Getting to ‘go-live’: Finance’s role in tech implementation readiness Deloitte poll results

June 2024 poll results
Methodology

730+

C-suite and other executives were polled online during a Deloitte webcast titled “Getting to ‘go-live’: Finance’s role in tech implementation readiness” on February 22, 2024. Answer rates differed by question.

In some instances, immaterial amounts (e.g., +/- 0.1%) have been added to or removed from the “Don’t know/not applicable” answer responses to bring results to 100% total for each question.
Is your organization's controllership and/or finance function involved in tech implementation efforts?
Votes received 1,563 C-suite and other executives

- **Very involved** (e.g., a dedicated individual or team within controllership/finance leads efforts) - 32.3%
- **Somewhat involved** (e.g., controllership/finance contributes, as needed, to data validation, training) - 41.3%
- **Not involved** (e.g., controllership/finance is not involved in implementation initiatives) - 7.1%
- **Not applicable** (e.g., no ongoing implementation efforts to be involved in) - 4.4%

Don’t know = 14.9%

73.6% say their controllership and/or finance function is involved in some capacity with tech implementation efforts.
Does your organization have a strategy in place for controllership and/or finance functions to guide the implementation of new technologies?

Votes received 1,102 C-suite and other executives whose controllership function is involved in tech implementation efforts.
In the next 12 months, which technology is your organization likely to prioritize the most for implementation within its controllership and/or finance functions?

Votes received: 1,103 C-suite and other executives whose controllership function is involved in tech implementation efforts

- Automation (e.g., for bookkeeping, payroll, reporting): 41.7%
- Cloud migration (e.g., for finance data management, scalability): 24.3%
- Artificial intelligence, incl. generative AI and machine learning (e.g., for fraud detection, risk management): 19.0%

Don’t know / not applicable = 15.0%
In the next 12 months, which is likely to pose the greatest challenge to your controllership and/or finance function’s technology implementation efforts?

Votes received: 995 C-suite and other executives whose controllership function is involved in tech implementation efforts

- Stakeholder misalignment (e.g., lack of shared vision or not all stakeholders included in planning) - 27.8%
- Lack of contingency plans (e.g., to manage business interruptions during transition) - 16.4%
- Limited testing resulting in systems integration or data accuracy issues - 15.8%
- Gaps in or absence of new governance frameworks - 10.1%
- Insufficient training on new technologies or systems - 9.8%

Don’t know / not applicable = 20.1%
Does your organization’s controllership and/or finance team have a way to measure the success or return on investment (ROI) of new technologies it implements?

Votes received: 733 C-suite and other executives whose controllership function is involved in tech implementation efforts

Don’t know / not applicable = 24.4%
Media Contacts

Christine Oh
Public Relations
Deloitte & Touche LLP
chrisoh@deloitte.com

Taylor Graham
Public Relations
Deloitte Services LP
tagraham@deloitte.com
The statements in this report reflect the aggregation of poll responses and are not intended to reflect facts or opinions of any entities. All data, charts and statistics referenced and presented, as well as the representations made and opinions expressed, unless specifically described otherwise, pertain only to the participants and their responses to the Deloitte poll. The information obtained during the poll was taken "as is" and was not validated or confirmed by Deloitte.

This presentation contains general information only and Deloitte is not, by means of this presentation, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This presentation is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional advisor.

Deloitte shall not be responsible for any loss sustained by any person who relies on this presentation.

About Deloitte
Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. In the United States, Deloitte refers to one or more of the US member firms of DTTL, their related entities that operate using the "Deloitte" name in the United States and their respective affiliates. Certain services may not be available to attest clients under the rules and regulations of public accounting. Please see www.deloitte.com/about to learn more about our global network of member firms.