

# Digital Trends to Drive Fast Growth of Your SME



#### "71% of CEOs are personally ready to lead a radical organizational transformation."

Srdjan Stosic Consulting Manager, KPMG

The adoption of digital solutions may seem like a challenge, but it's one that creates a wave of opportunities for your small and medium enterprise (SME) to improve efficiency, extend reach, and grow your business. Here are seven digital trends that will impact how SMEs work in the next few years.







**50%** 

**Reduction in employee** 

turnover driven by

flexible working

# Flexible Working

By adopting technology that facilitates distributed collaboration, you can give your employees the freedom they crave, increase their motivation, boost creativity, and enhance productivity.

#### Personalized Customer Experience

Innovative digital solutions allow you to identify buyers' expectations to deliver personalized, value-added products and earn customers' trust and loyalty. **38%** CEOs say they need to serve the new generation of buyers better with personalization



## Data-driven Decisions

Thanks to digital solutions, you can monitor customers, products, and company in real time so you no longer have to make decisions based on gut feeling and assumptions alone.

# Artificial Intelligence

By integrating AI solutions, you can organize and automate laborious workflows efficiently, and deliver highly-personal customer experiences at no extra cost.

**59%** SMEs have already started building an AI strategy

**90%** Of the global workforce are frontline workers

## Empowered Frontline Workers

Thanks to cloud-based solutions, SMEs can successfully compete with large businesses while retaining the efficiency and flexibility of a startup.

# Cloud Solutions

The competition from big companies used to be one of the top concerns for SMEs. Cloud solutions have resolved that problem. \$11.5b The value of the cloud market in the SME sector



# Cybersecurity

A single cyber attack can ruin any company. Leveraging robust security solutions will help you safeguard your business, recognize risks in time, and mitigate digital threats.

Discussing the Future of the Medium-Sized Business

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#### 7 Trends for Future of the Medium-Sized Business

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