HOW DO I MEASURE SUCCESS - BENCHMARKS

CRAIG JEFFERY FLMI, CCM
Founder & Managing Partner
Strategic Treasurer

Certified Treasury Professional®

FP&A® Certified Corporate Financial Planning & Analysis Professional

WHAT

Measuring treasury data: Value, demands, challenges, and solutions.

WHEN

Thursday, December 16, 2021
11:00 AM – 12:00 PM EST

WHERE

Live Online Presentation

Strategic Treasurer

fiserv.

This presentation is provided by Strategic Treasurer & Fiserv

ABOUT THE SPEAKER

GET TO KNOW TODAY'S SUBJECT MATTER EXPERT

CRAIG JEFFERY

Craig Jeffery has 30+ years of financial and treasury experience as a practitioner and as a consultant. This uniquely qualified him to found and lead Strategic Treasurer, a research-based consultancy serving the treasury industry by assisting clients and informing the industry.

As Managing Partner, Craig oversees Strategic Treasurer's operations in both arenas: advising and assisting clients on major projects and through outsourced services, and informing the industry through educational webinars, informational publications and survey data.

ADVISE

- Global & Domestic Treasury
- Connectivity & Onboarding
- Working Capital Optimization

RESEARCH

- Industry Surveys
- Benchmarking
- Data Subscription

ASSIST

- Treasury & Risk Technology
- Bank Fee Management
- Temporary Treasury Staffing

INFORM

- Webinars
- Podcasts
- Analyst Reports, eBooks & Executive Memos

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TOPICS OF DISCUSSION

KEY AREAS OF FOCUS & ANALYSIS

FRAUD IN CONTEXT

IN THE LAST YEAR & IN THE LAST FEW MONTHS

THREAT LEVELS

KNOW THE LEVEL OF DEFENSE NEEDED

PAYMENT RISKS

EXPOSURES IN THE PROCESS

TRAINING

THE HUMAN ELEMENT

SECURITY LAYERS

HUMAN > SYSTEMS > PROCESSES

LEARN MORE

ADDITIONAL OPPORTUNITIES

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DEPTH PERCEPTION

Sight

Depth

2 Parts

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VALUE & TYPES OF MEASUREMENTS

If you cannot measure it, you cannot improve it.
- Lord Kelvin William Thompson

VALUE

- Improvement
- Quality
- Efficiency
- Performance
- Scalability

TYPES

- Self-measurement
- Benchmarks
- World Class
- Standards of Good Corporate Conduct (SGCC)

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CONCEPTS

World Class

Leading Practices

SGCC (Minimum)

