



## December 2019

### Commercial Borrowing - UK

“To continue to remain relevant in the current borrowing market, all lenders need to take a customer-centric approach, offering not only the products customers want, but also the services they demand. Banks will need to learn and be wary of the threat from challenger banks and other niche sources of ...

### Shopfitting - UK

“The well-known difficulties of blue chip retailers and retail failures would suggest major pressure on the shopfitting sector. However, the need for retailers to change the customer shopping experience in the face of e-commerce competition suggests huge opportunities, albeit in fewer stores and potentially different locations.”

– Terry Leggett ...

### Logistical Services - UK

“The industry relies on being proactive and adaptable to meet the challenges and demands of the supply chain customer and the online customer. However, many providers operate on tight margins and could still benefit from being more innovative.”

– Lewis Cone, Senior B2B Analyst

### Small Business Overview - UK

“The small business sector is hugely diverse. While elements of the sector will grow and develop into medium/large businesses, this is not the sole objective of all small businesses. Economic marketing to the sector can be difficult partly because of the fragmentation and partly because the diverse objectives need ...

### Contract Catering - UK

“Despite facing a series of headwinds the contract catering industry has continued to grow in 2019. Increased labour costs and falling business investment have held the sector back, but robust consumer spending and growth in the leisure economy have offered some reprieve. The sector’s unique position as a service provider ...

### Utility Capital Expenditure - UK

“Network operators are facing tougher price controls and performance targets in the upcoming spending periods. They will also be under increased pressure to deliver innovation, reliability and investment at the lowest cost to consumers. These increased cost and efficiency pressures are passed onto the supply chain. Collaboration, technology and innovation ...

### B2B Economic Outlook - UK

“Despite the uncertainties surrounding Brexit, the UK economy has only slowed to equate to the growth of the Euro-area, and the Bank of England still anticipates stronger growth than the Euro-area over the next three years. The Brexit-related uncertainties continue, and are now potentially exacerbated by a General Election. They ...

## November 2019

### Peer-to-peer Business Finance - UK

### Estate Agents - UK

“The estate agents market has suffered from strong headwinds amid Brexit uncertainty in 2019. The uncertainty has suppressed property transaction



“The ongoing stagnation in bank lending to SMEs is in direct contrast to the continued expansion in SME activity. This lack of financial support from mainstream providers has resulted in more looking towards non-bank options such as P2P when seeking finance.”

## Food and Drink Packaging - UK

“Key drivers in the food and drink packaging market include: demographic changes (ageing population and rise in single-person households); busier lifestyles and convenience packaging; growing focus on light-weighting, sustainability and plastic replacement; brand owners looking for more connectivity with consumers and on-shelf differentiation.”

– **Claudia Preedy, B2B Analyst**

## Renewable Energy - UK

“While deployment of onshore wind and solar PV has slowed following the removal of government subsidies, the UK offshore wind sector continues to go through a period of strong expansion. Growth in the sector is driven by rapid cost reductions, technological innovation together with continued government support. Under government plans ...

volumes and property prices, both of which have affected industry revenue. The removal of this pressure should restore market confidence and translate into the return of healthy growth for the ...

## Manned Security - UK

“The manned security sector has remained resilient, growing by 2.1% in value in 2019. The growth of the leisure economy played an important role in retaining the sector’s growth in the face of Brexit-related uncertainty in the wider economy, which the sector relies on for demand.

Moving forward, the ...

## October 2019

### Residential Care for the Elderly - UK

“The lack of long-term funding plans and the outlining of potential solutions to problems in the wider social care industry will only lead to doubts over the provision of care to those already in the system and those who may need it in future.”

– **Lewis Cone, Senior B2B ...**

### House Building - UK

“The sector has weathered a progressively adverse economic climate, and is forecast to continue to record value growth in 2019. Brexit presents serious challenges for the sector due to its negative effects on house prices and building costs. However the sector is already future-proofing itself by investing in new building ...

