

B2B

International

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On The Pulse: Understanding Market Shifts During COVID-19

APAC Webinar
18th June 2020



Welcome to today's webinar!

Panelists:



Oliver Truman
Head of Research
& Analytics



Joe Boag
APAC Research Manager



Nick Hague
Co-Founder &
Head of Growth

Webinar Duration: 45 minutes

Q&A: 15 minutes

What we'll be covering today

Impacts so far...



Economic Effects

Moving into 2021 and beyond...



Growth Expectations



Emotional Effects



Future Approaches to Business



Practical Problems



Changes to Marketing Strategy

Research Background



2030
interviews



Respondent Profile

North America
n=611

Europe
n=878

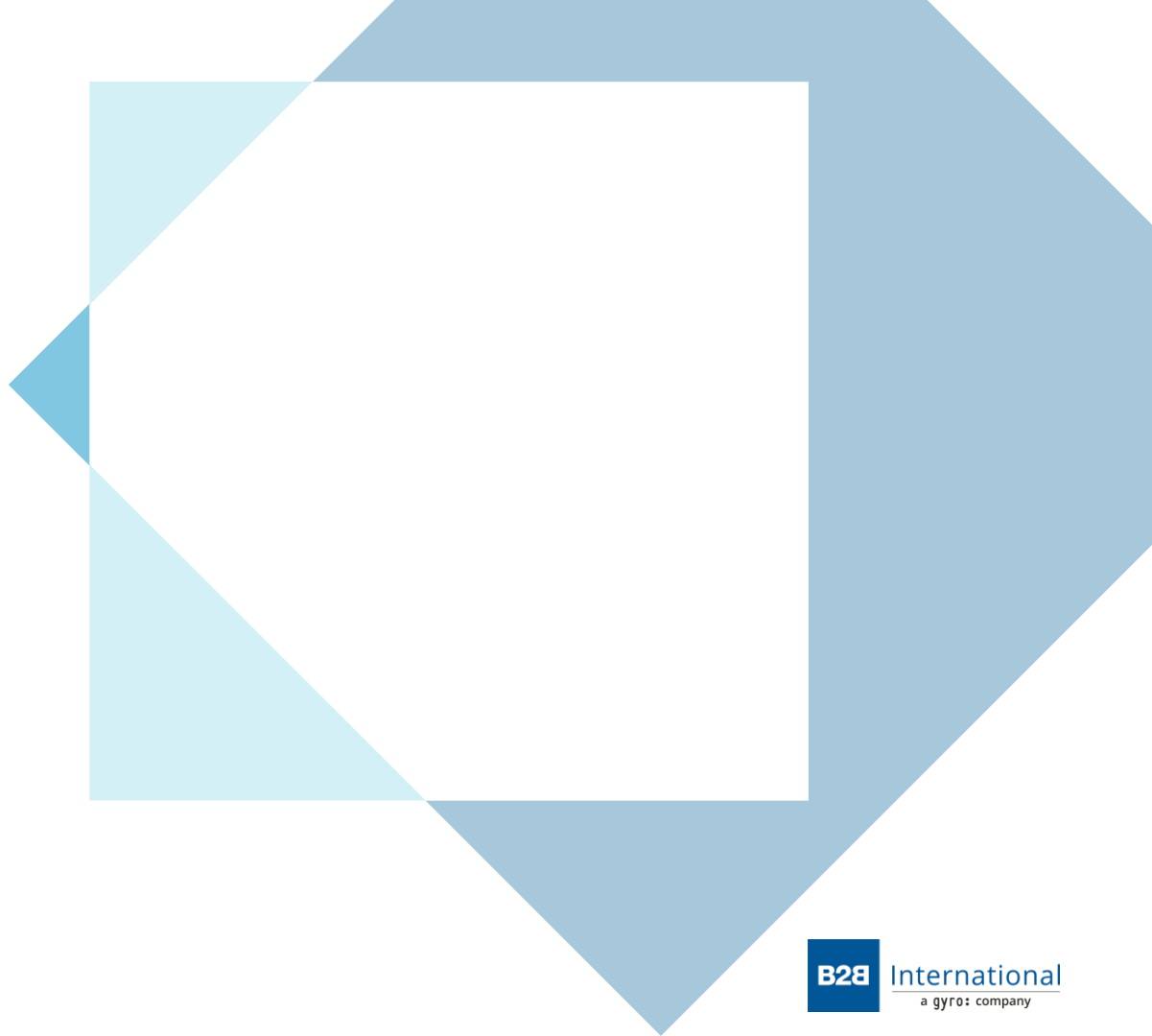
APAC
n=541



- Business professionals
- All company sizes (SMBs & Enterprise)
- Broad range of verticals
- Weekly fieldwork conducted throughout April and May 2020

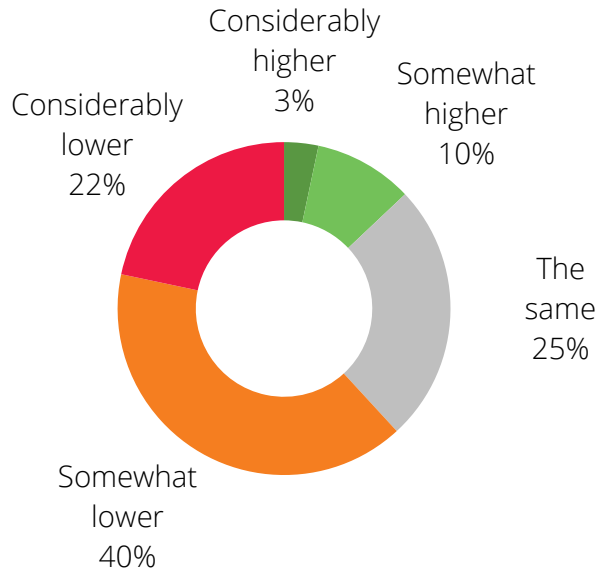


Impacts so far...

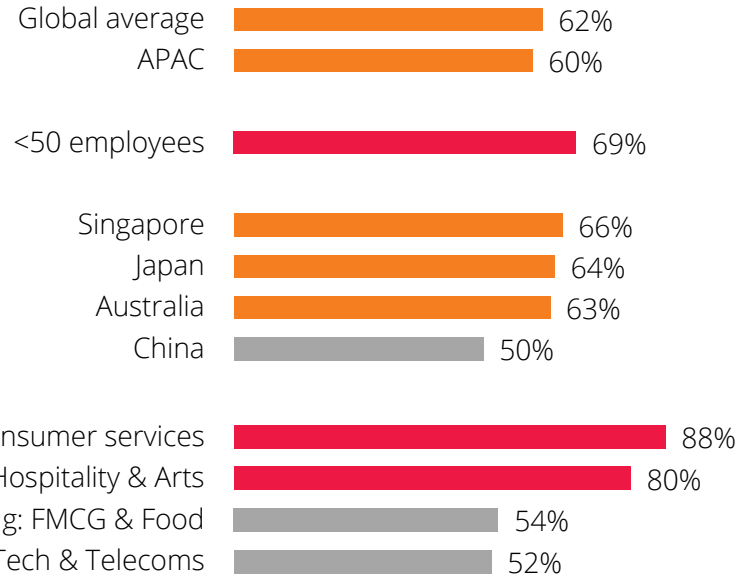


Economic Effects: Many have been impacted, but smaller businesses have borne the brunt.










Revenue now vs. a year ago (Global)



% reporting lower revenues vs. a year ago
(global data, unless indicated)



Economic Effects: International comparisons of business sentiment – Highly varied and linked with government action to date.

