



Professional Services Business Outlook

Reporting Date: April 21, 2020

Professional Services Business Outlook Summary

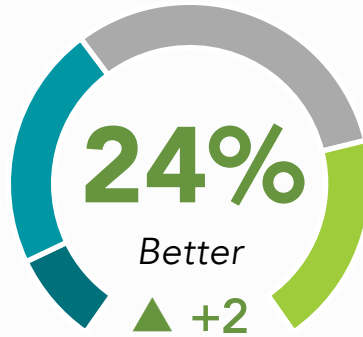
Reporting Date: April 21, 2020

Business Outlook Index

Now vs. 1 Month Ago



1 Month from Now



6 Months from Now



Significantly Worse | Somewhat Worse | About the Same | Somewhat Better | Significantly Better

Strategic Focus

Cutting
Costs
69%

▲ +22



Investing
for Growth
31%

Retention

Retaining Existing Clients

46%

▼ -2

Expansion

Expanding Existing Accounts

19%

▼ -13

Attraction

Attracting New Clients

35%

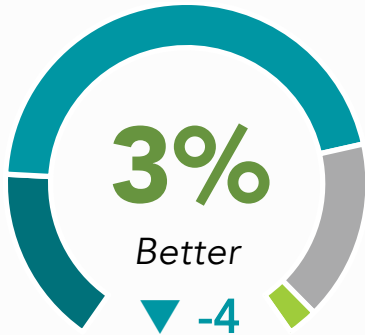
▲ +16

Accounting Industry - Business Outlook Report

Reporting Date: April 21, 2020

Business Outlook Index

Now vs. 1 Month Ago



1 Month from Now



6 Months from Now



Significantly Worse | Somewhat Worse | About the Same | Somewhat Better | Significantly Better

Strategic Focus

Cutting Costs
73%

▲ +21



Investing for Growth
27%

▼ -21

Retention

Retaining Existing Clients

53%

▲ +5

Expansion

Expanding Existing Accounts

20%

▼ -24

Attraction

Attracting New Clients

27%

▲ +19

Legal Industry - Business Outlook Report

Reporting Date: April 21, 2020

Business Outlook Index

Now vs. 1 Month Ago



1 Month from Now



6 Months from Now



Significantly Worse | Somewhat Worse | About the Same | Somewhat Better | Significantly Better

Strategic Focus

Cutting
Costs
85%

▲ +30



Investing
for Growth
15%

▼ -30

Retention

Retaining Existing Clients

38%

▼ -16

Expansion

Expanding Existing Accounts

15%

▼ -3

Attraction

Attracting New Clients

46%

▲ +19

Other Professional Services - Business Outlook Report

Reporting Date: April 21, 2020

Business Outlook Index

Now vs. 1 Month Ago



1 Month from Now



6 Months from Now



Significantly Worse | Somewhat Worse | About the Same | Somewhat Better | Significantly Better

Strategic Focus

Cutting
Costs
50%

▲ +25



Investing
for Growth
50%

▼ -25

Retention

Retaining Existing Clients

36%

▼ -2

Expansion

Expanding Existing Accounts

21%

▲ +9

Attraction

Attracting New Clients

43%

▼ -7