

Business Transformation Fact Sheet

The unprecedented disruption caused by the global pandemic, and the impact on consumption, digitalisation and working presents companies with the need to transform. It also brings greater uncertainty and risk. The challenges are complex.

LASTING DAMAGE

Many companies have much to recover

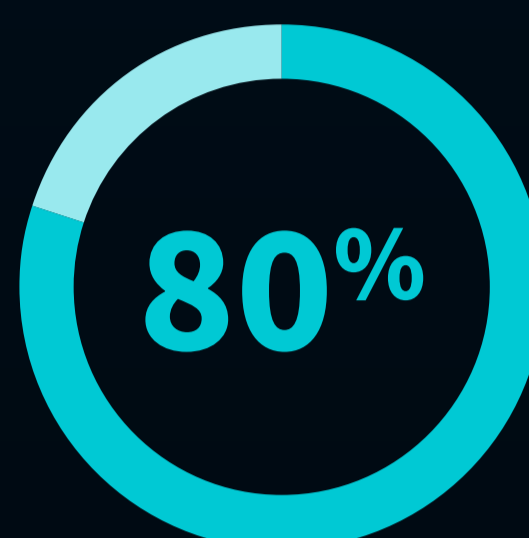
A third
of them have been hit with revenue losses of 30% or more

72%

of G20 businesses say COVID-19 has caused long term damage to their industry

TRANSFORMATION NEEDED

Businesses know they must transform



of G20 companies admit that their business model needs to **fundamentally change** to maintain or restore competitiveness

SHIFTING TO HYBRID WORKING

The move to hybrid working is happening

95%

of companies recognise they need to operate a hybrid structure

99%

of G20 businesses are using or thinking about productivity analytics to manage remote working

CHANGE IS TOUGH

But transformation is hard

Half of G20 businesses admit they aren't being proactive enough in driving change

Digitalisation is critical, but over **two thirds** of businesses (**69%**) are struggling with it

Supply chains are another area to fix

63%

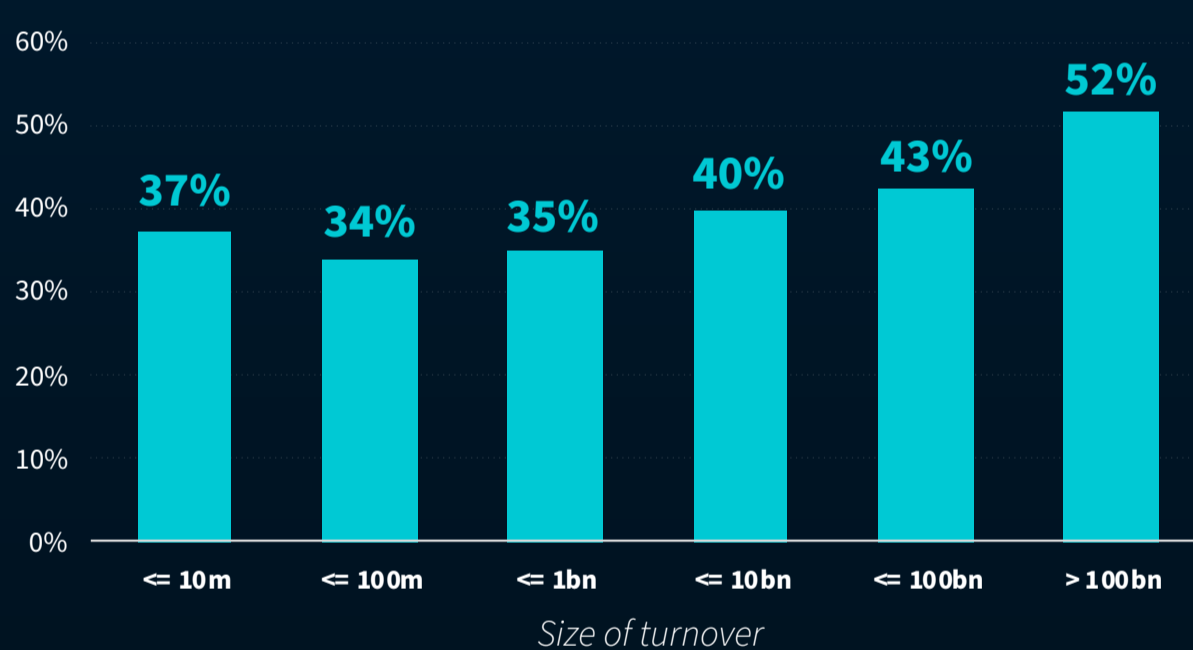
of companies say theirs has been permanently disrupted by the pandemic

