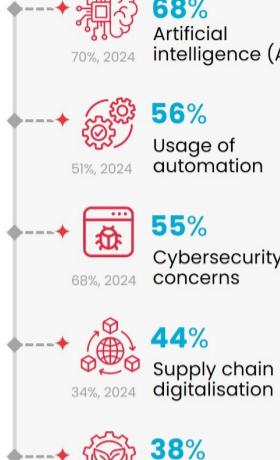




◆ **Outlook on Digitalisation & Innovation**

**AI and automation seen as the most transformative technologies in the coming year**

New Trends Likely to Impact Businesses in the Next 12 Months



**Optimising operations and improving customer experience are top benefits of digital transformation**

Key Benefits of Digital Transformation



**Cost and staff readiness are key challenges in technology adoption**

Key Challenges to Technology Adoption



◆ **Outlook on AI & Cybersecurity**

**AI implementation varies across business domains**

Businesses are leveraging AI for efficiency gains, content generation and data analysis, but less so in customer support, recruitment and autonomous robotics.

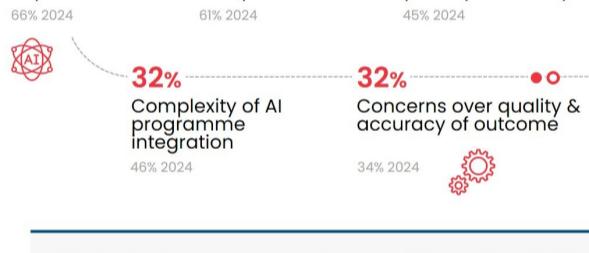
AI Implementation across Business Domains



**The cost and knowledge barriers to AI adoption are softening, though they remain key challenges to AI adoption.**

Concerns on data privacy and security as well as quality and accuracy remain comparably high at 43% and 32% respectively.

Key Challenges to AI Adoption



**Most businesses remain confident in their cybersecurity capabilities to safeguard against threats**

3 in 4 businesses are confident that their cybersecurity measures will protect them from cyber threats. High implementation and maintenance costs, employees' lack of awareness and risks from third-party service providers continue to weigh on businesses.

**77% are confident that their cybersecurity measures will protect them from cyber threats**

- ◆ 37% High implementation & maintenance cost
- ◆ 30% Employees' lack of awareness on cybersecurity
- ◆ 25% Risks from third-party service providers
- ◆ 20% Lack of capabilities to address cybersecurity incidents
- ◆ 16% Compliance and government regulations
- ◆ 13% Legacy IT systems

**View the Full Report**

The full report can be accessed via the following ways:

• Visit SBF website: <https://www.sbf.org.sg/what-we-do/advocacy-policy/sbf-research-reports>

- SBF National Business Survey 2025 – Digitalisation Supplement Report: [https://www.sbf.org.sg/docs/default-source/advocacy-policy/sbf-nbs-2025-digitalisation-supplement-report2f0fe896-cd74-4fac-b3eb-66127b0959d7.pdf?sfvrsn=7fe95951\\_1](https://www.sbf.org.sg/docs/default-source/advocacy-policy/sbf-nbs-2025-digitalisation-supplement-report2f0fe896-cd74-4fac-b3eb-66127b0959d7.pdf?sfvrsn=7fe95951_1)

• Scan the QR code

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