

Exclusive Survey Results

CRITICAL GAPS IN BUSINESS CONTINUITY PLANS

In what feels like an instant, a global pandemic has American businesses rushing to enable their employees to work from home.

Developing business continuity plans – blueprints for how to maintain critical business functions, or at least quickly resume them, in the face of a major disruption – has always been preached as a best practice.

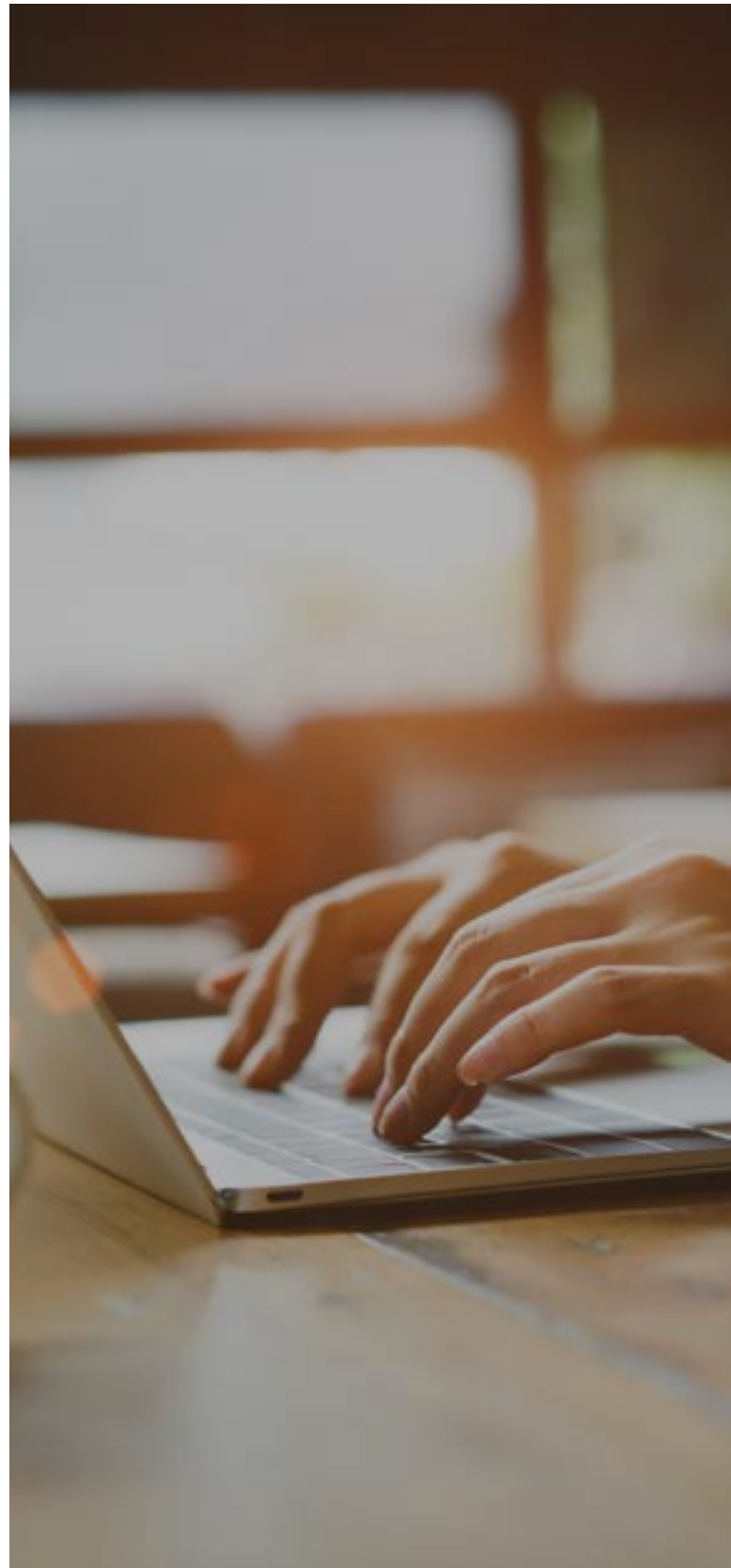
But, understandably, plotting a hypothetical roadmap for unforeseen circumstances falls off the radar for many companies amid a bevy of day-to-day responsibilities. Even those who do take time to develop a continuity plan can be tempted to think of it as a check-the-box exercise; something to stick in a drawer and say you have on file.