Balance of opinion among business		Funding, employee retention programs	Govt. handling of pandemic	Prospects for economy	Ability of our business to recover
APAC		Mixed	Positive	Mixed	Positive
		Positive	V. Positive	Positive	Positive
		V. Negative	V. Negative	Negative	Negative
		Mixed	Mixed	Mixed	Mixed
Europe		V. Negative	V. Negative	V. Negative	Mixed
		Mixed	Mixed	Mixed	Positive
		Mixed	Negative	V. Negative	Mixed
N. America		Negative	Negative	Mixed	Mixed
		Mixed	Positive	Mixed	Positive

Emotional Effects: Varying patterns across the business community

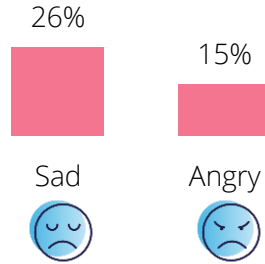
Top 3 emotions felt during pandemic so far



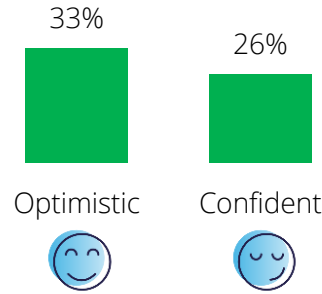
SMBs (<50 emps)



SMB biz. owners



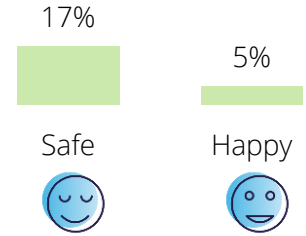
However, in our most recent wave, **51%** expressed at least one positive emotion...



Mid-market (100-999)



↑ During May

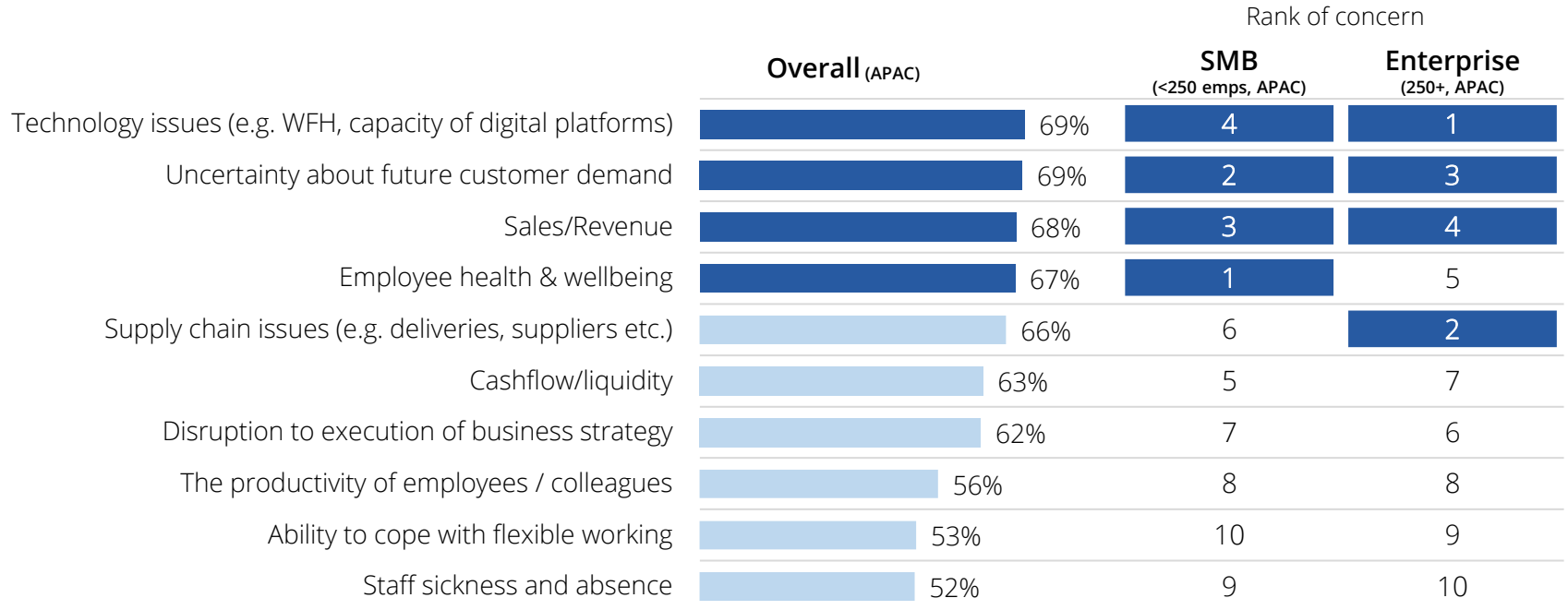


Especially among...