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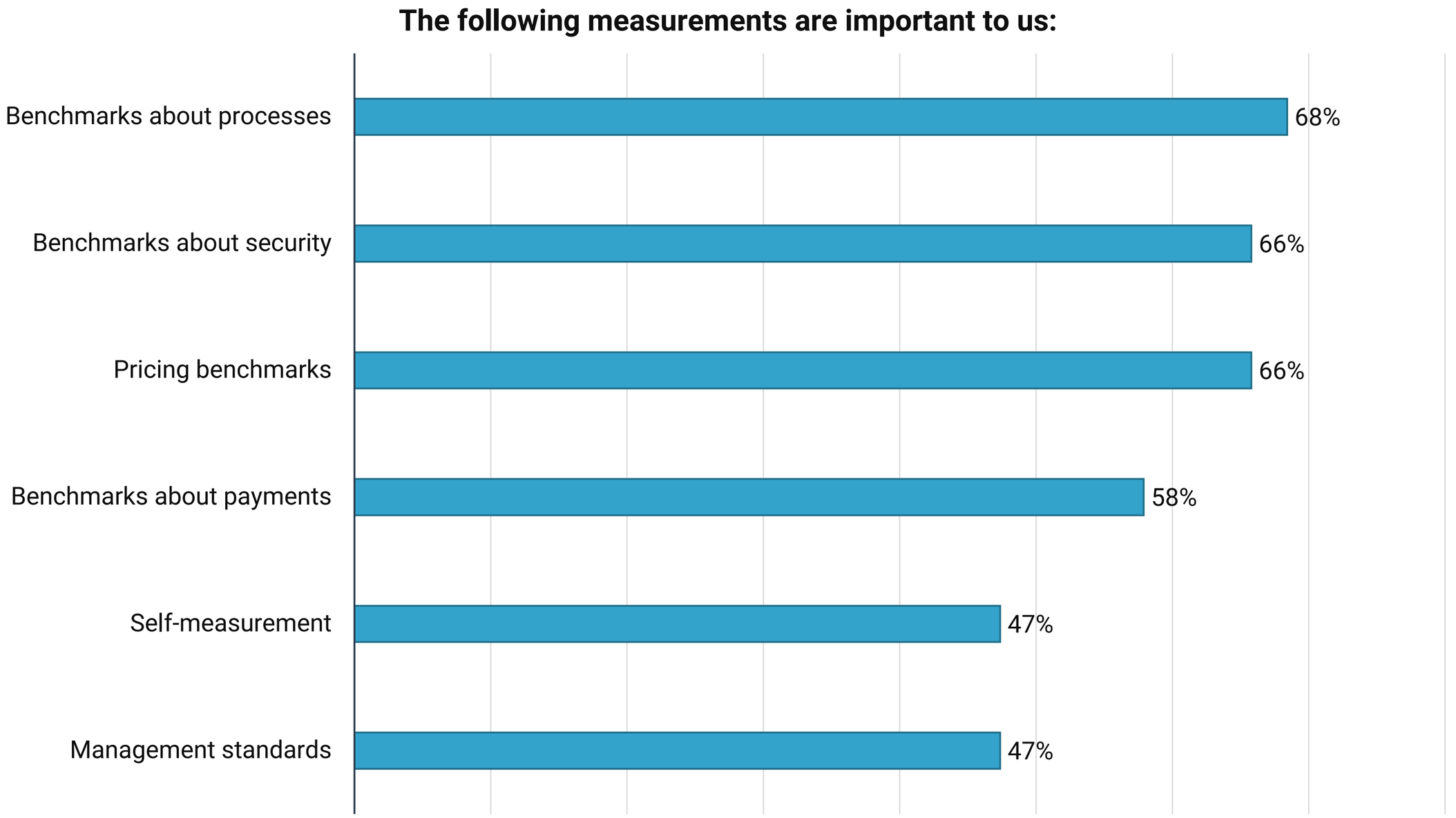
POLL QUESTION



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CHANGING STANDARDS

Fraud Control

Efficiency

Visibility

Security

Scalability

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CHANGING EXPECTATIONS

Board

Executives

The Art of Possible

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QUESTIONS

How are you doing?

By what measure?

Why do you say that?

What is helpful?
What is credible?

