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SAQA Recognised Professional Body

# How AI is reshaping Finance



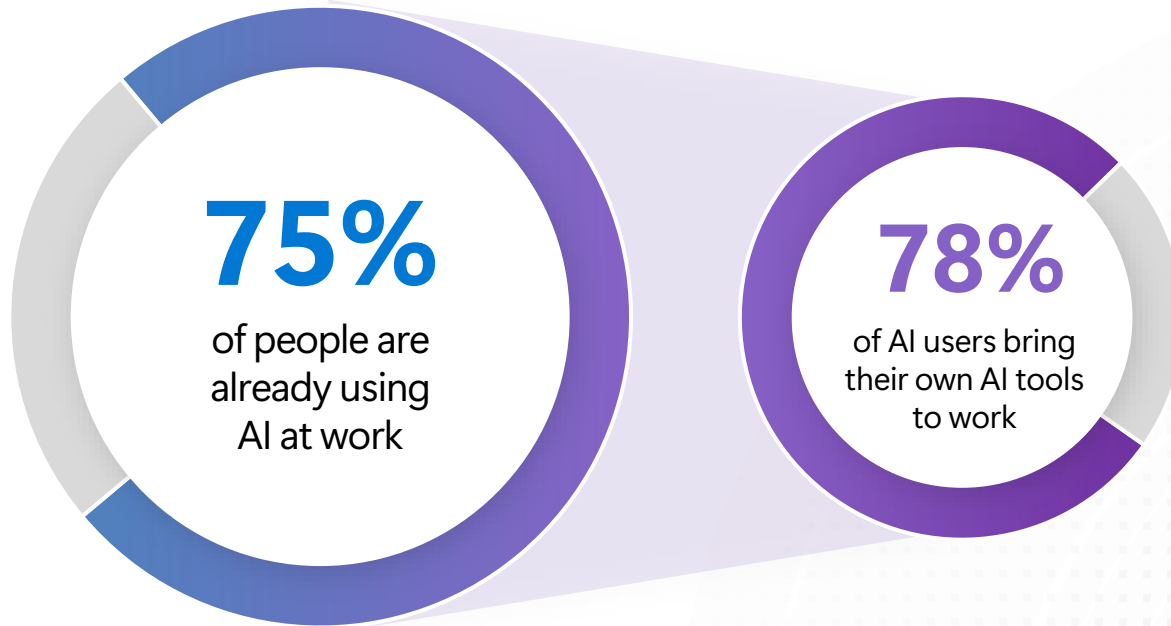
**Nolitha Kahla**

Enterprise Commercial Finance Lead, Microsoft Africa





## AI has come to work



People are struggling with digital debt.  
**AI helps relieve the burden.**

**90%**

Saves me time

**85%**

Helps me to focus

**84%**

Be more creative

**83%**

Enjoy work more

# Employee usage is high – but leadership is lagging

**79%**

of leaders believe AI is a business imperative to stay competitive,...

...a surprising

**60%**

say their organization lacks a plan and vision to implement it,...

...and

**59%**

worry about quantifying the productivity gains of AI.