Practical Problems: By company size

% of businesses “very” or “extremely” concerned by each issue

Top 4 rank



Practical Problems: A deeper dive into problems faced



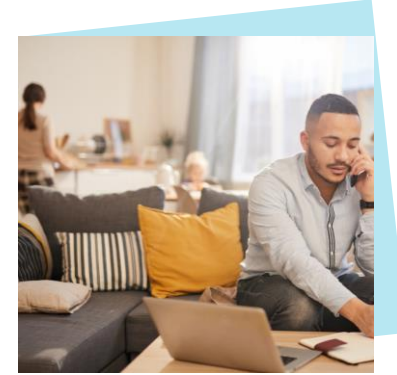
Supply chain

- Border closures
- Complex and fragmented deliveries
- Competition for limited freight capacity



Technology

- Networking & connectivity
- Tools to monitor / supervise staff
- Poor collaboration tools
- Concern rose steadily + still rising!

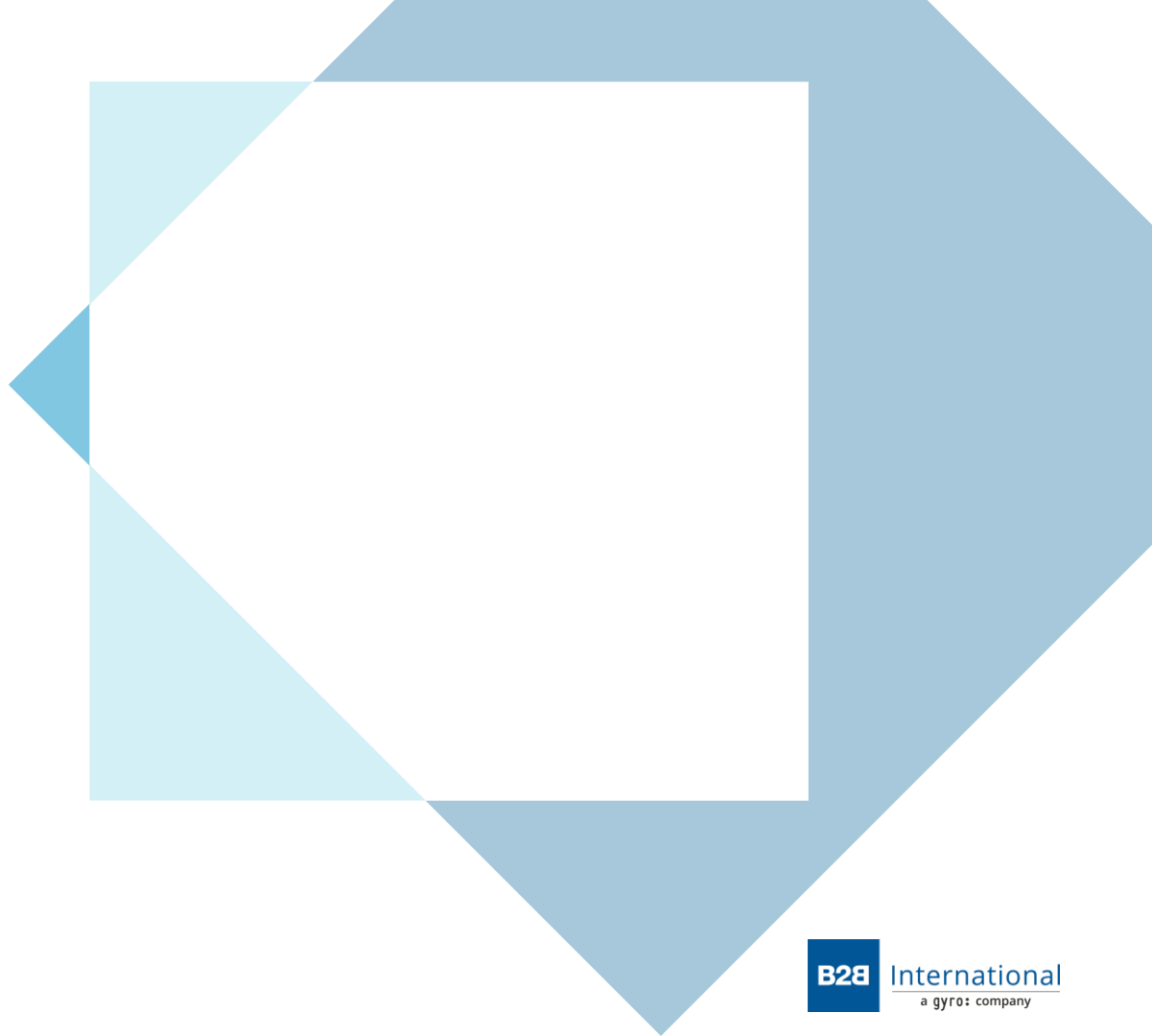


Productivity

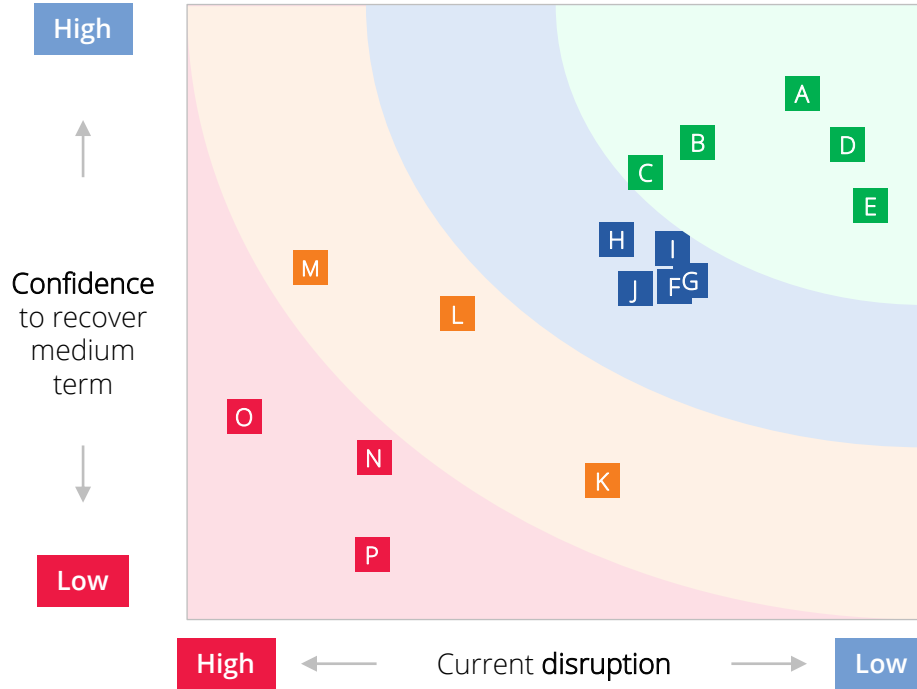
- Employee motivation
- Staff utilization
- Work/life balance (but less commuting)
- Positives: More time for reflection, creativity and complex tasks



Moving into 2021
and beyond...



