Future of Commercial Payments - 2021

June 28, 2022

Executive Summary:

Year-on-year, Cost Savings has overtaken Fraud Prevention, Service and Speed as the leading consideration for businesses in selecting new payments providers. However, other technology factors remain important, such as Digital Interface, Integration, and Enhanced Data and Analytics.

Methodology:

Earlier this year, Coalition Greenwich interviews 710+ commercial and corporate businesses globally about their mix of payments providers as well as key priorities when choosing where to allocate future business.

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