SHIP FOR SUCCESS

GLOBAL

While SMBs expect other aspects between logistics and customer service to be important, all have found difficulties when shipping internationally. Customers want to be kept informed, customer service and technical support, technology is creating exciting new opportunities.

89% Expect their customers to be more demanding in the future years

97% of SMBs in Europe rate fast, strong shipping capabilities as important to their business

HOW SMES VIEW THEIR LOGISTICS

94% Think that SMEs are when shipping internationally

86% Agree that technology is "holding the sector back" in its ability to grow globally

89% Agree that technology is "transforming the logistics industry"

53% SMEs Africa and Latin America such as Lesotho, 73% of SMEs are happy with the service, but have been waiting longer than expected

SMES FOCUSING ON EXPORT MARKETS MORE THAN THEIR HOME MARKETS

100%	USA
98%	Chile
91%	China
97%	Indonesia
81%	UK
93%	Germany
98%	Switzerland
92%	Italy
94%	Lesotho

SMES SAY THEY FACE DIFFICULTIES SHIPPING INTERNATIONALLY

73%	Lesotho
71%	Chile
70%	China
68%	Indonesia
65%	Germany
65%	Switzerland
64%	Italy
63%	UK

USE OF ONLINE RATE QUOTATION AND BOOKING TOOL

28% Chile

19%	Lesotho
8%	UK
26%	Germany
55%	Switzerland
20%	Italy
15%	China
45%	Indonesia
35%	USA

SMES SAY THEY NEED TO EXPORT MORE OR THEY WON'T GROW

81%	USA
84%	Lesotho
73%	Germany
87%	UK
68%	Italy
56%	Chile
75%	Switzerland
73%	China
76%	Indonesia

INDIA

SMEs in India are hungry for global growth.

They are prioritising international markets ahead of their home markets, and believe that expanding is critical to their business growth.

81% of SMEs in India are focusing more on international markets than their home market – second largest percentage after China.

However, there are barriers that are preventing SMEs in India from reaching their full potential.

These barriers are not as extensive if these small businesses are to grow globally.

98% When it comes to shipping internationally, 98% of SMEs in India have found difficulties.

For SMEs in India, the number one risk to their businesses is goods being lost or damaged (75%), closely followed by customs rules (68%) such as a requirement or strong shipment to export markets – followed by Customs inspections (64%).

Difficulties SMEs in India have experienced when shipping internationally include:

59% Finding the right shipping partner

51% Understanding the high or restrictive taxes or tariffs being imposed on goods

90% of SME businesses in India agree that technology is transforming the logistics industry.

Fortunately, technology is set to be the game changer that enables SMEs in India to participate in international trade.

45% Technology is transforming the logistics industry

94% Believe that technology is transforming the logistics industry

And digitisation is already making a difference as 45% SMEs in India that are using digitised customs documentation and guidance have seen more efficiency.

CHINA

SMEs in China are hungry for global growth.

They are prioritising international markets ahead of their home market, and believe that expanding is critical to their business growth.

87% of SMEs in China are focusing on export markets more than their home market – 6th highest percentage.

However, there are barriers that are preventing SMEs in China from reaching their full potential.

These challenges must be overcome if these small businesses are to grow globally.

91% When it comes to shipping internationally, 91% of SMEs in China have found difficulties.

For SMEs in China, the number one risk to their businesses is customs documentation (83%), followed by customs duties (82%) such as a requirement or strong shipment to export markets.

Difficulties SMEs in China have experienced when shipping internationally include:

49% Logistics providers being busy due to requests for their services

47% Long waiting managed on customs

87% of SME businesses leaders in China agree that technology is boosting the playing field for them to operate globally.

Fortunately, technology is set to be the game changer that enables SMEs in China to participate in international trade.

55% Technology is transforming the logistics industry

98% Believe that technology is transforming the logistics industry

And digitisation is already making a difference as 55% SMEs in China that are using digitised customs documentation and guidance and booking tool – more than SMEs in any other market.

UAE

SMEs in the UAE are hungry for global growth.

They are prioritising international markets over their home markets, and believe that expanding is critical to their growth.

67% of SMEs in the UAE are focusing on export markets more than their home market.

However, there are barriers that are preventing SMEs in the UAE from reaching their full potential.

These challenges must be overcome if these small businesses are to grow globally.

100% When it comes to shipping internationally, 100% of SMEs in the UAE have found difficulties, the highest of all markets.

For SMEs in the UAE, the number one risk to their businesses is customs documentation (46%) – such as a requirement – followed by customs duties, taxes, changing customs rules and changing customs regulations and customs inspections (44%).

Difficulties they have experienced when shipping internationally include:

51% Understanding the high or restrictive taxes or tariffs being imposed on goods

49% The complexity of international shipping leading to difficulties for customs leaders to understand requirements and regulations

85% of SME business leaders in the UAE agree that technology is boosting the playing field for them to operate globally.

Fortunately, technology is set to be the game changer that enables SMEs in the UAE to participate in international trade.

15% Technology is transforming the logistics industry

86% Believe that technology is transforming the logistics industry

Digitisation can make a real difference to SMEs in the UAE and they focused on being global – one exporter being serious about digitising customs documentation. However, only 15% of small businesses when use these – this is the second lowest among markets surveyed.

INDONESIA

SMEs in Indonesia are hungry for global growth.

They are prioritising international markets over their home market, and believe that expanding is critical to their growth.

62% of SMEs in Indonesia are focusing on export markets more than their home market.

However, there are barriers that are preventing SMEs in Indonesia from reaching their full potential.

These challenges must be overcome if these small businesses are to grow globally.

97% When it comes to shipping internationally, 97% of SMEs in Indonesia have found difficulties.

For SMEs in Indonesia, the number one risk to their businesses is Customs documentation (71%), and goods being lost or damaged (64%).

Difficulties they have experienced when shipping internationally include:

62% Long waiting managed on customs

57% Understanding the high or restrictive taxes or tariffs being imposed on goods

95% of SME business leaders in Indonesia agree that technology is boosting the playing field for them to operate globally. 95% highest percentage among surveyed markets.

Fortunately, technology is set to be the game changer that enables SMEs in Indonesia to participate in international trade.

97% Technology is transforming the logistics industry

95% Believe that technology is transforming the logistics industry