Where will growth be concentrated? By sector

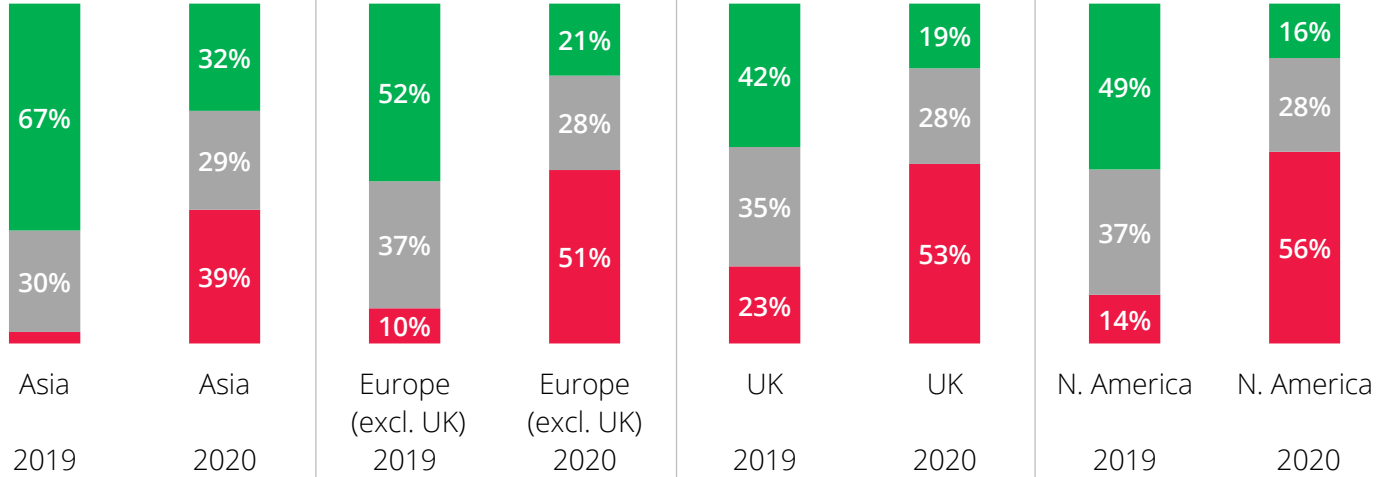


Most Ready Now	A	Financial Services
	B	Government & Non-Profit
	C	Manufacturing
	D	Real Estate
	E	Tech & Telecoms
Potentially Pivoting	F	Construction & Engineering
	G	Energy, Utilities, Oil & Gas
	H	Healthcare
	I	Professional Services
Uncertain Futures	J	Retail / Wholesale
	K	Business services
	L	Education
Existential Challenges	M	Personal / consumer services
	N	Media, Advertising & Publishing
	O	Tourism, Hospitality & Arts
	P	Transport / Travel

Where will growth be concentrated? International markets

Inside-out: Business optimism in economic outlook for international markets (APAC companies only)

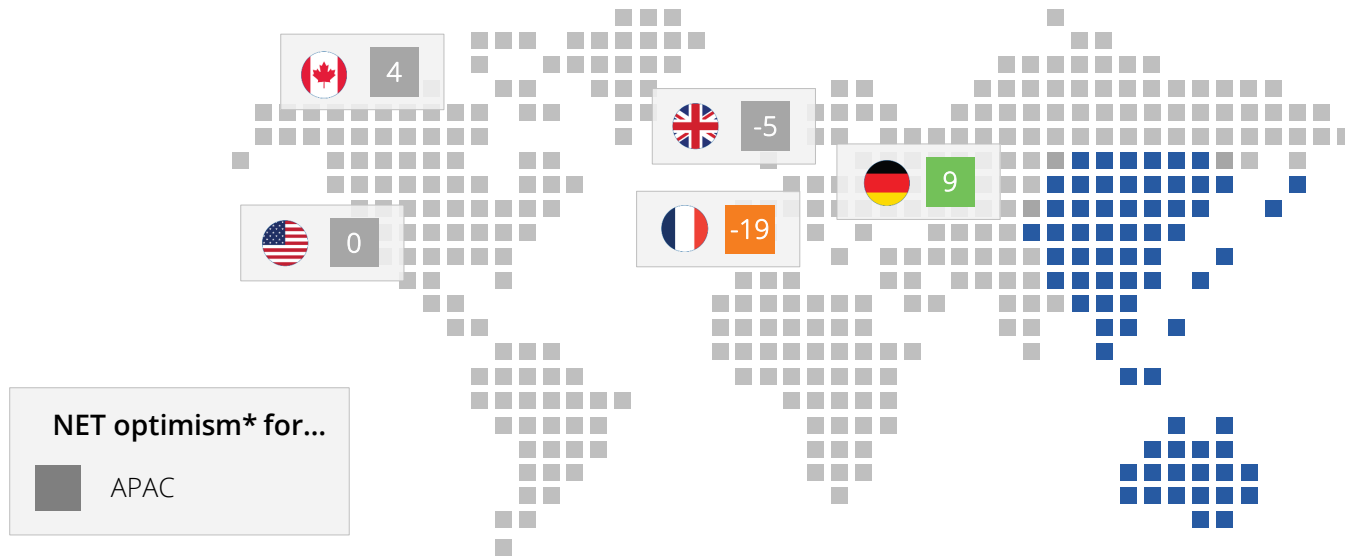
- Optimistic
- Neither / nor
- Pessimistic



