

Four ways finance and supply chain leaders can turn change into opportunity

As organizations around the globe weather unprecedented change, best practices are shifting accordingly. With soaring customer expectations, supply chain disruptions, and challenges attracting and retaining talent, organizations need to rise to the occasion and deliver at the highest levels for customers, employees, and shareholders.



Here are four priorities for finance and supply chain leaders to play a more active role

1 Engage and inspire your employees

- ✓ Invest in employee growth and development
- ✓ Support mental and physical wellbeing
- ✓ Demonstrate your commitment to sustainability, diversity, and other values



of employees said their definition of success has shifted to prioritize work-life balance, flexibility, mental health, and meaningful work.¹



of survey respondents said an improved employee experience translates to higher customer satisfaction.²

2 Manage your business responsibly and sustainably



of survey respondents said they expect to generate value from sustainability initiatives in the next five years.³

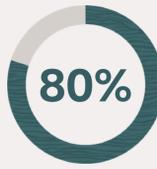


of an organization's carbon footprint often comes from its supply chain.⁴

- ✓ Leverage scenario modeling to understand the financial impact of ESG priorities
- ✓ Integrate financial, sustainability, and diversity and inclusion reporting
- ✓ Increase supply chain visibility and transportation efficiency

3 Anticipate and respond to supply chain disruptions

- ✓ Plan for supply chain disruption—and be prepared to pivot
- ✓ Diversify sourcing in case of supplier delays or insolvencies
- ✓ Perform predictive maintenance instead of reactive fixes



of Americans said delays in order delivery would cause them to stop buying from a brand.⁵

PREDICTIVE MAINTENANCE CAN⁶

Reduce breakdowns by **70%**

Lower maintenance costs by **25%**

Increase equipment uptime by up to **20%**

4 Exceed every customer expectation

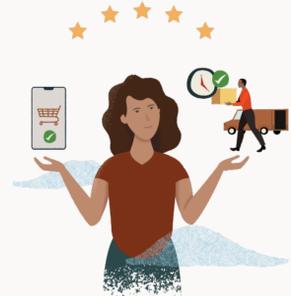
In the past decade, subscription business revenues grew by⁷

437%



of survey respondents said improved customer experience led to higher profit margins.²

- ✓ Create effortless digital purchasing experiences
- ✓ Communicate with customers at every stage of the order
- ✓ Continually improve product quality



Find out more about these four priorities—and how you can turn change into opportunity

Get the ebook

¹ Oracle, "AI @ Work Insights," November 9, 2021

² IDC, "The Agility Imperative: Technology's Role in Finance and Operations," February 2022

³ McKinsey & Co., "How Companies Capture the Value of Sustainability: Survey Findings," April 28, 2021

⁴ CDP, "Transparency to Transformation: A Chain Reaction," February 2021

⁵ Oracle, "How Supply Chain Disruptions Are Ruining Our Lives, and What You Can Do About It," September 29, 2021

⁶ Deloitte, "Predictive Maintenance: Taking Proactive Measures Based on Advanced Data Analytics to Predict and Avoid Machine Failure," 2017

⁷ Zuora, "Subscription Economy Index: 2021," March 3, 2021