### Facilities Management - UK

“Several recent high profile casualties in the facilities management sector reflect the scale of some contracts and the need to selectively tender in a highly competitive sector where capital investment can be significant. The industry includes labour intensive activities, with margins continually challenged by legislation changes and technology increasingly adopted ...

### Domiciliary Care - UK

“Those operating in the industry are continually looking for new solutions with the main objective of being able to care for patients effectively in their own home. Domiciliary care providers who manage to offer personalised, affordable and clinically-led care solutions will be best positioned to gain opportunities from the ever-ageing ...



## Serviced Offices - UK

“In the short term, demand for flexible workspaces is expected to be boosted by the introduction of the new international accounting standard IFRS 16 in January 2019. Under the new accounting standard, lease contracts will have to be reported as liabilities in company accounts and can no longer be hidden ...

## September 2019

### Mechanical and Electrical Engineering - UK

“Continued uncertainties over Brexit are clearly disrupting the M&E sector, but there remain strong prospects, particularly in infrastructure and the refurbishment of data centres. The pending general election is also expected to see further promises of spending for the health and education sectors from all parties.”

– Terry Leggett ...

### B2B Economic Outlook - UK

“The UK economy continues to show signs of slowdown, with GDP reversing slightly as a no-deal Brexit appears increasingly likely. Brexit-related uncertainty continues to hold back investment and confidence, but have so far only materialised as slower growth.

A no-deal Brexit is expected to have a major impact on the ...

## August 2019

### Energy Industry - UK

“Battery technology and other forms of electricity storage solve the problem of renewables’ intermittent supply, and the technology is widely expected to have a significant role in the UK’s future energy system, allowing for an increased role for renewables, more flexibility and greater decentralisation.

The energy storage sector is already ...

### Recruitment - UK

### Solar Panels - UK

“With all government support now removed, the UK solar PV market is moving into a post-subsidy phase. While market conditions will remain challenging in the short term, there is optimism for strong growth to return to the subsidy-free UK solar PV market, reflecting falling costs in solar technology, innovation in ...

### Bridging Loans - UK

“The market does not experience the same turbulence as mainstream finance providers facing increasing regulations and uncertainty over funding from major institutions. Market development will largely be determined by what happens in the housing market and if there is enough equity in properties to continue to fund redevelopments and business ...

### Cloud Computing - UK

“Cloud computing is a fast growing market. The corporate need to keep pace with the latest technology combined with the advantages it offers at times of economic disruption mean that the market is potentially even benefitting from the uncertainties caused by Brexit.”

– Terry Leggett, Senior Analyst

### Thermal Insulation - UK



“The recruitment industry has been set back by Brexit uncertainty and a weakening global economy. These factors have reduced the rate of growth, but also increased demand for flexible temporary labour. Combined with the ubiquity of computing and the internet, a continuing influx of new SMEs are driving competition and ...

## Dentistry - UK

“Although growth is forecast to slow over the next five years, the private sector is anticipated to have greater growth opportunities than NHS dentistry since the NHS faces a considerable challenge in providing high quality healthcare amid rapid demographic changes and constrained public spending.”

– Lewis Cone, Senior B2B ...

## July 2019

### Ceramic Tiles - UK

“The ceramic tile market is undergoing a vast range of influences. Some are expanding market potential, such as the greater number of bathrooms per property with the en suite trend, while others are less positive, such as the malaise of housing repair and maintenance generally, and open-plan living restricting kitchen ...

### Commercial Mortgages - UK

“Given the volatility of commercial borrowing and the wider financial climate, projections for the value of the commercial mortgages market are heavily dependent on broader economic factors and the outcome of Brexit, which remains uncertain following the second extension of the Article 50 deadline and the possibility of another general ...

### Commercial Property - UK

“With the current outlook, both politically and economically, uncertain, risk aversion among commercial property investors is expected to remain a major trend over the foreseeable future. Property assets with long lease structures and strong rental covenants are therefore attracting attention as investors seize on opportunities to create long-term, secure, income-producing ...