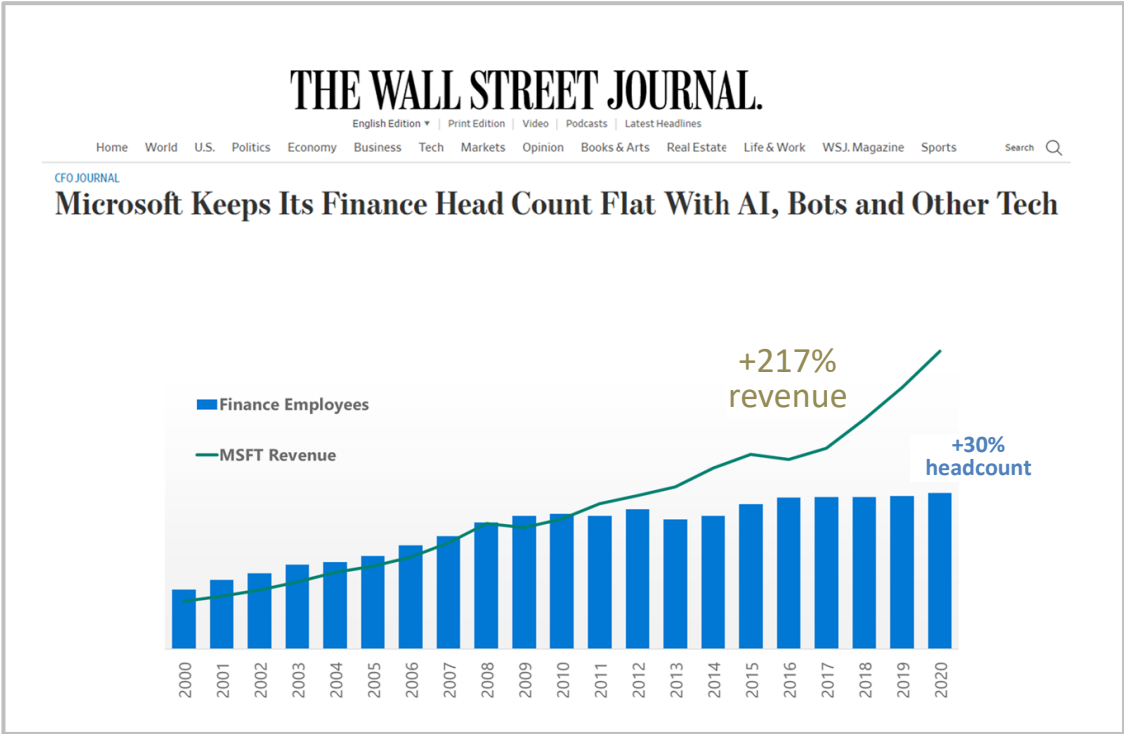
**“By adopting innovative technologies, finance will strengthen its business leadership through compliance, accuracy, and efficiency.”**

