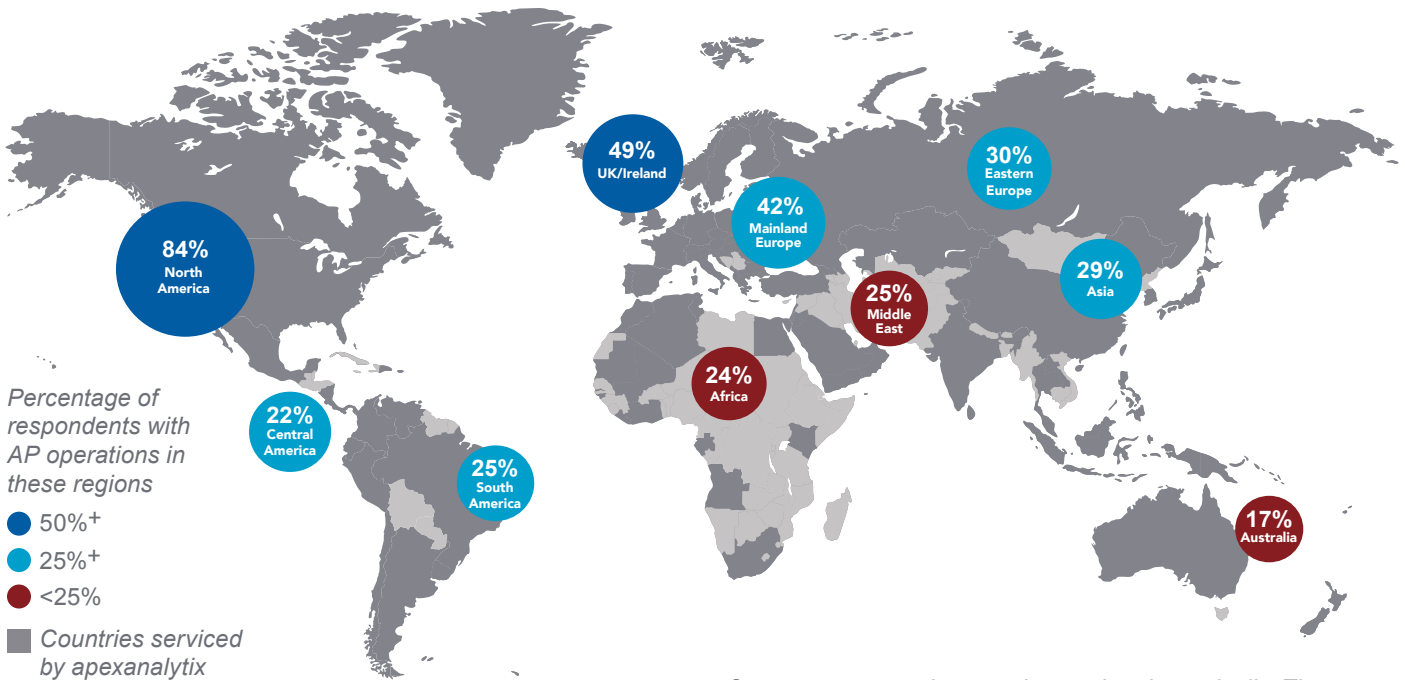


# Financial Shared Services Globalization Trends

apexanalytix Compass™ Benchmark Survey data<sup>1</sup> shows that companies have made the move beyond their borders. Global service delivery introduces challenges in handling time zones, cultural differences, distance (from employees and supported customers), multiple languages and regulatory requirements in other countries and jurisdictions.

Leadership and key team members of procurement, accounts payable and financial shared services are on call 24/7 in serving their customers. This creates increased stress for key personnel, necessitates conference calls outside of normal work hours, fosters added work shifts in addition to offshore personnel, and has promoted the adoption of supplier/vendor portals to serve constituents around the clock.

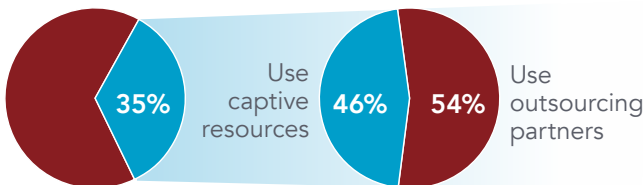


## GLOBAL OUTSOURCING TRENDS



Have Adopted Offshoring

Captive Resources vs. Outsourcing Partners



<sup>1</sup> apexanalytix Compass™ Benchmark Survey, Dec. 2018.

Customer expectations are increasing dramatically. The expectation for accounts payable is to pay invoices accurately, on time, with strong internal controls and at a cost competitive with outside options.



To serve global clients, apexanalytix supports more than 20 languages and currencies and myriad compliance regulations.

