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Transaction Banking Surveys Methodology Updates

Applies to: 2024 Cash Management Survey

Last Updated: August 2024

World's Most Comprehensive Transaction Banking Benchmark: Euromoney Cash Management 2024 Survey

Market Leader and Best Service categories are combined now into
Best Cash Management Provider

- More categories for **Global** and **Regional** rankings
- Expanded quality score scale from 1 – 5 to **1 – 10**
- **Number of votes still count**, but are now used as **qualifiers** for an award. You require at minimum number of citations (5%) in each geographic scope to be considered for an award
- Subsidiary votes are allowed, with domestic votes counting **0.5x** for regional rankings, and regional votes counting **0.5x** for global rankings
- To qualify, a provider must receive votes from at least **2 countries** for a regional ranking and at least **2 regions** for a global ranking

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Cash Management Survey in Numbers:

350+

Global, Regional and National
Award Opportunities

30,800+

Respondents

130+

Countries

5.2M+

Website unique page views

Survey Key Topics

Corporates' Priorities

Product Priorities

Rating from 1 to 10 the importance of a series of products / services

Criteria for Provider Selection

Rating from 1 to 10 the importance of a series of factors

Providers

Bank Providers

Number of providers
Name and rank Top 5 providers
Differentiation factor for Main Provider

Software Providers

Name software providers for treasury management, financial planning, accounts receivables, bill payments
Rating of software providers from 1 to 10

Quality Rating

Top 5 Providers Rating

Rating of Top 5 providers from 1 to 10 on all products corporate is using, service, people, technology drivers.

Main Provider Deep-Dive

Reason for Main Provider ranking
Areas of Improvement

Market View

Expected Changes

Expected Changes in the Next 12 Months
Most important Innovative Capabilities

List of Drivers



Product & Technology

Product Offering Assessment

- Corporate accounts
- Corporate cards
- Payables automation
- Receivables automation
- Collections
- Liquidity management
- Virtual accounts
- Foreign exchange
- Treasury and trade financing
- Domestic payments

Technology Capabilities

- Digital banking functionality
- Digital banking user experience
- Software tools
- Connectivity (SWIFT, host-to-host, APIs)
- Security
- Financial crime prevention



Client Service

Quality of People

- Customer on-boarding
- KYC process
- Issue resolution
- Performance of client service manager
- Quality of team preparation
- Advisory services
- Proactive servicing

Quality of Services

- Local market presence
- International capabilities
- Pricing
- Overall relationship
- Partner marketplace

2024 Cash Mgmt. Detailed Methodology

Best Cash Management Bank

Offered at Country, Regional, and Global level

Data source:

- Each respondent is asked to award their Top 5 providers **a score from 1 to 10** across a series of drivers
- Respondents declare if their role cover domestic, regional, or global activities

Methodology:

- Across all the other drivers an average is calculated per provider per respondent
- Weights are applied based on company turnover, with larger companies having a higher weight
- Domestic votes have a **0.5x weight** towards regional rankings
- Regional votes have a **0.5x weight** towards global rankings

Minimum Threshold:

- For a bank to qualify for the ranking it needs **a min. of 5% of total votes** in the relevant geographic segmentation
- For a bank to qualify for a regional award, it needs to have: (a) a significant number of regional votes (generally 5%) in the corresponding region coming from at least 2 countries in that geography OR (b) to be ranked in at least 2 countries for domestic activities
- For a bank to qualify for a global award, it needs to votes from at least 2 regions
- For countries / regions with sampling challenges, the minimum threshold might be adjusted, case by case

Additional Awards:

- Best Cash Management Bank for Large Corporates and Middle Market. Offered at Global level
- Best Bank for Cash Management Product Offering. Offered at Regional level
 - Note: product-level awards might be considered if significant sample size
- Best Bank for Cash Management Technology. Offered at Regional and Global level
- Best Bank for Cash Management Service. Offered at Regional and Global level
- Best Bank for Cash Management Client Executives. Offered at Regional and Global level
 - Note: country-level awards for Product Offering, Technology and Client Service if significant sample size

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Opportunities to Win an Award at Global Level

105

Opportunities to Win an Award at Regional Level

256

Opportunities to Win an Award at Country Level

2024 Cash Management: List of Global and Regional Awards

Global Awards:

- World's Best Cash Management Bank
- World's Best Cash Management Bank for Large Corporates
- World's Best Cash Management Bank for Middle Market Corporates
- World's Best Bank for Cash Management Products
- World's Best Bank for Cash Management Technology
- World's Best Cash Management Bank for Client Service

Regional Awards:

- [Region]'s Best Cash Management Bank
- [Region]'s Best Bank for Cash Management Products
- [Region]'s Best Bank for Cash Management Technology
- [Region]'s Best Cash Management Bank for Client Service
- [Region]'s Best Bank for [Product]

Regions: Africa, Asia Pacific, Central and Eastern Europe, Latin America, Middle East, North America, Western Europe

Products: Collections, Corporate accounts, Corporate cards, Domestic payments, Foreign exchange, International payments, Liquidity management, Payables automation, Receivables automation, Treasury and trade financing, Virtual accounts

2024 Cash Management: List of National Awards

National Awards:

- [Country]'s Best Cash Management Bank
- [Country]'s Best Bank for Cash Management Products
- [Country]'s Best Bank for Cash Management Technology
- [Country]'s Best Cash Management Bank for Client Service

Countries: Algeria; Argentina; Australia; Austria; Bahrain; Bangladesh; Belgium; Bosnia and Herzegovina; Botswana; Brazil; Bulgaria; Cameroon; China; Cote d'Ivoire; Croatia; Czech Republic; Egypt; France; Germany; Greece; Guinea; Hong Kong SAR; Hungary; India; Indonesia; Italy; Japan; Kenya; Kuwait; Lebanon; Macau SAR; Malaysia; Mexico; Morocco; Netherlands; New Zealand; Nigeria; Pakistan; Philippines; Poland; Portugal; Qatar; Romania; Saudi Arabia; Senegal; Serbia; Singapore; Slovakia; Slovenia; South Korea; Spain; Sri Lanka; Switzerland; Taiwan; Thailand; Turkey; Uganda; Ukraine; United Arab Emirates; United Kingdom; United States of America; Uruguay; Vietnam; Zambia