*— Amy Hood, Executive Vice President  
and Chief Financial Officer, Microsoft*



# Microsoft's own Finance transformation

Decoupling cost from growth & doing more with less in Finance while transforming



Amy Hood  
Executive Vice President and Chief  
Financial Officer, Microsoft



# Traditional finance challenges



Financial Analysis  
& Reporting



Surging data +  
legacy systems +  
static reporting



Strategy &  
Forecasting



Inadequate tools  
to anticipate growing  
business complexity



Business Process  
Automation



Manual, inefficient  
and error-prone  
processes



Risk Management  
& Compliance



Increasing  
regulations, risks,  
and threats



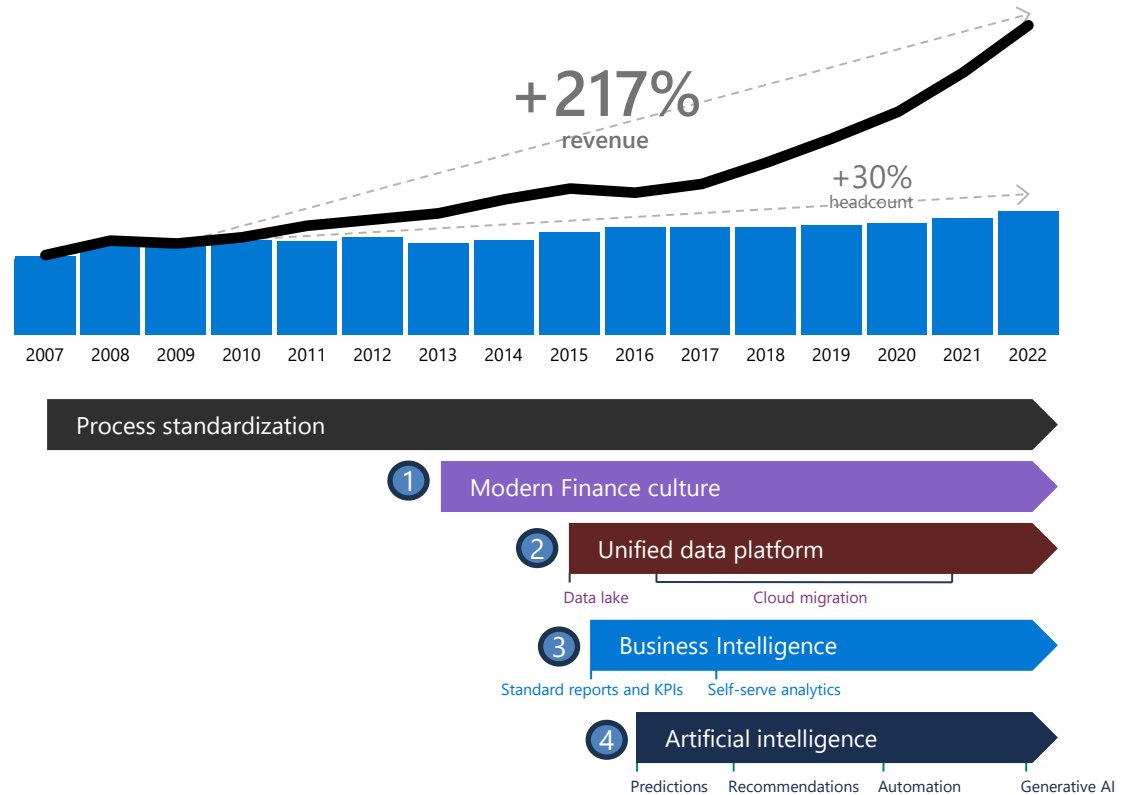
Workforce  
Productivity



Hybrid workforce  
collaborating and  
staying productive

# What we have done...

Microsoft Finance is on a journey to empower our people to achieve more





Digital Transformation = Technology Cultural Shift

# Finance transformation requires consideration of many different factors



## Business strategy & priorities

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Finance transformation must align with the business strategy to ensure initiatives support company goals.



## Culture

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Building a culture that embraces change and innovation through a growth mindset.



## Process

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Reengineering processes is crucial for improving efficiency, reducing costs, and enhancing accuracy.



## Data

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Accurate and timely data enables better decision-making, risk management, and performance tracking.



## Security & compliance

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A relentless focus on security and compliance underpins all decisions along our journey.

# Paradigm Shift in Role of Finance Employees

Microsoft Finance's move to shared services and our overall finance modernization empowered finance professionals, like controllers, to have more strategic impact working with our business partners. **Focusing time on the most important activities...**



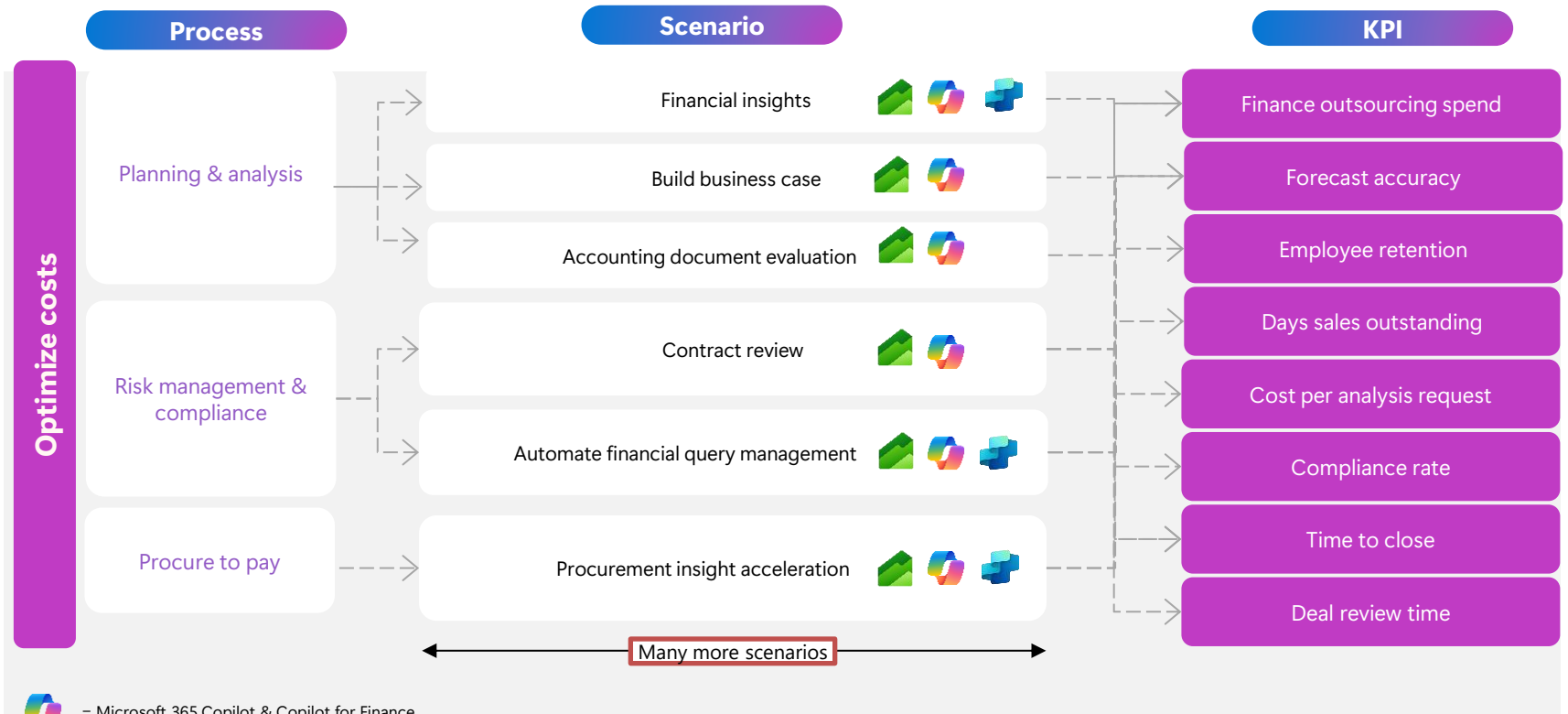
**Finance roles** have evolved to more **strategic** and **impactful** positions, creating more attractive career paths. This shift attracts stronger talent, boost employee engagement, and enhances the skills of our finance team.

