

# Digital business accelerated

## SUMMARY

Prior to the arrival of COVID-19, Chubb collaborated with Accenture to survey 1,350 businesses worldwide. Small and mid-sized businesses in Australia say they are prioritising adopting AI in processes, but ranked “advancing recruiting tools & practices” as the third-lowest priority. However, this is another area where AI can help.



## Top three priorities

Rank #1 | *Adopting AI technology in processes*



Rank #2 | *Adopting cloud technology*



Rank #3 | *Seamless on-demand services & experiences + Collaborating with other organisations around data, technology, products, or services*



## Lowest three priorities

Rank #26 | *Direct digital communication to interact with customers*



Rank #25 | *Offering products or services in non-domestic markets*



Rank #24 | *Advanced recruiting tools & practices*



## WHO ANSWERED?

39%

were small businesses

61%

were mid-market businesses

## WHAT WERE THE TOP INDUSTRIES?

15%

were in manufacturing

15%

were in construction

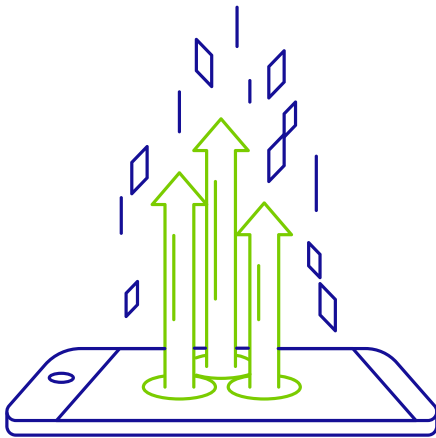


# Protecting against the risks

Embracing the acceleration of digital can help companies survive, but it can also come with significant risk. With the right insurance products, businesses can rest easy and seize new opportunities with confidence.

## KEY THEME

# Harnessing the power of data



## RISKS AND PRODUCTS

Potential business risk	Chubb products and services available
Collection of large data sets creates legal risks.	Professional Indemnity Cyber
Liability from misuse or misinterpretation of client data for any consultation.	Professional Indemnity
A cyber breach can lead to reputational risk and a need for incident response services, such as public relations, crisis communications, and more.	Cyber
Liability exposures can arise from failure of a product to perform.	General Liability (Product Liability)
Machine errors arising from technology failures can result in property damage or bodily injury.	General Liability

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## TOP RISKS FOR SECONDARY THEMES



### Navigating digital customer demands

#### Potential business risk

Storage of customer, employee and partner data in the cloud may increase risk of cyber breaches and electronic theft.

#### Chubb products and services

Cyber,  
Crime

### Supporting a transformed workforce

#### Potential business risk

Remote working arrangements can cause new forms of liability risks.

#### Chubb products and services

Employment Practices Liability, Work From Home GPA, Cyber, General Liability, Accident & Health, and more

### Playing in the global market

#### Potential business risk

Exposure to new and unknown overseas risks and regulations makes businesses more vulnerable.

#### Chubb products and services

Multinational Insurance Products and Services, Marine/Cargo, General Liability