



The guiding principles of digitalisation

Companies are making progress in the digitalisation of their processes. The guiding principles:



Especially notable is the increase of 9 percent in paperless accounting compared with the previous year.



New technologies

Companies are still reluctant to use new technologies. The priorities are set very differently.



Interest in the use of business process management platforms is surprisingly low even though workflow standardisation is the linchpin of digitalisation for companies.



Robotic process automation

Companies' experiences with robotic process automation have been predominantly positive. They particularly value:



More than a quarter of companies now use RPA. However, there is increasing disillusionment with the bot hype because the governance aspects have often been underestimated in this context.



Potential of RPA

It is not yet clear whether RPA is just an interim solution for companies or has long-term potential.

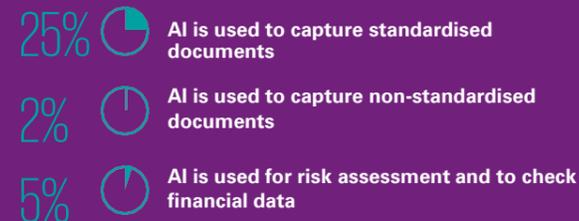


Here, there are significant differences between countries: While in Germany the majority see RPA as an interim solution, most of the companies in Austria and Switzerland also believe that it will become more prevalent in the long term.



Artificial intelligence

Artificial intelligence has hardly made its way into accounting, as these figures show:

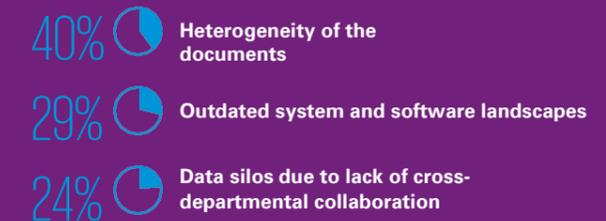


In terms of capturing non-standardised documents (61 percent) and in the risk assessment and checking of financial data (60 percent), artificial intelligence does not currently play a role.



The limits of artificial intelligence

According to the study participants, the factors that cause artificial intelligence in accounting to fail are:

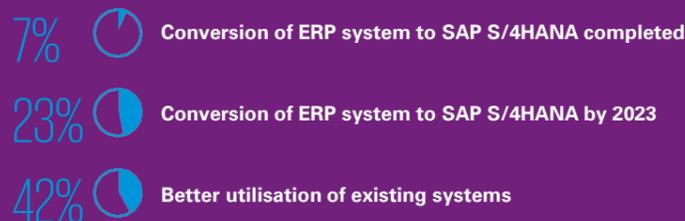


A lack of training data (8 percent) or insufficient collaboration between IT and specialist departments (11 percent) plays a minor role in the failure of AI projects in accounting.



Conversion to SAP S/4HANA

SAP S/4HANA is very popular with companies.

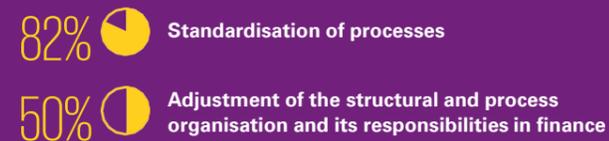


The companies that aim to make better use of existing systems also include those that are converting to an ERP system other than SAP S/4HANA.



Goals of conversion to SAP S/4HANA

With the conversion to the new ERP system, companies are mainly pursuing these goals:

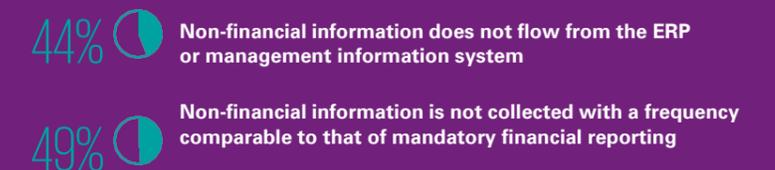


In comparison, far less importance is given to adapting the current control concept (36 percent) and using project management methods in relation to agile working (23 percent).



Non-financial reporting

Non-financial reporting currently lacks sufficient system support.



Many of the survey respondents find that non-financial data lacks sufficient quality and standardisation compared with financial information.