“Growth in demand for retro-fit building thermal insulation measures is expected to remain moderate over the next five years, unless the government provides new incentives to boost take-up. The recently announced £5 million Green Home Finance Innovation Fund aimed at accelerating the financial sector’s offering of green mortgages is hoped ...

### Conferencing and Events - UK

“In 2018, growth in the conferencing and events market remained subdued due to pressure from Brexit-related uncertainty. This is expected to hold the market back until the UK’s future relationship with the EU becomes clear. Nonetheless, the sector’s underlying potential, strategic importance and market diversity indicates a positive future if ...

### Plumbing - UK

“While the new construction market is growing, the major element of the market for plumbing products is the R&M market that is proving more sluggish despite many of the conditions remaining positive. Long-term fashion changes are also impacting the market such as the en suite trend and open-plan living. Domestic ...



## June 2019

### Blockchain - UK

“Blockchain may originate from spurious uses, and the future of crypto currencies remains debatable (though don’t rule it out), but the potential wider commercial opportunities and applications of blockchain are vast and transformative. Moreover, its use is not limited to business but extends to major public sector applications. Some within ...

### B2B Economic Outlook - UK

“The government has said that it is committed to a “green” Brexit and to maintaining environmental standards. The government is also expected to remain committed to the EU’s renewables generation targets and carbon emission reduction targets. Therefore energy and environmental policy is unlikely to change post-Brexit. That means it will ...

## May 2019

### Legal Services - UK

“The UK legal services industry is forecast to show more moderate annual growth than in recent years, due to projections for lower economic growth, lower volumes of housing transactions, and slower growth in exports of legal services. However, continuing work relating to regulatory changes after Brexit will provide a positive ...

### Occupational Health - UK

“Changes in the practice of OH are inevitable because there will continue to be a massive shift in where OH services are provided - in the workplace, large enterprises, public sector organisations, SMEs and among the self-employed. As the economy shows signs of slowing down, OH initiatives that can boost long-term ...

### Data Centres - UK

### Private Healthcare - UK

“Whilst NHS income from private patients is predicted to grow by 6% a year until 2020, it is becoming more of a necessity to determine whether this represents a net financial gain. Existing providers are expected to expand over the next decade while new operators enter the market to try ...

### Residential Windows and Doors - UK

“2018 was a particularly difficult year for the residential doors, door frames, windows, window frames and conservatories sector. While new build activity is boosting demand the companies serving this sector tend to be different ones from serving the replacement market where there was particular disruption with the emergence (and subsequent ...

### Cars and Commercial Vehicles - UK

“The cars and commercial vehicles market contracted for a second year in 2018 amid a cocktail of challenges, both internal and external to the industry. Brexit headwinds and the exodus from diesel continue to undermine domestic sales, while production remains constrained by weakening global markets.

Nonetheless, there remain some beacons ...

### Software - UK

“The software market is now increasingly appearing to be economically independent, being driven by technological capability and improvements. The software as a service model, rather than subscription pricing, has classified software as a scalable running cost rather than a capital investment, which has assisted growth when other markets have faltered ...



“Colocation data centres are set to see huge and rapid growth in demand. This will lead to both the development of new facilities and the constant upgrading of existing facilities to accommodate the ever increasing volumes of data being created and analysed.”

– Terry Leggett, Senior Analyst

## April 2019

### Courier and Express Delivery - UK

“The courier and express delivery market is booming, much of which is underpinned by surging online retail sales. However, the marketplace remains hugely competitive, marked by slim margins and a growing expectation to provide more for less. For those still in the market, the future looks bright given continued value ...

### Construction - UK

“Construction is notoriously cyclical, but there are many factors influencing individual sectors and their cycles do not coincide with each other. To date, Brexit is impacting demand for commercial construction more than industrial construction, while public sector activity is more reliant on government policy, and housing remains buoyant.”

– ...

