

State of digitalisation among Singapore SMEs

3 in 4 Singapore SMEs have adopted at least one digital solution in 2020



10% Increase over 2019

Top benefits of digitalisation



40%
Higher productivity and efficiency

32%
Improved customer experience



32%
Increased coordination across departments

department

SMEs that have digitalised more in 2020 saw

higher revenue growth

Proportion of SMEs that saw revenue growth

33%
who digitalised multiple departments

46% who digitalised their entire business

Digital adopters are more confident of the road ahead







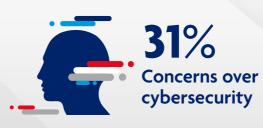






Top challenges faced in digitalisation







30% Lack of digital skillset among employees