

# WHAT WILL THE FUTURE OF COMMERCE LOOK LIKE IN A POST-COVID-19 WORLD?



## PERMANENT BEHAVIOUR CHANGES

Consumers have adopted new habits and routines that are unlikely to snap back to the way they were before the pandemic happened



## RAPIDLY CHANGING SPENDING HABITS

Panic buying essential items, increased spending on groceries, home appliances and computers. It can be difficult to predict and plan your inventory for future spending habits.



## EXPEDIATED DIGITAL ADOPTION

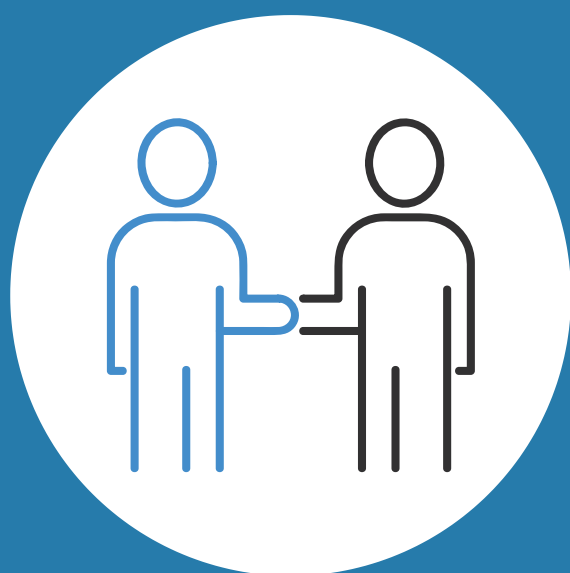
Both businesses and consumers have been forced to adopt digital competencies overnight (i.e. video conferencing, e-commerce etc.)



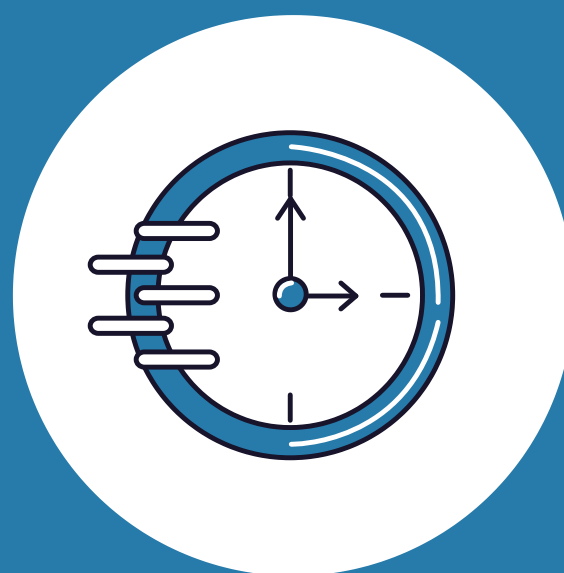
## CHANGING THE WAY WE WORK

Work forces of the future will not be the same as they were before. Companies may need to implement split-shifts, hybrid teams and more permanent remote teams.

# HOW DO YOU SUCCEED IN THIS UNCERTAIN ENVIRONMENT?



Serve the highest good of your customers, employees and stakeholders by being responsive to their new needs



ACT NOW - Be agile in your decision making and focus on SPEED



Use this time as an opportunity to improve and re-engineer processes before your workforce is back at full capacity