**FINANCE LEADER’S SITUATION RESPONSE GAMEPLAN**

**COVID-19: Actions to take now**

**ORDER-TO-CASH COVID-19 SURVEY INSIGHTS**

A snapshot of insights from 256 Finance Leaders on their top concerns and areas that they need guidance on during this financial quarter (Q2)

**KEY CHALLENGE AREAS THAT LEADERS NEED GUIDANCE ON**

1. **RISK MANAGEMENT**
   - Tightening Credit Control in Changing Macroeconomic Climate
   - 87%

2. **COLLECTIONS EFFECTIVENESS**
   - Controlling impact on DSO by Effectively Managing Dunning & Collections
   - 78%

3. **REMOTE WORKING ENABLEMENT**
   - Enabling Remote Workforce for Continued Productivity
   - 67%

4. **MONITORING OF PERFORMANCE**
   - Establishing a Cadence of Reviewing Team Performance and Leading & Lagging KPIs
   - 62%

**SITUATION RESPONSE GAMEPLAN FOR LEADERS**

Based on the survey conducted on 200+ Finance leaders, we have summarized our findings into 4 focus areas that you need to take action immediately.

**PEOPLE & CULTURE**
- Ensure the health & safety of all employees
- Overcommunicate with teams regarding updates and escalations
- Manage infrastructure & remote setup (VPNs, computers, broadband, etc)
- Partner with local & federal regulators & public health officers
- Keep a close track of your team KPIs to ensure productivity

**SUPPLY & DEMAND**
- Keep a close track of the business health of all suppliers
- Ensure that inventory is not affected
- Optimize the capacity of production & conduct regular impact assessments
- Monitor SKU levels closely & optimize logistics / supply chain accordingly

**CUSTOMERS**
- Ensure complete transparency to all customers, partners and stakeholders
- Enable customer support teams to work remotely
- Reach out to customers and share resources & best practices

**FINANCE SYSTEMS**
- Conduct financial system stress tests based on epidemiological/economic factors
- Tighten Credit Limits and perform stricter Credit Reviews
- Optimize Working Capital by reducing DSO & maximizing collections
- Switch towards a hyper-listening mode to what experts and analysts are predicting
- Evaluate Digital Transformation opportunities in Accounts Receivables

**WHAT CAN BUSINESSES EXPECT IN THE NEAR FUTURE?**

- **MID TERM SHOCK**
  - Drop in Consumer Spending
  - Reduction in Business Investment
  - Workforce Reduction
  - Threat of Bankruptcy
  - Working Capital Challenges
  - Expected Recovery starting Year End

- **PROLONGED SHOCK**
  - Significant drop in demand
  - Reduction in business spending
  - Rise in workforce reduction
  - Increase in bankruptcy filings
  - Increase in DSO & Bad Debt
  - Slow recovery after mid-2020

**GLOBAL GDP, FINANCE LEADERS & THE ‘WAKE-UP CALL’**

Q1 3.3% (’sources: IMF World Economic Outlook Reports)

Q2 -3% (’sources: World Economic Outlook Reports)

Q3 ? (’sources: World Economic Outlook Reports)

**THE CHECKLIST: 4-Levers to focus**

1. **PEOPLE & CULTURE**
2. **SUPPLY & DEMAND**
3. **CUSTOMERS**
4. **FINANCE SYSTEMS**

**REDUCE DSO & BAD DEBT BY 30% | CONTACT US TO SCHEDULE A FREE CONSULTATION.**