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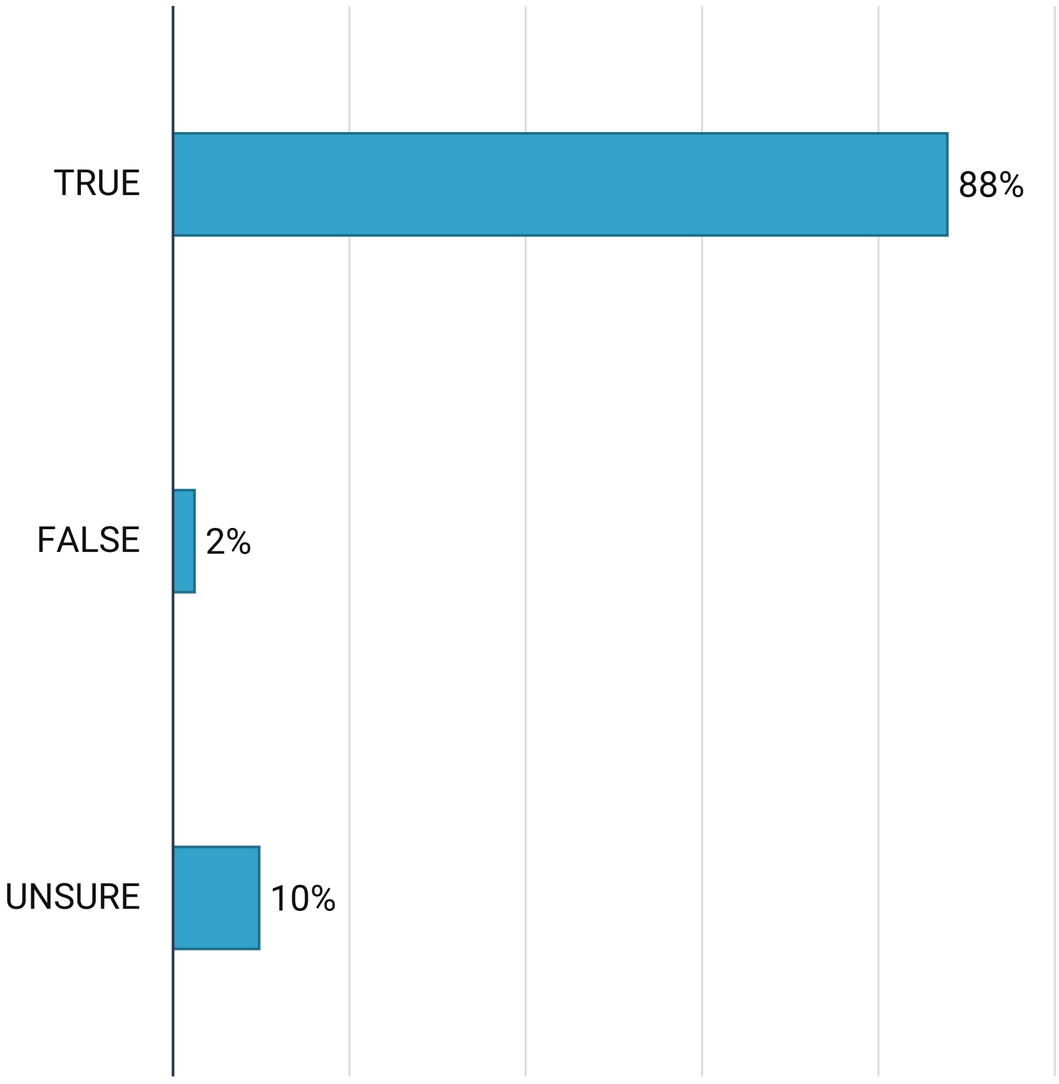
POLL QUESTION

Standards must change over time to reflect developments.



We are focused on the following:

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EXAMPLES

- Fraud
- Security
- Staffing
- Forecasting
- Reporting/ Analytics
- Technology
- Complexity
- Payments

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SECURITY MEASURES

THE HUMAN ELEMENT

EMPLOYEE TRAINING ANNUALLY

Only 40% of corporate training includes a testing component

PRINCIPLE OF LEAST PRIVILEGE

INTERNAL SYSTEM MONITORING/USER MONITORING SOFTWARE

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SECURITY MEASURES

TECHNOLOGY

What controls do you have in place to prevent fraud?

	Corporate Peers	Your Current Position
Multi-factor authentication (MFA) on all wire payment platforms	61%	?
Multi-factor authentication (MFA) logins to our corporate infrastructure	60%	?
Automated transaction monitoring	32%	?
Payment Fraud Detection Solution – Interdiction (Payments held until released by analyst)	62%	?
Internal system monitoring/user monitoring software	30%	?