As today's reality quickly catapults business continuity from a best practice to a priority objective for all of us, we wondered how many companies felt truly prepared for this kind of scenario.

So, we asked.

Over the past week, we polled senior management from 500 U.S. companies to see how many had continuity plans they felt confident in, whether or not they felt technologically equipped to act on those plans, and how the combination could impact their business's ability to pay its bills – something mission-critical to keeping the lights on (literally) during this unprecedented challenge.

Here's what we found out.





Planning for the Unplannable

As we're seeing now, business continuity plans are crucial to maintaining critical daily operations and cash flow in the face of unpredictable scenarios and unprecedented disruptions.

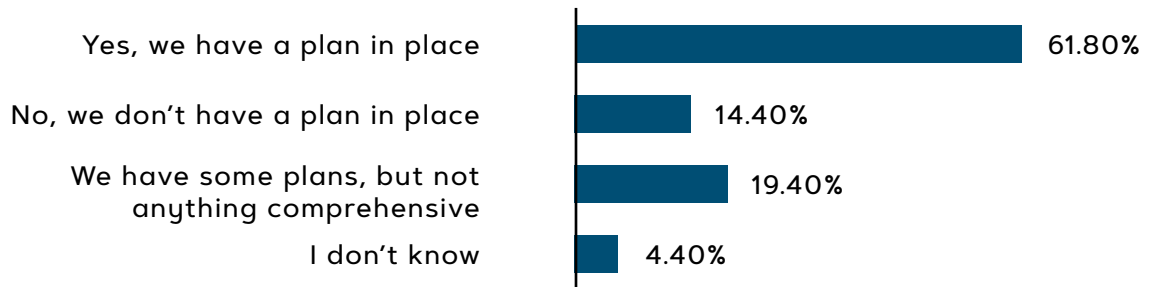
But, when we asked upper management, we learned that only 60 percent of businesses actually have a solid continuity plan in place. And less than half of those plans would account for an emergency scenario unfolding in multiple geographic locations at the same time.

It confirms that anticipating and actually planning for unforeseen circumstances is challenging.

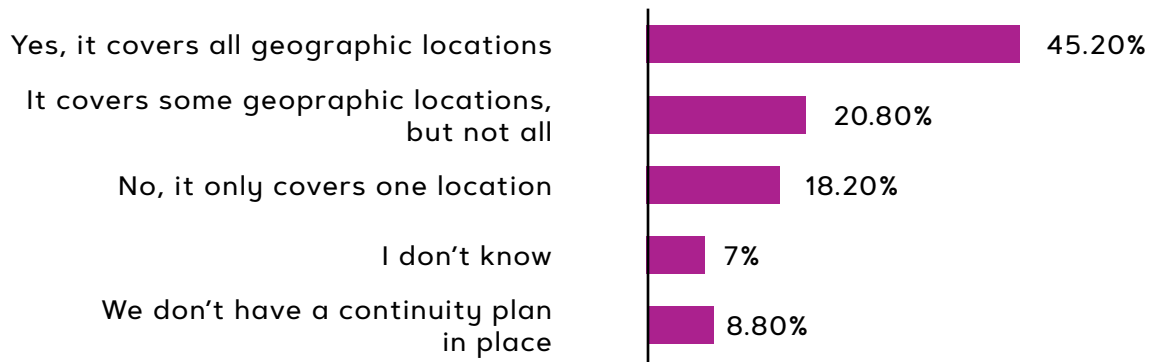
Unfortunately, these senior leaders also confirmed the potential ramifications of failing to do so.

Almost half believe that their plans would only be able to keep the business running for 2-3 weeks.

