & Reduces Errors

Optical Character Recognition (OCR)

Converts images into machine-coded text

Smart Data Extraction

Understands and processes text from OCR & transforms it into relevant data

Full Text Indexing

Takes the data extracted and stores it as searchable data

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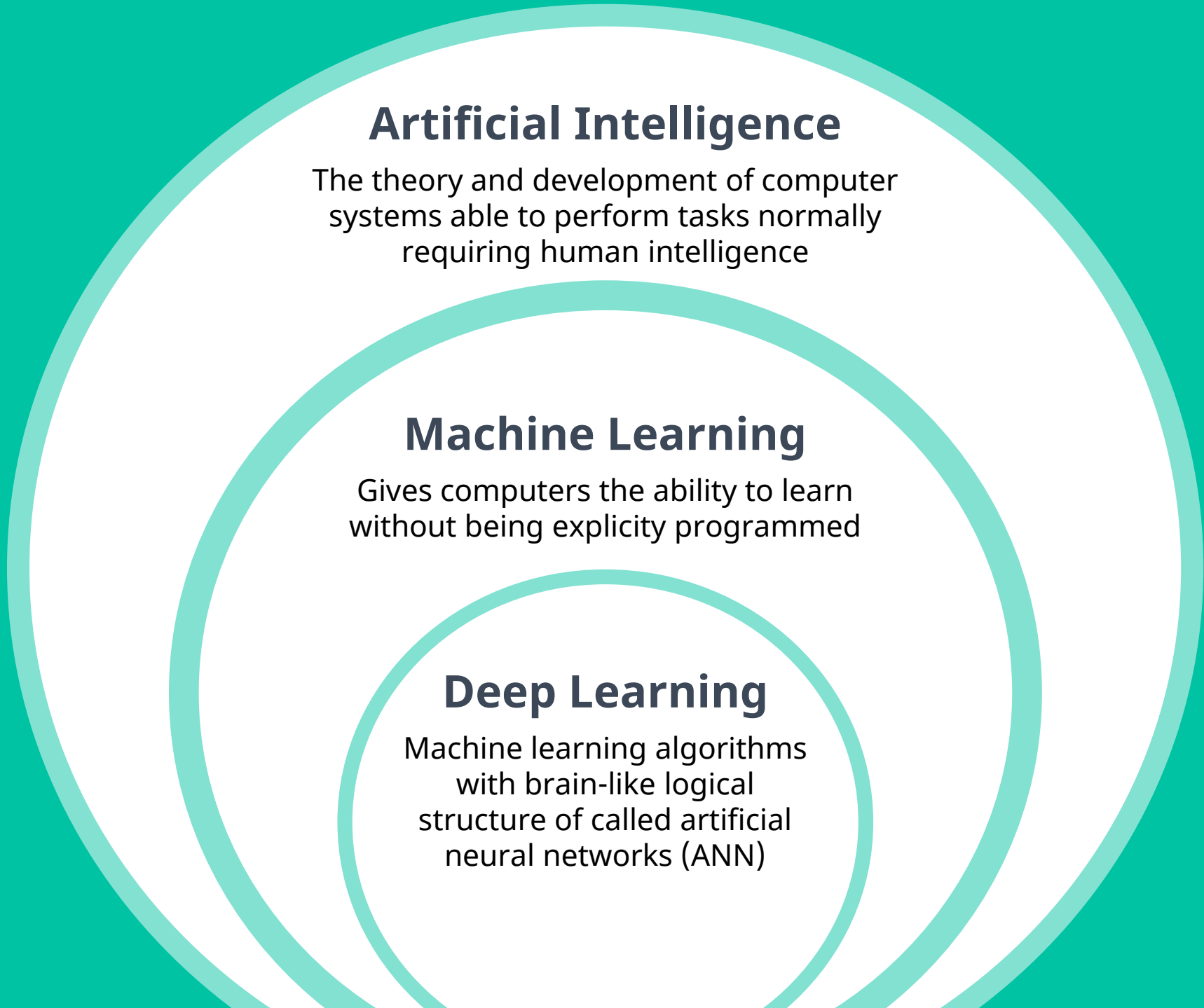
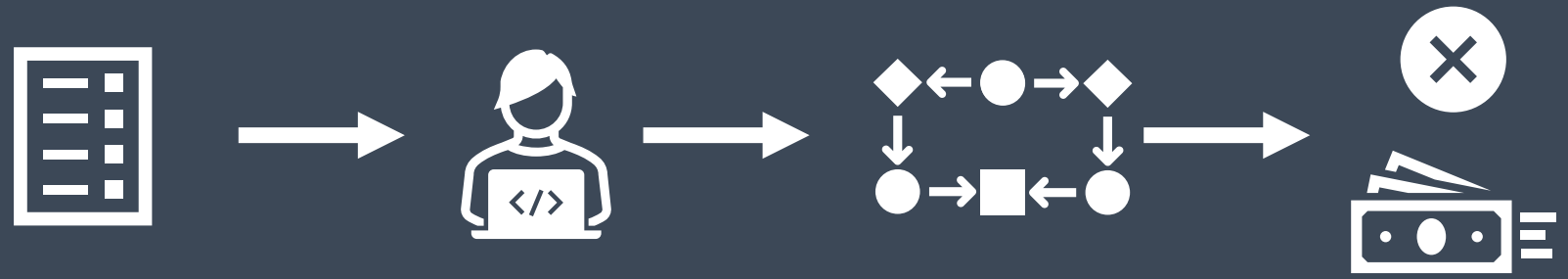

Artificial Intelligence
The theory and development of computer systems able to perform tasks normally requiring human intelligence
Machine Learning
Gives computers the ability to learn without being explicity programmed
Deep Learning
Machine learning algorithms with brain-like logical structure of called artificial neural networks (ANN)

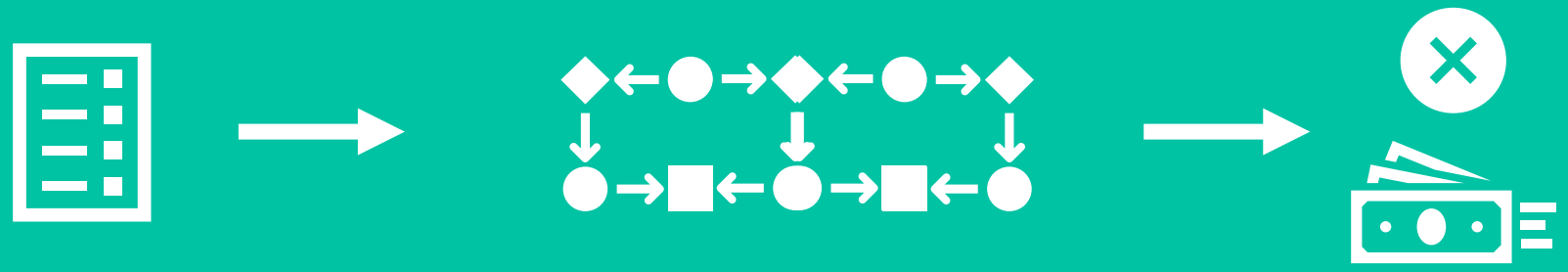
Machine & Deep Learning Fueled by Big Data

Machine Learning

Computers learning from data to perform a specific task without being explicitly programmed



Input | *Feature Extraction* | *Classification* | *Output*



Deep Learning

Algorithms that analyse data with a logic structure similar to how a human would draw conclusions

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Thank you for your participation!