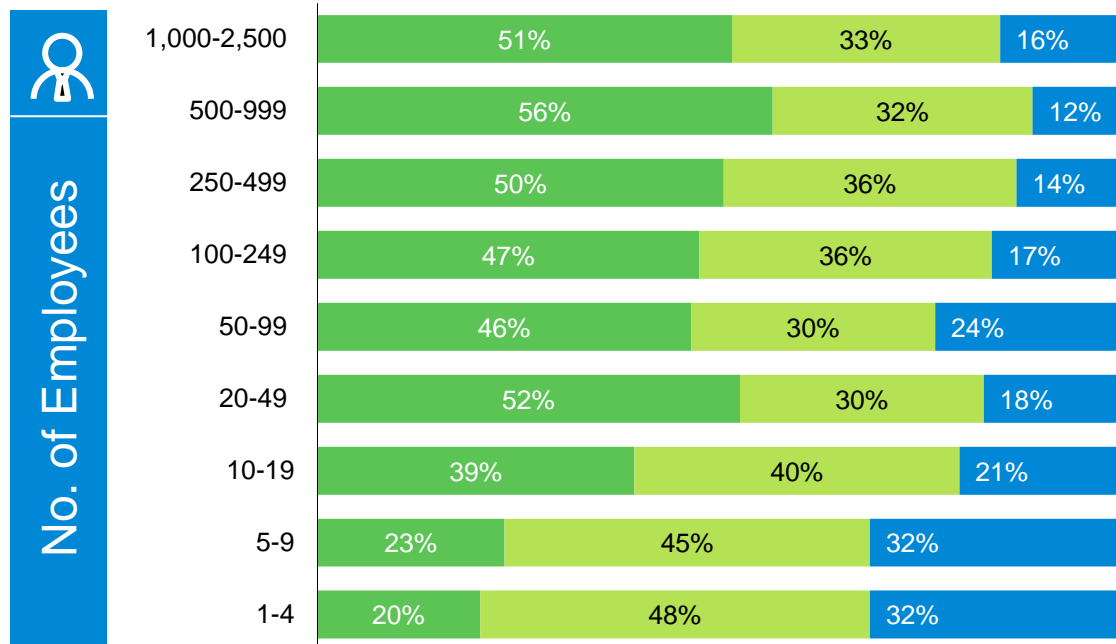
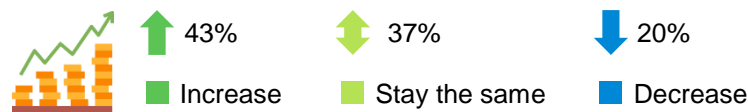


# 2020 Revenues Increased Over 2019 for 43% of SMBs Surveyed

2020 vs. 2019 Revenues (All SMBs)



(Sample size: 761 small, medium and midmarket businesses)

Source: SMB Technology Directions for a Changing World Survey Study, April 2021

- Overall, 43% of SMBs reported that 2020 revenues increased over 2019 revenues
- Revenues increases correlate closely with employee size.
- The top three industries reporting **revenue increases** were IT services, financial services and healthcare.
- The top three industries reporting **revenue decreases** were hospitality, personal services and wholesale/distribution.