



Topping TMT Finance Leaders' Agenda: Security, Analytics and Customer Service

CFOs and finance leaders in the technology, media and telecommunications industry (TMT) are focused as much on strategic matters as operational issues, according to Protiviti's 2019 Finance Trends Survey

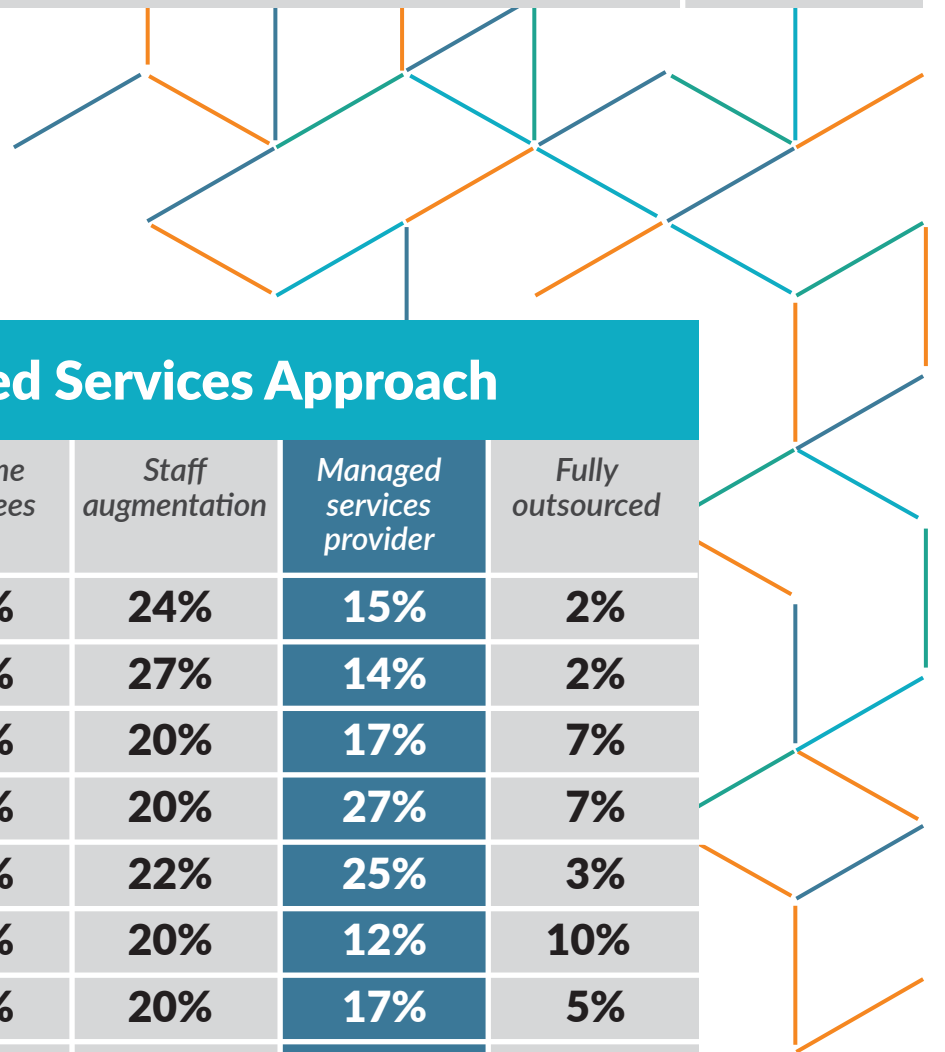
Top 10 TMT Priorities*

Security and privacy of data	83%
Enhanced data analytics	71%
Period-end close	71%
Process improvement: process and data analytics	69%
Challenges with regulations	69%
Changing demands and expectations of internal customers	68%
Strategic planning	68%
Cloud-based applications	66%
Financial planning and analysis	66%
Embracing new technologies	66%

* Respondents were asked to rate 40 different finance areas based on a 10-point scale, where "1" reflects the lowest priority and "10" reflects the highest priority for the finance function to improve its knowledge and capabilities over the next 12 months. Rankings are based on percentage of respondents who scored these areas at "8" or higher.

Top 5 Priorities for Budget Increases

Priorities	Increase in 2019 Budget
Changing demands and expectations of internal customers	63%
Security and privacy of data	58%
Enhanced data analytics	53%
Cloud-based applications that support finance	52%
Process improvement: process and data analytics	51%



More Organizations Turning to a Managed Services Approach

Organizations	Full-time employees	Staff augmentation	Managed services provider	Fully outsourced
Accounting Operations (AR, AP, GL, etc.)	88%	24%	15%	2%
Financial Reporting	85%	27%	14%	2%
Financial Planning & Analysis	78%	20%	17%	7%
Tax	75%	20%	27%	7%
Risk Management	69%	22%	25%	3%
Strategic Finance (M&A)	80%	20%	12%	10%
Treasury	73%	20%	17%	5%
Finance PMO	85%	24%	8%	7%

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