AI transformation is  
not just about the  
technology

AI empowers organizations  
and their workforce to:

- 1 Increase revenue
- 2 Optimize costs
- 3 Help employees thrive

# Business value in Finance



- = Microsoft 365 Copilot & Copilot for Finance
- = Copilot Studio
- = ERP (including D365 Finance, SAP, Oracle)



# Where we see opportunity with Generative AI in Finance



## Summarize Information

Quickly catch up on meetings you missed

Summarize a meeting and identify next steps

Synthesize complex workflow documents



## Content Generation

Create documents, presentations, charts,

Draft month end close decks

Draft collection call emails



## Data Analysis

Get answers from across all your data

Instantly uncover key insights

Ask forecast model for insights



## Simplify Processes

Streamline invoice approvals

Review contracts to ensure compliance

Define collection strategy based on customer history

# Initial insights from our AI journey

## Culture

- Celebrate small wins
- Recognize change agents who foster a growth mindset
- Reward risk-takers and showcase their work
- End-to-end system thinking is required
- Foster collaboration across teams

## Process

- Be outcome based to drive business value
- Set and communicate a clear vision
- Find patterns and solve globally
- Digitize and optimize processes with most hand-offs and bottlenecks
- Start small, deliver quick wins, capture learnings, then scale
- Continuous improvement
- Choose the right LLM for the right job

## Data

- You don't need to touch the system of record
- Having clean, unified data is more important than ever
- Align financial and non-financial metrics
- Involve all leaders in the data governance process
- Rely on teams closest to the process to create the data requirements
- Leave a data trail to eliminate black box concerns

## Security & Compliance

- Security and compliance are non-negotiables
- Ensure data governance policies are in place early
- Ensure AI principles policies are in place early
- Establish security models and audits to proactively monitor processes
- Start with human-aided validation before enabling full scale automation

# Considerations for your AI transformation



Which **employees and teams** should you prioritize?



