

Top technologies businesses plan to use more in the next 12 months



Data analytics and visualisation



Business Intelligence software



Robotic Process Automation

Key drivers to technology adoption

Improve operational efficiency

Cost savings

Improve the customer experience

Key barriers to technology adoption

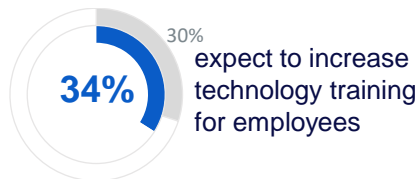
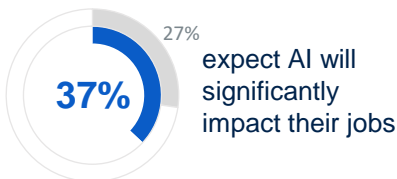
Complex legacy system

Financial costs and low return on investment

Data privacy concerns

Key digitalisation and technology trends in the next 12 months

■ Mainland China ■ Survey average



Recommendations for businesses

Business strategy

Strengthen your organisation's digital transformation strategy to better respond to rapid changes in the market.

Business operation

Continue to invest in technology that helps the organisation build momentum and break through barriers.

Risk management

Continue to improve compliance with data, cyber, privacy security requirements and AI regulations and standards.