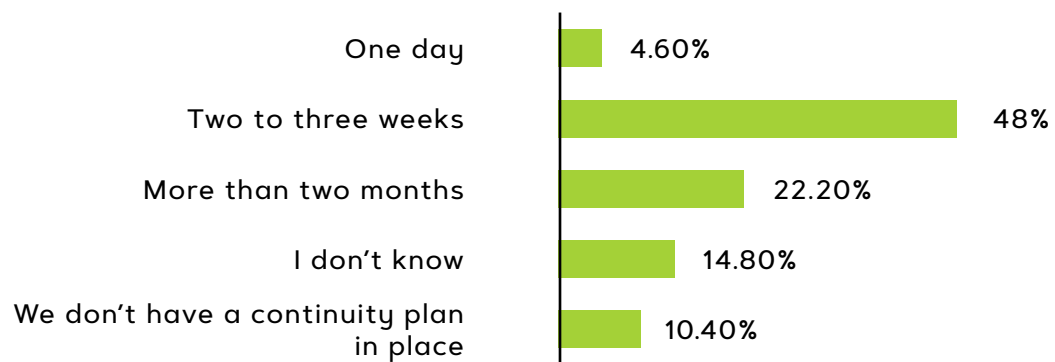
Does your organization have a business continuity plan in place in the event of natural disasters or other unpredictable emergencies that might impact business operations?



Does your current business continuity plan account for an emergency that's not contained to one geographic location?



How many days does your business continuity plan account for (if an emergency were to last for an extended period of time)?





Only 37%
of businesses have the right technology in place to allow their total workforce to work from home.

85% said
automation technology would be significantly helpful in preparing for future business continuity needs.

Minding the Tech Gap

Technology is a vital part of bringing continuity plans to life, but the majority of leaders we polled don't feel like they have the right tools to maintain any semblance of "business as usual" should unusual scenarios force their employees to work outside the office.

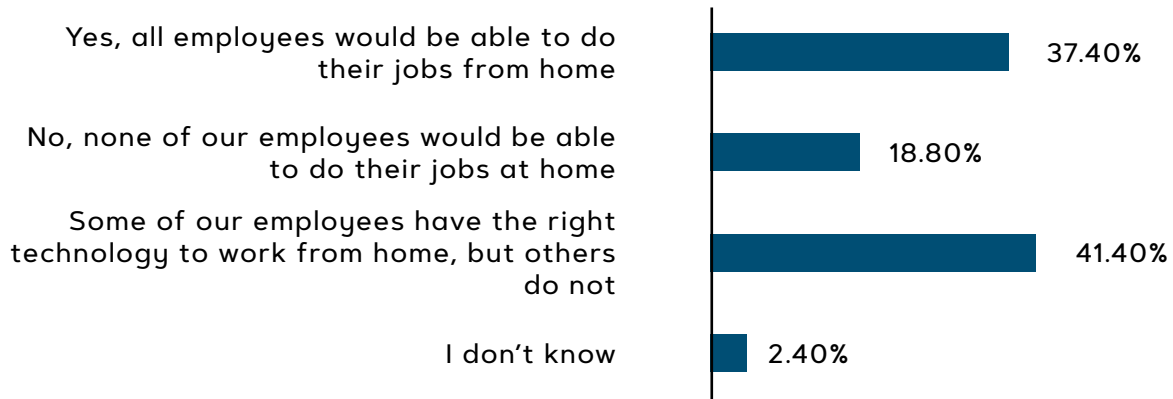
Only 37 percent of businesses have the right technology to allow their total workforce to work from home, and **19 percent actually said none of their employees have the right technology to work from home.**

So, it's no wonder 85 percent feel like automation technology would be significantly helpful for future business continuity needs.