What **business processes** can you transform



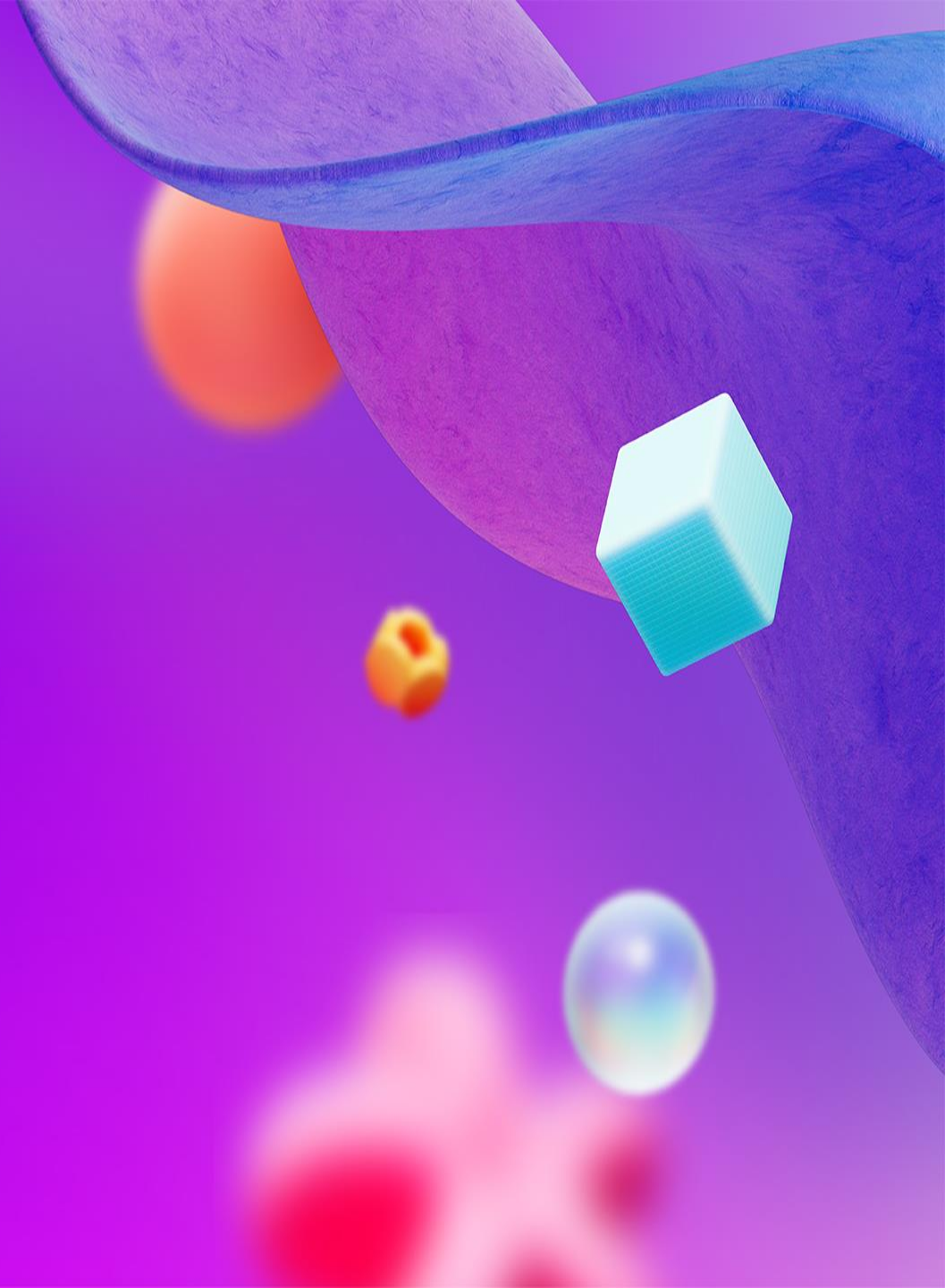
How can AI help you serve **customers and partners** better



Where can you **innovate with AI** to differentiate?