NET Optimism	2019	2020	2019	2020	2019	2020	2019	2020
	63%	-8%	42%	-30%	20%	-34%	34%	-40%

Where will growth be concentrated? International markets

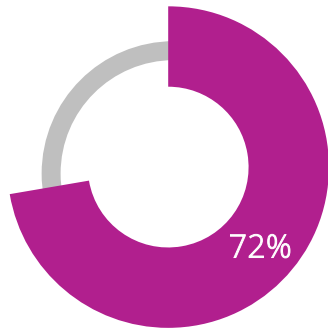
Outside-in: Optimism in outlook for APAC within countries shown



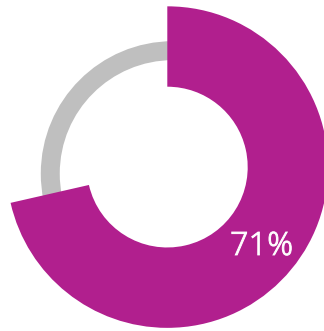
* NET optimism calculated by subtracting % with negative outlook from % with positive outlook

Future Approaches to Business: More digital, more resilience but perhaps not green for all.

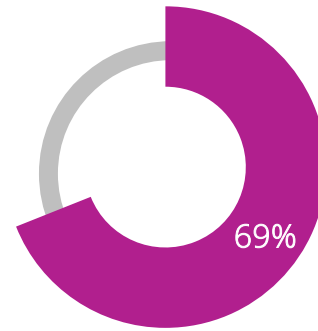
% Agreeing there will be a focus on the following post-COVID-19 (APAC data)



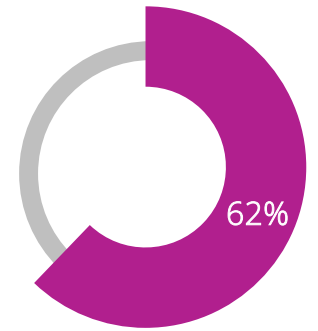
Building capabilities around more **digital business models**



Business model sustainability / diversification



More collaboration between **governments and enterprises**



Other major global challenges (e.g. **environment / carbon reduction**)



Significantly higher agreement among **"boomerang" firms** – i.e. those **extremely confident** in ability to recover & expecting **increased profits** in 5 years



Post-COVID
changes to
business



1. Insight and understanding



2. Acting Responsibly



3. Developing Direct Channels



4. A Less Human Touch?

Post-COVID changes to business



1. Insight and understanding

Top changes anticipated (APAC data, b2b firms only)

Improving the data and insight we have on our customers / markets to anticipate future needs

46%

26%

72%



Conducting research with our customers to better understand what they need

47%

25%

72%



Investing in new systems to help serve customers better (e.g. CRM, ERP etc.)

43%

22%

65%



■ Quite likely to do this

■ Very likely to do this



Higher likelihood among “boomerang” firms

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Post-COVID changes to business



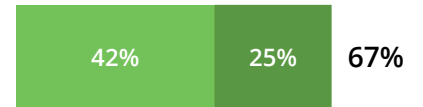
2. Acting Responsibly

Top changes anticipated (APAC data, b2b firms only)

More flexibility with customers to help them through the crisis (e.g. on payment terms etc.)