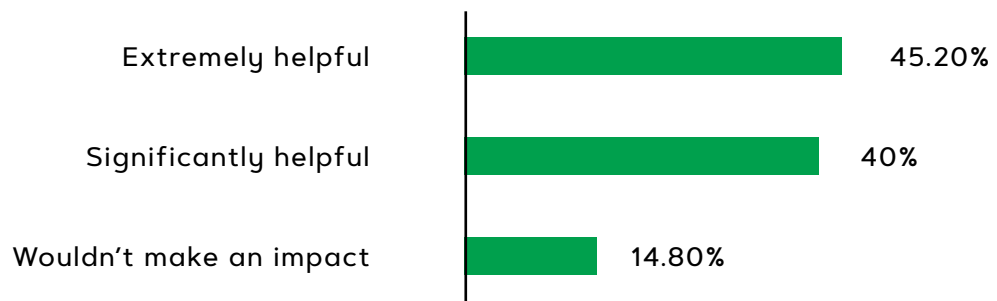
“*To create a reliable business continuity plan, leaders need to consider all critical operations that keep their business running, including employee access to resources like laptops and internal networks, and how they'll make and receive payments.”*

Angelic Gibson
Chief Information Officer, AvidXchange

Do you have the right technology in place to allow your employees to work from home in the event of an emergency?



How helpful would automation technology (ex: payments automation, accounts payable automation) be in preparing for future business continuity needs?



The Bill Pay Challenge

Speaking of those accounts payable and payment processes, businesses still need to continue paying the bills and managing cash flow one way or another. But that can be a tall order for those operating with mostly manual, paper-based processes.

That explains why the majority of leaders believe having the finance team working remotely would significantly impact their ability to process invoices and continue making payments on time, if at all.

Only 54 percent felt equipped to make all payments with the finance team working from home, **with 12 percent saying they wouldn't be able to make any payments.**

Making payments and making them on time are two different challenges, as 41 percent said at least some payments would be late if their finance team had to work from home, and again, **12 percent said all payments would be late.**

Like the ramifications we saw earlier, nearly 20 percent believe their business would only be able to operate normally for 2-3 weeks if cash flow was interrupted due to late payments.

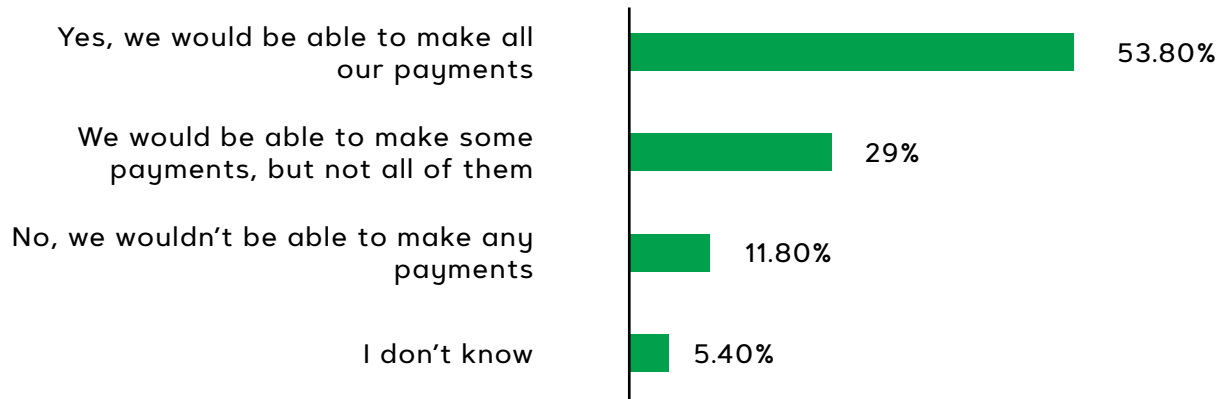


Only 54 percent would be able to make all payments with the finance team working from home.