89%

also plan to use M&A for transformation, but many takeovers fail

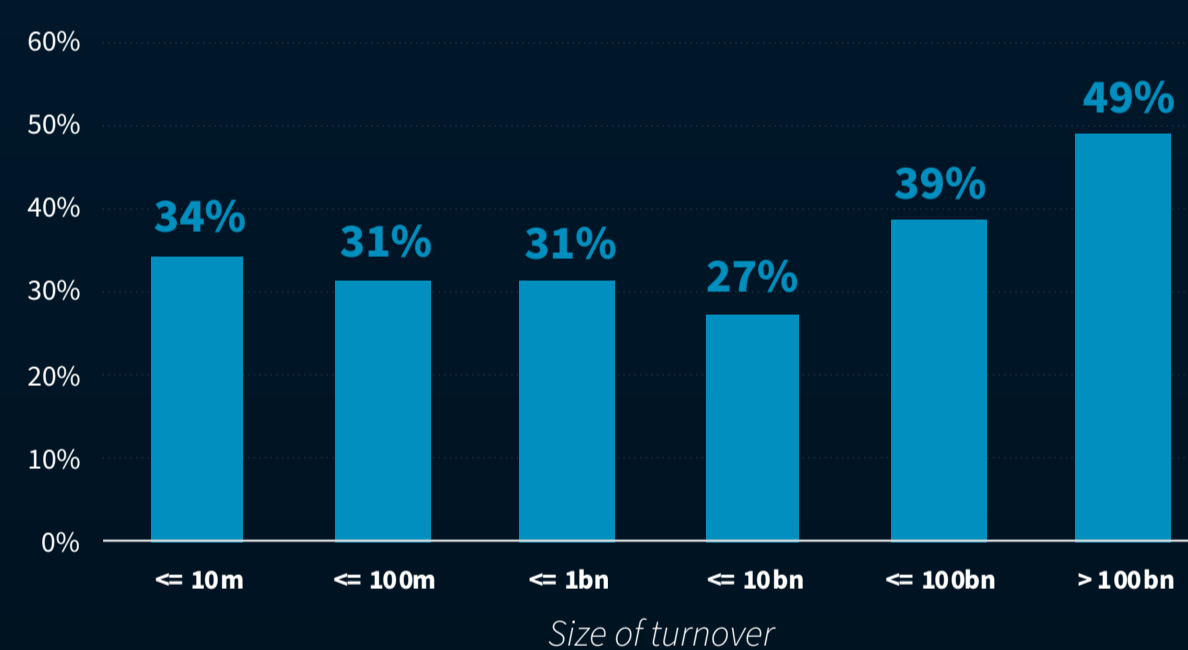
BUSINESS MODELS HAVE TO CHANGE

Proportion of companies 'strongly agreeing' our business model needs to fundamentally change in order for us to maintain or restore competitiveness



DIGITALISATION IS VITAL

Proportion of companies 'strongly agreeing' we are struggling to digitalise our business



PRESS INFORMATION

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METHODOLOGY

The FTI 2021 Resilience survey incorporates the views of 2,869 decision-makers in large companies across all G20 countries. Large companies are defined as those with over 250 employees, or over USD 50 million in annual global turnover, or with a balance sheet of over \$43 million. From 7th July to 20th July 2021, FTI Consulting's Strategy Consulting & Research team conducted a quantitative survey with respondent profiles replicating those used in the previous waves of Resilience Barometer® research. 73% of respondents were C-suite and senior managers/executives from privately owned companies, while 27% were from publicly listed companies.

Rebuild **Resilience** Protect **Value** Deliver **Growth**

#resiliencebarometer