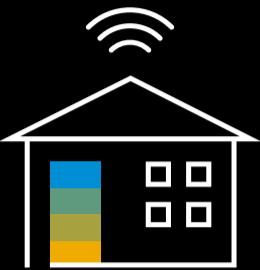


# SMB Customer Poll Navigating COVID-19: Impact and Outlook\*

(RESPONSES AND STATISTICS)

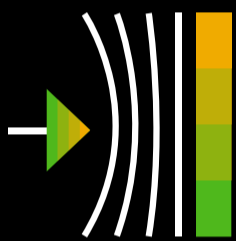


## Are you currently working remotely?

**77%** of respondents are currently working remotely fulltime and **93%** are working remotely at least part-time.

## Has your organisation made changes to accommodate a mobile workforce?

**94%** of respondents said that their organisation has made changes to accommodate a mobile workforce.



## Do you think COVID-19 will have a lasting impact on how Australian businesses work?

**100%** of respondents said that COVID-19 would have a lasting impact on how Australian businesses work.

## Has your organisation taken measures to drive a positive employee experience during this difficult time?

**97%** of respondents said that their organisation has taken measures to drive a positive employee experience during COVID-19.

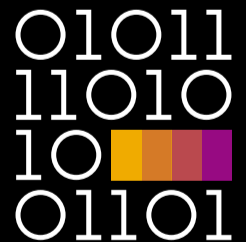


## Do you think your organisation will take a closer look at spend data in order to make financial decisions?

**75%** of respondents said their organisation will take a closer look at spend data in order to make financial decisions.

## Do you think digital transformation will accelerate in Australia as a result of COVID-19?

**95%** of respondents think that digital transformation will accelerate as a result of COVID-19.



## Is your organisation looking at introducing more automated solutions into your finance processes?

**82%** of respondents said that their organisation is looking at introducing more automated solutions into their finance processes.