# Demo

Nolitha Kahla

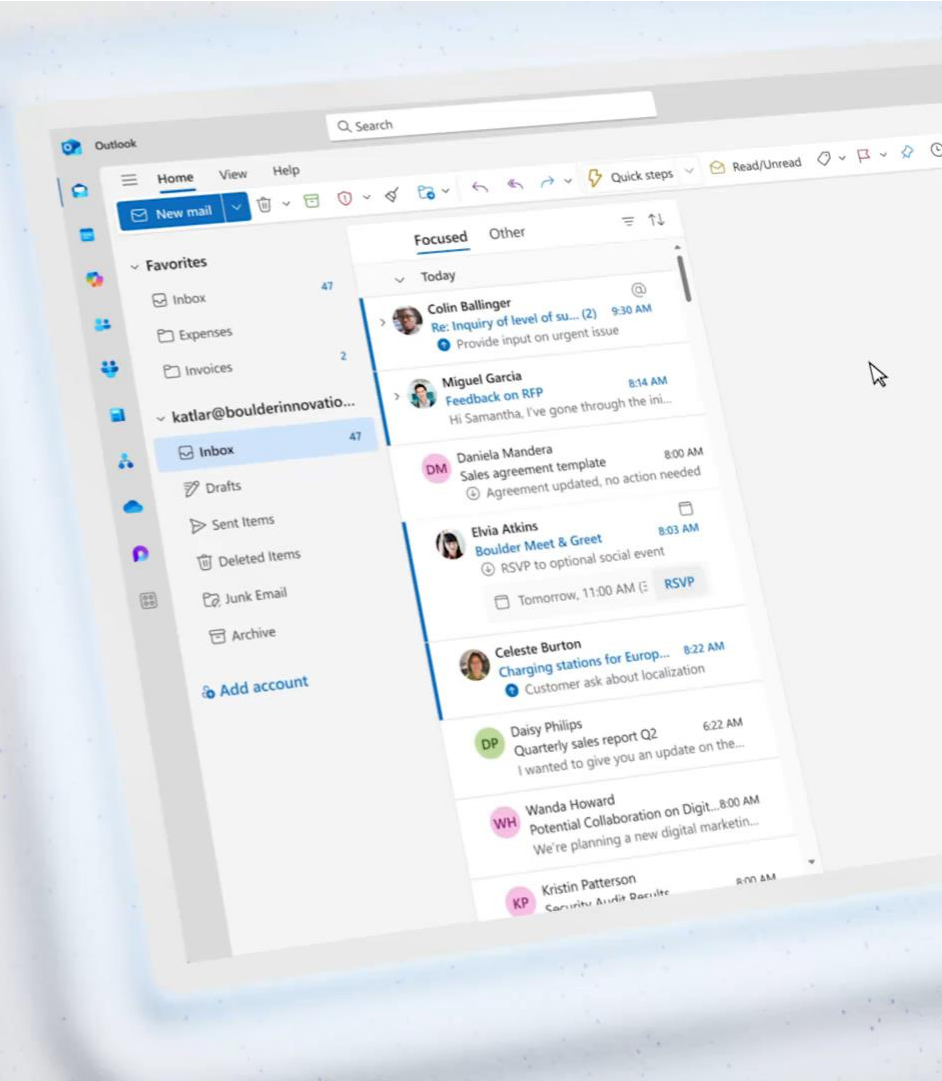




Microsoft 365 Copilot

# Copilot in Outlook

## Prioritize my inbox



# Demo

MICROSOFT 365

## Team Copilot

Activity

Chat

Teams

Calendar

Calls

OneDrive

...

Apps

Search

ReleCloud Marketing Squad Chat Share

three characteristics of the drone to highlight in the ass

▼ Pinned

- Ray Tanaka 1:47 PM  
Louisa will send the initial list of...
- Beth Davies 1:43 PM  
Thanks, that would be nice.
- Kayo Miwa Yesterday  
I reviewed with the client on Th...
- Dream team 12:00 PM  
Erika: Happy to have you back...
- AB August Bergman 11:18 AM  
I haven't checked available tim...

▼ Recent

- ReleCloud Marketing Squad 4:47 PM  
Copilot: Sure, here are five character...
- B Charlotte and Babak 1:58 PM  
Babak: I asked the client to send...
- EC Emiliano Ceballos 1:55 PM
- MB Marie Beaudouin 11:32 AM  
Ohhh I see, yes let me fix that!