Taking a much more active role in community projects / social initiatives

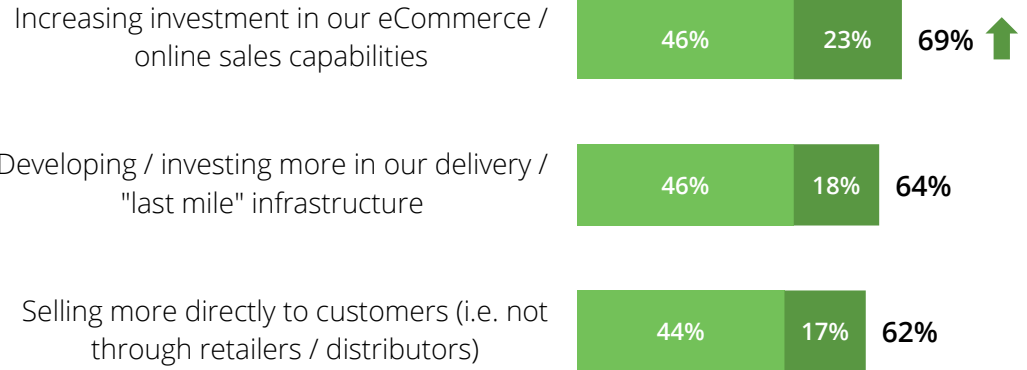


■ Quite likely to do this ■ Very likely to do this

3. Developing Direct Channels

Post-COVID
changes to
business

Top changes anticipated (APAC data, b2b firms only)



■ Quite likely to do this ■ Very likely to do this



Higher likelihood among "boomerang" firms

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Post-COVID changes to business



4. A Less Human Touch?

Top changes anticipated (APAC data, b2b firms only)

Making fewer face-to-face / sales visits to customers

43%

22%

65%

More use of automation, self-serve machines, robots

44%




19%


63%

■ Quite likely to do this

■ Very likely to do this

Top Marketing Strategies Being Followed by B2B Firms in APAC




- Customer experience & loyalty
- =4 Environmental / green positioning 
- Value marketing
- New location opportunities 
- =7 Competitor analysis
- Modernizing brand 

- 1 Product development / innovation
- 2 Raising awareness / Top of funnel
- 3 Building brand positioning (e.g. through thought leadership) 

- New industry opportunities 
- =10 Purpose-driven marketing
- Employee engagement



Top Marketing Strategies in Selected Verticals

					
Tech	Financial Services	Biz & Prof. Services	Construction & Engineering	Manufacturing	Energy & Utilities
Driving greater share of wallet		Brand positioning / thought leadership	Modernizing the brand / making more relevant		Raising brand awareness
Demand generation / converting leads	Segmenting markets / customers	New opportunities in new sectors	Brand positioning / thought leadership	Product development / innovation	Environmental / green positioning
Competitor analysis / benchmarking	New opportunities in new countries	Value marketing (aligning value props with customer needs)	Employer brand	Raising brand awareness	Competitor analysis / benchmarking

What we've seen today and what it means for b2b brands...

It's tough out there



Market is looking for responses from brands that are grounded in realism and practicality

Impacts are highly varied by size, industry, country



Assess the impacts on your customer base specifically – Have you asked about their needs recently?

B2B brands are broadening their horizons when seeking opportunities



Consider growth opportunities in new markets and with new target audiences.

Acceleration in long-overdue digital trends for many B2B firms



Determine the relevance of your solutions in a more digital, more direct, more resilience-first business environment.

CX remains vital as firms hold onto existing customers



Understand CX given expected changes to how b2b customers expect to transact with brands in future



Any Questions?



Contact us:



Joe Boag

APAC Research Manager

www.b2binternational.sg

E: joe.boag@b2binternational.com

T: +65 6911 7838