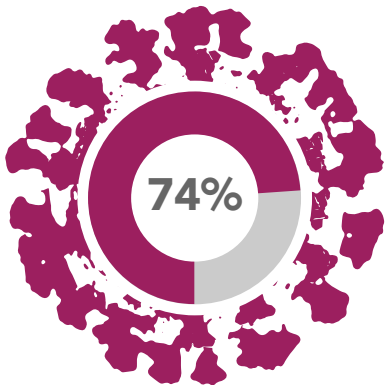


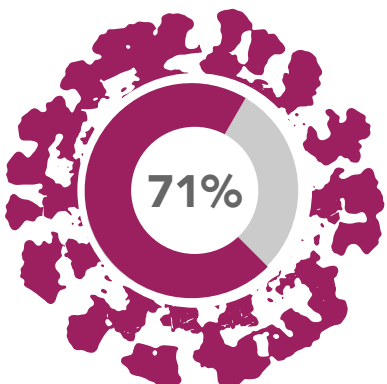
COMPANIES WERE UNPREPARED FOR COVID'S DIGITAL IMPACT

A new survey shows companies "overestimated their digital readiness."

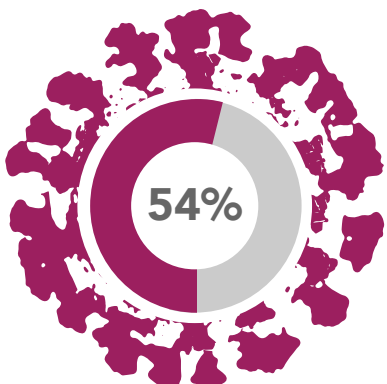
COMPANIES ADMIT THEY FELL SHORT



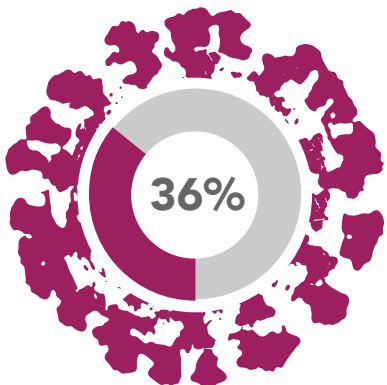
74% say the pandemic "exposed more IT gaps than expected"



71% plan to increase digital transformation efforts

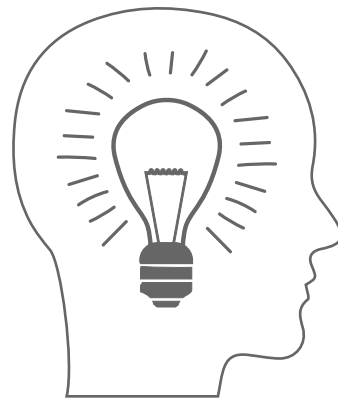


54% say they should have done more to help customers



36% lost customers due to bad communications

BUT THEY HOPE TO IMPROVE

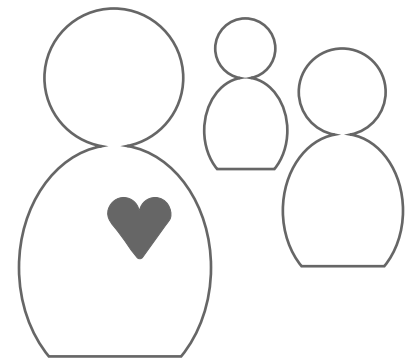


74%

say they've learned through the crisis

69%

say they're now more empathetic to customers



71%

believe work-from-home efforts have been successful

52%

say they are more productive now