Copilot from this deck suggest should highlight and why: Go-to-market strategy

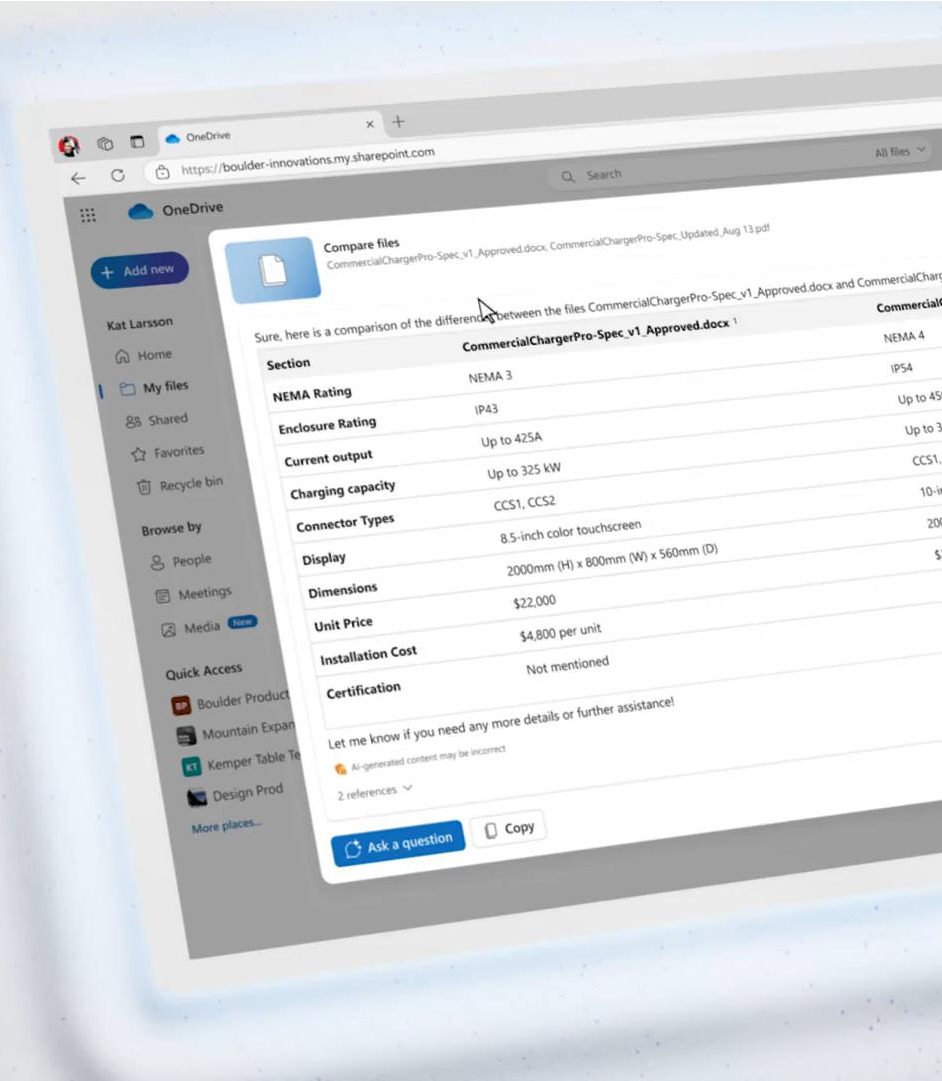
Go-to-market strategy  
ReleCloud Marketing > Delive

Copilot AI generated 4:47 PM

Sure, here are five characteristics of the drone you can highlight, from [Go-to-market strategy](#)

- Speed of delivery:** Ensures fast, efficient service
- Eco-friendliness:** Low carbon footprint
- Precision delivery:** Ideal for hard-to-reach areas

# Microsoft 365 Copilot Copilot in OneDrive



# Learn more about AI and Copilot for Finance



Explore the latest breakthroughs with AI  
[aka.ms/Dynamics365AI](https://aka.ms/Dynamics365AI)



Find all your Copilot for Finance resources at  
<https://aka.ms/CopilotForFinance>



Keep an eye on new Copilot releases  
<https://aka.ms/ReleasePlanner>



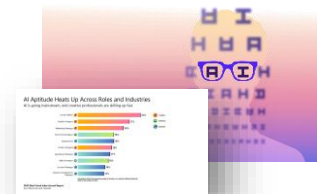
2024 Work Trend Index Annual Report - from  
Microsoft and LinkedIn

AI at Work Is Here.

Now Comes the Hard Part

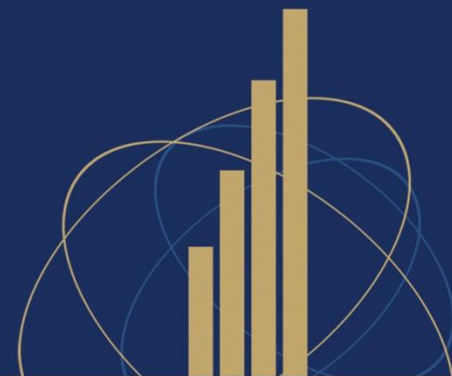
Read the Report

[aka.ms/wti24](https://aka.ms/wti24)





# Thank You!



## CIGFARO

Chartered Institute of  
Government Finance, Audit & Risk Officers

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