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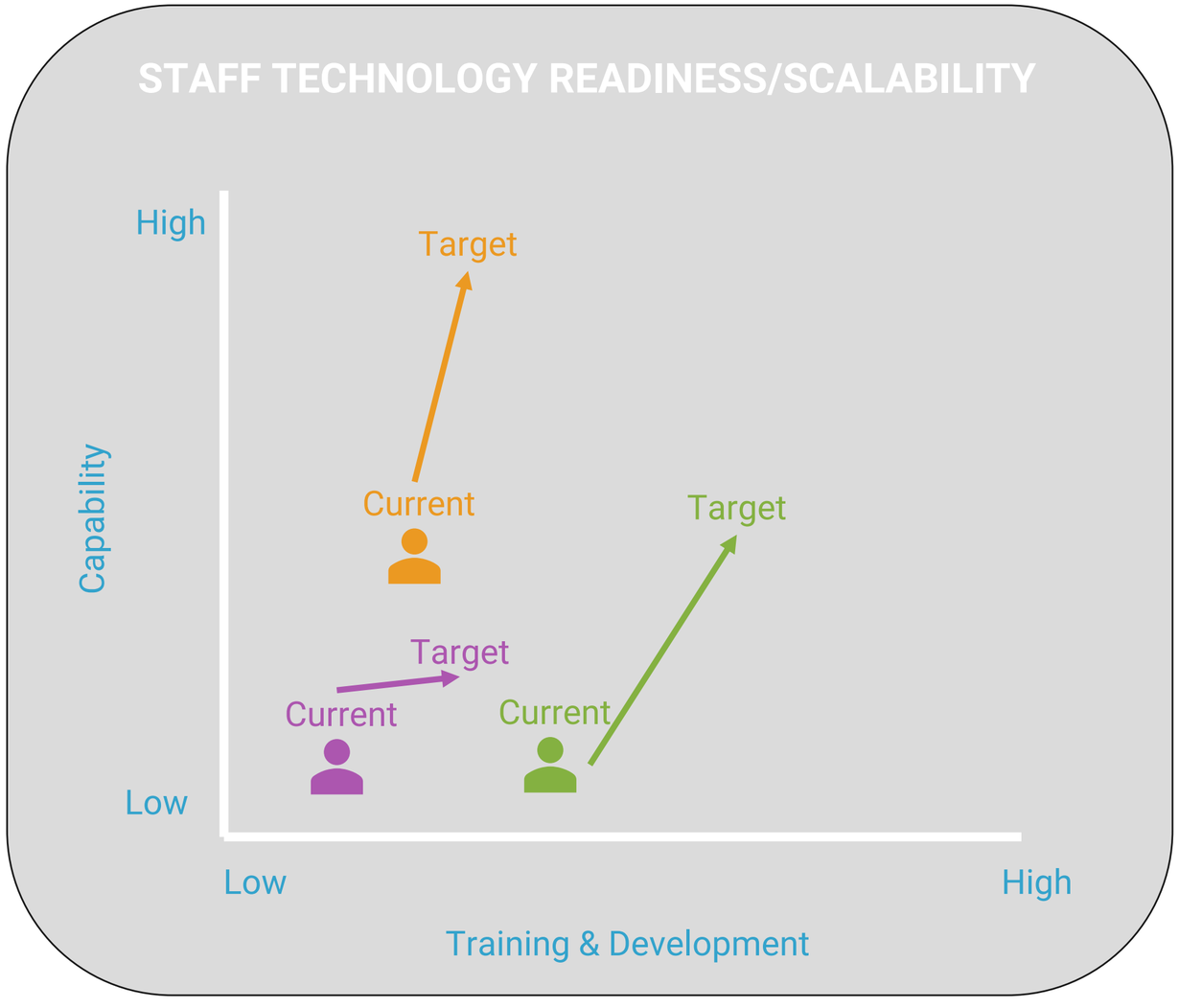
TECHNOLOGY

EXPECTATIONS AND USE



	PEERS		YOUR POSITION	
	Important to us now	Will be important to us soon	Now	Soon
RPA for common tasks	27%	29%	?	?
Use of ML/AI for fraud	33%	43%	?	?
Use of ML/AI for forecasting	25%	44%	?	?

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WHO IS A PEER?

Where are you normal?

Processes

Where are you complex?