## March 2019

### Sports Sponsorship - UK

“The sports arena continues to serve one of the main channels of sponsorship domestically and worldwide. Sports sponsorship thrived in 2018, underpinned largely by the booming profile of football’s Premier League, drawing huge interest as one of the world’s largest sports markets.

This is set to remain the story going ...

### Electrical Wholesalers - UK

“Rapid technological developments mean that electrical wholesalers face increased pressure to offer the right

### Waste Management and Recycling - UK

“The continued shift to a circular economy is set to require considerable investment in new recycling and reprocessing capacity in the UK. The government’s Resources and Waste Strategy for England, published in December 2018, sets out a number of measures which aim to increase investors’ confidence and improve the competitiveness ...

### Children's Social Care - UK

“Although spending in the industry has risen as a whole, it has failed to keep up with growing demand for services. Alongside rising demand, there has been a reduction in funding for early intervention services, which has only added to demand pressures on the industry. This has highlighted the increasing ...

### B2B E-Commerce - UK

“While media attention is drawn to the disruption caused by the dynamic growth of the B2C market, the B2B e-commerce market is almost two and a half times the size of the B2C sector. Despite strong market growth it remains under-developed, though the propensity to use the route to market ...

### B2B Economic Outlook - UK

“With time running out for the government and the EU to agree to a deal, the uncertain environment has led to



and increasingly flexible product portfolios containing the latest innovations. Wholesalers need to become more knowledgeable about these innovations and be able to provide advice and educate customers on trending technologies, such as smart home products. There ...

many companies holding back on risky investments to ensure that their short-term objectives are able to be achieved alongside any adverse market impacts that follow Brexit.“

– Lewis ...

## February 2019

### Security Equipment, Access Control and CCTV - UK

“Growth accelerated in the security equipment market in 2018 as operators overcame Brexit headwinds for a third consecutive year. The combination of policing pressures and the rising cost of crime have seen the burden of security increasingly taken on by the individual. Stifled confidence in the state also continues to ...

### Commercial Banking and Finance - UK

“With regulation and new entrants disrupting the commercial banking sector, mainstream banks must decide the role they want to play heading forward. Banking players that succeed will put the retention of their client interface and providing higher levels of client value through customised and tailored services at the top of ...

### IT Services - UK

“IT developments are relentlessly progressing, and the speed of change continues to gather pace. This is boosting the IT services market, while customer investment hesitancy with the economic uncertainties created by Brexit is further encouraging the adoption of flexible pay as you go costing models for both hardware and ...

### Accounting and Financial Management - UK

“Ongoing uncertainties surrounding Brexit will continue to impact business and investor confidence, with many companies delaying decisions while they wait for greater economic clarity. These factors are a cause for concern in the accounting and financial management industry as a potential slowdown in business investment and UK economic growth would ...

## January 2019

### B2B Insurance - UK

“The insurance supply landscape has started to change, with insurers needing to operate in a way that serves both their distributors and reinsurers and capital providers. Larger insurance groups need to be proactive in tackling rising costs and continue to innovate to create new platforms and products that meet demand ...

### Fleet Services - UK

“The fleet services market maintained growth in 2018 as it again overcame Brexit headwinds and wider turmoil in the automotive industry. However, uncertainty continues to suppress potential fleet demand given the drop in business confidence and the subsequent delay on investments.

Fleet providers remain dynamic in the face of this ...

### Computer Security - UK

“The UK computer security market is now valued at more than £5 billion. As more and more businesses, public services and consumers are becoming dependent on their technology platforms, digital activity is growing

### Civil Engineering - UK

“The major projects set to drive output over the next five years include HS2, Hinkley Point C, Thames Tideway Tunnel, major road schemes, Network Rail’s modernisation programme and projects associated with





exponentially, which, in turn, is attractive to miscreants. This ranges from issues of national security to personal ...

the decarbonisation of the energy system. However, shortages in skilled labour and construction materials capacity will pose challenges to ...