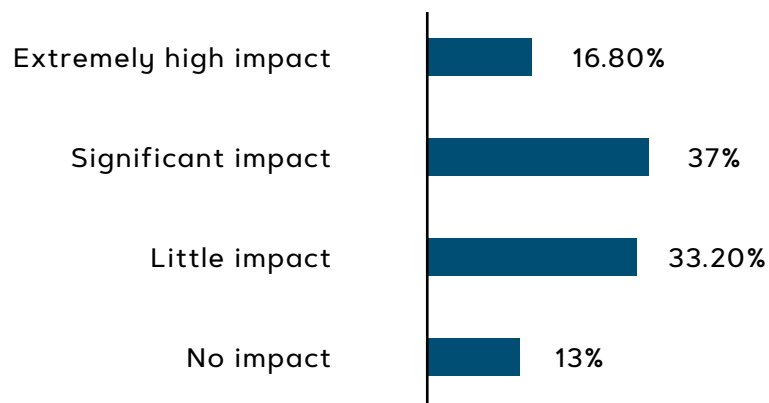


Nearly 20 percent said their business would only be able to operate normally for 2-3 weeks if cash flow was interrupted due to late payments.

Would you be able to make all of your payments if there was an emergency that prevented employees from going in the office?

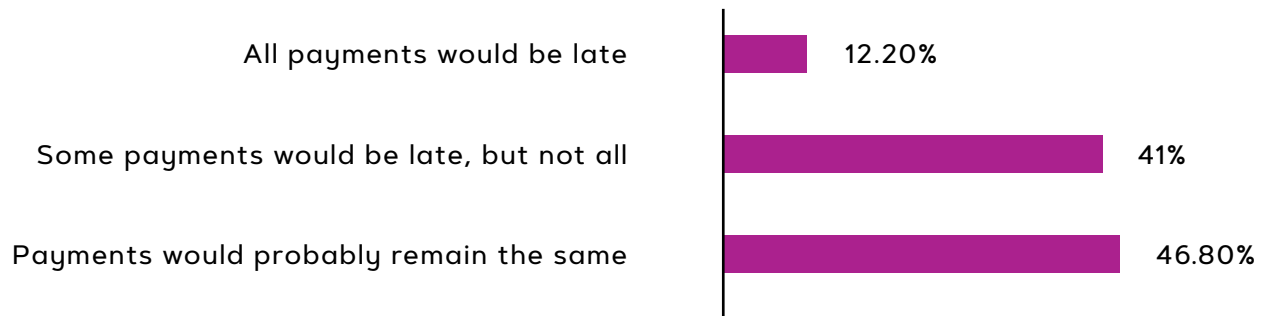


If your finance team had to work from home, what impact would it have on their ability to process invoices?

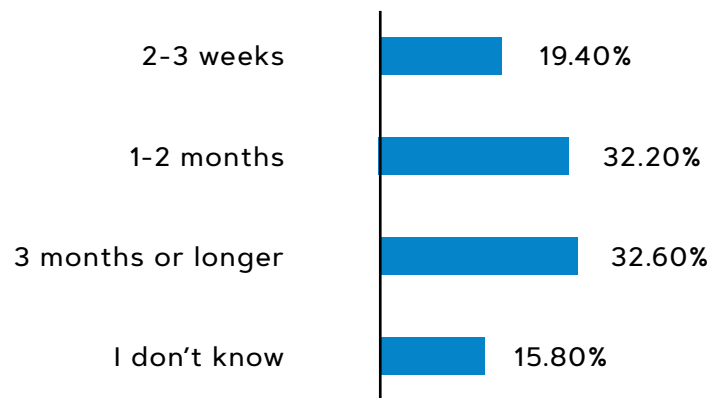




If your finance team had to work from home, what would the impact be to the timeliness of payments?



If an emergency interrupted your cash flow due to late payments, how long would your business be able to operate normally?





About AvidXchange

AvidXchange is the industry leader in **automating invoice** and **payment processes** for mid-market businesses. Founded in the year 2000, **AvidXchange** processed 12 million payments last year across its network of more than 600,000 suppliers, transforming the way 5,500 customers in North America pay their bills. AvidXchange is distinguished as a global fintech unicorn and one of the fastest growing technology companies in the U.S. with 1,400 employees in seven office locations. For more information, **visit [AvidXchange.com](https://www.avidxchange.com)**.