Performance

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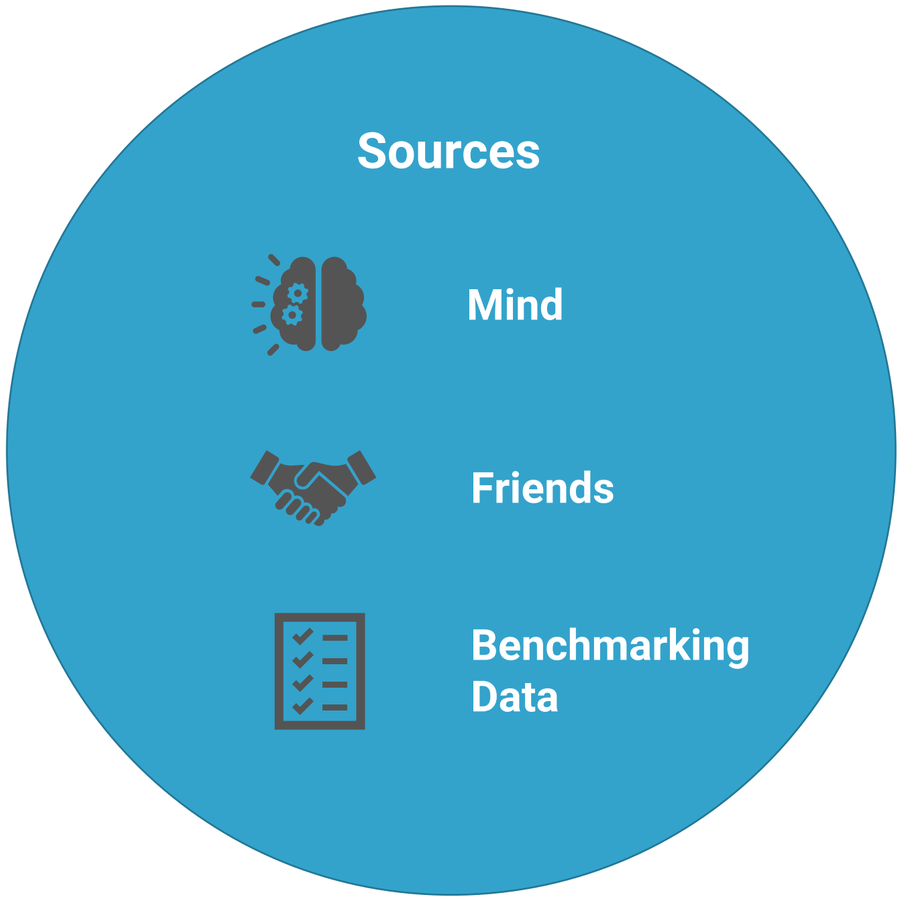
BENCHMARK

