

PwC's Finance Effectiveness and SG&A Benchmarking (FEB)

Get Started

Please contact us to discuss your company's needs and to obtain login credentials to access the benchmark.

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What do high-performing finance functions do differently to achieve process excellence?

A CFO looks at three key dimensions of process performance—transaction efficiency, compliance & control, and business insight—and understands that alignment with business strategy is the key priority. The fundamental challenge is balancing these demands to deliver optimal value to the wider organization. Moreover, the CFO realizes that having the right organizational structure, people and technology leverage are critical to successfully executing finance processes.

Finance organizations face a number of potentially conflicting demands:

- Supporting the corporate performance management model and partnering effectively with the business
- Ensuring that accuracy, control and independence are embedded in financial transactions and the reporting framework across the organization
- Utilizing an optimal sourcing model to deliver efficient transactional processes

Forward-looking leaders want an answer to a key question: *What is the optimal size and shape of a finance function to deliver effective value to the business?* For example, many organizations have had to dedicate time and resources towards transaction processing and compliance & control while opportunities to provide insight and improve performance are missed.

Understanding the finance effectiveness opportunity for your company

PwC's experience in working with a wide range of organizations helps clients to understand what high performing finance functions are doing differently to achieve process excellence and which of those could be appropriate to them. That experience, combined with the benchmarks and measures, helps organizations balance the competing demands of insight, control and efficiency, and prioritize improvement initiatives.

PwC has four distinct project components that work to this end: quantitative benchmarking, an activity analysis, performance surveys, and executive management interviews.

Finance Assessment Toolkit

Quantitative Benchmarking

- Enables objective comparison of your finance function with external peers (against industry and cross-industry organizations based on your business complexity and size) and supports leading practices gap analysis
- Standard set of quantitative and qualitative questions covering finance processes and practices
- Data collected using an integrated web-based tool
- Finance supported by PwC's benchmark professionals
- Provides an analysis of strengths and opportunities, and actionable recommendations

Activity Analysis

- Samples the role finance FTEs perform within a given process
- Helps determine the relative value performed within a process
- Guides the recommendation process by allowing finance processes to be examined at a more granular activity level

Performance Survey

- Supports gap analysis of finance performance
- Web-based survey of finance's key customers – senior managers and executives from across the business
- Covers customers' views on finance expectations and performance
- Provides an independent view of finance performance

Executive Management Interviews

- Used to qualify benchmark findings by gaining meaningful understanding of the challenges
- Structured interviews with key finance and business leadership, end-to-end
- Provides diverse view of finance priorities, challenges and direct feedback about leadership, technology, support, organization, people and organization

