

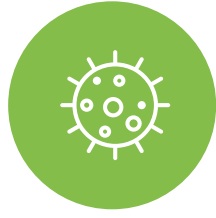
COVID-19 IMPACT SURVEY

2020 has brought unexpected changes. This research looks at how the COVID-19 pandemic has affected businesses in the UK. Businesses were asked for their input on topics from remote working to productivity to business support.

SYSTEMS - THE MOVE TO REMOTE WORKING



13.2% said their IT was unsuitable for homeworking



10.5% fear their systems will be unable to cope with a resurgence in the virus or where a further lockdown is needed



31.6% of businesses see themselves moving more of their software to the Cloud in the future



Whilst around **70%** embraced video technology tools like Microsoft Teams and Zoom, **30%** did not.

The number rises to **90%** of those businesses who said they would continue to allow remote working.

SUPPORT



Nearly a quarter (**24.3%**) of respondents said that they did not get adequate support from their accounting business partner over the last few months.



22.2% of respondents rated their IT provider either poor or adequate.

SYSTEMS

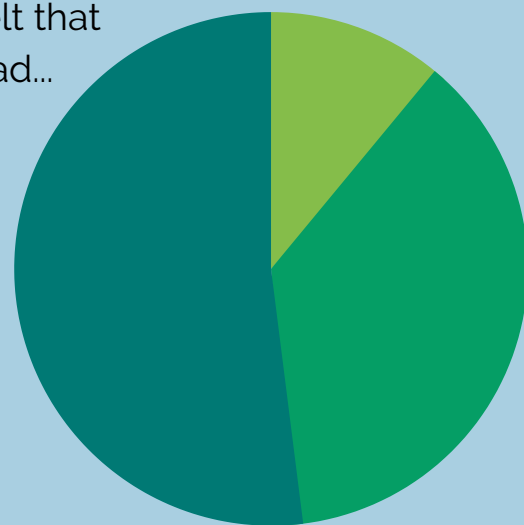
Around **1/2** were able to reroute calls effectively in lockdown. **15%** are taking messages and calling back from mobiles.



PRODUCTIVITY

In the last three months, respondents felt that **productivity** had...

Remained the same **52%**



Decreased **11%**

Increased **37%**

PEOPLE



44.4% of businesses stated that cashflow was more difficult in the last three months.



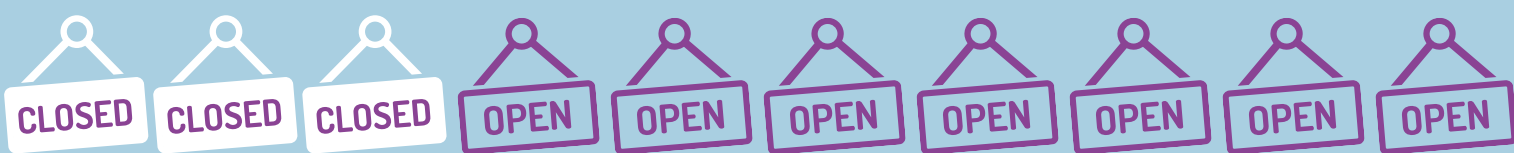
Most businesses that responded expected to be back to pre-lockdown levels of staffing by September 2020. Some not until January 2023.



Nearly half of the businesses that responded (**47.4%**) said that they had to cover roles for colleagues due to absence.



75% said their business was going to continue to allow remote working in the future



34.2% respondents say their business closed during lockdown
65.8% did not close