Exception

Objective

Fraud



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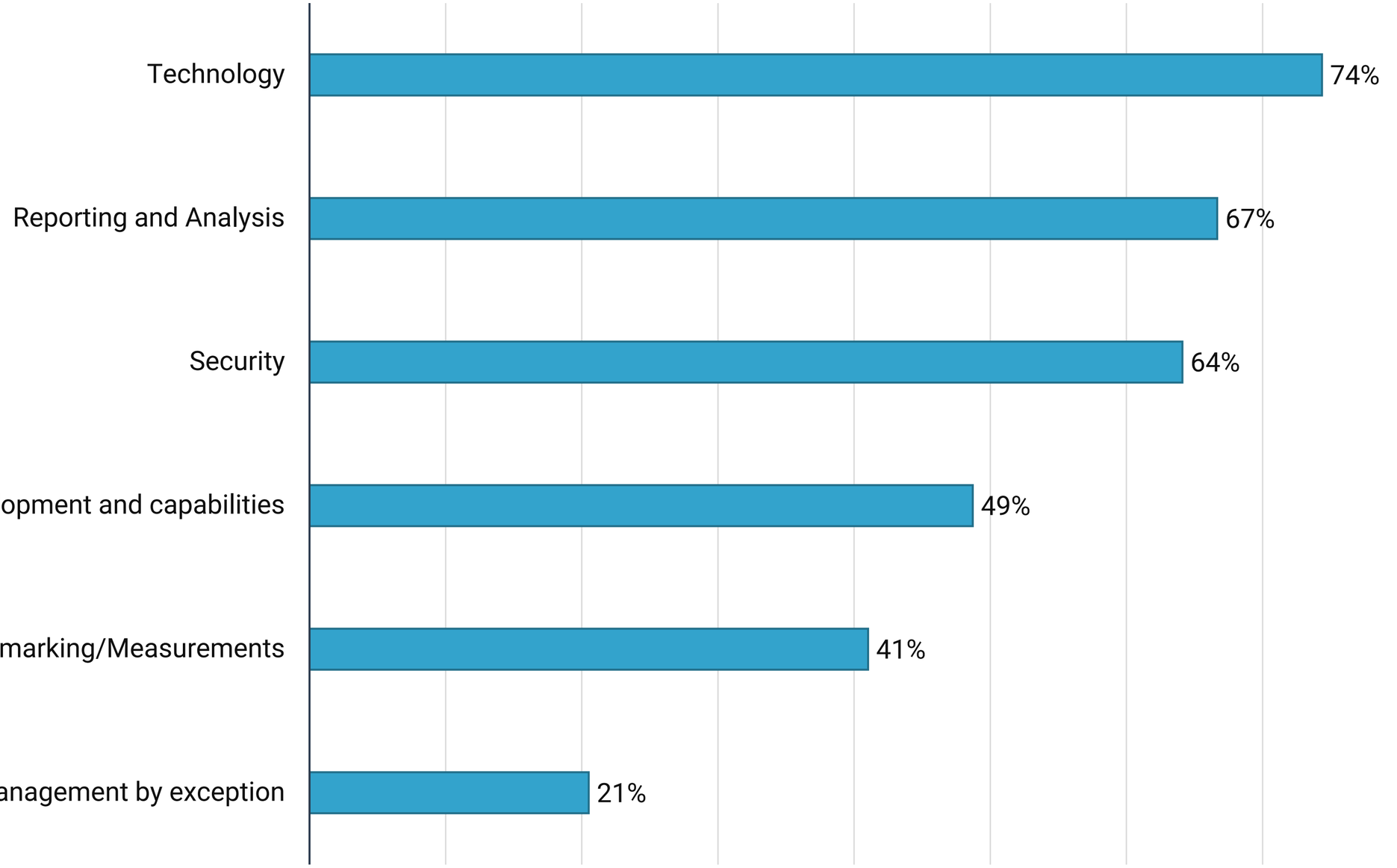
POLL QUESTION

In the next two years we expect to improve our practices in the following areas:



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REPORTING / ANALYSIS

SELF RATINGS

REPORTING ACCESS

Limited/Static — Open access/Flexible

SELF-SERVE/SELF DISCOVERY

Excel-Based — BI/Self-Service

BREADTH OF ANALYTICS

Isolated by Systems — Single Source of Truth

EXAMPLE:

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FORECASTING

SELF RATINGS – CURRENT STATE & DESIRED STATE

Accuracy

# of Models

Frequency

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TAKE-AWAYS

IDEAS AND POINTS TO BRING BACK TO THE OFFICE

PRIORITIZE

MEASURE

PLAN

ACT

REMEASURE

Cadence (Minimum)

- **12 Months:** Internal Comparison
- **24 Months:** Benchmark

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LET’S CONNECT.

DON’T LET THE LEARNING END HERE…
CONTACT US WITH ANY FUTURE QUESTIONS.

Thank you for your interest in this presentation and for allowing us to support you in your professional development. Strategic Treasurer and our partners believe in the value of continued education and are committed to providing quality resources that keep you well informed.

STRATEGIC TREASURER

Craig A. Jeffery,
Managing Partner

craig@strategictreasurer.com

+1 678.466.2222

linkedin.com/in/strategictreasurer/

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- Treasury Aggregators
- Supply Chain Finance & Cash Conversion Cycle

Learn more about these technologies and evaluate some of the top vendors in each industry.

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