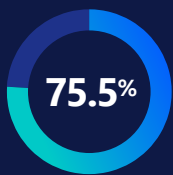


The Confidence Gap

An early look at how organisations are approaching technology resilience and AI readiness

Ahead of the full Confidence Gap report, this report explores how organisations across financial services, legal, accountancy and professional services, and the not-for-profit and charity sector are approaching technology resilience and AI readiness.

Confidence is High but the proof behind it is less consistent



are at least moderately confident their organisation could operate through a major technology incident



say recovery is tested regularly and the results documented

The early findings point to a **gap between** how prepared organisations **feel** and the **evidence** and processes sitting behind that confidence.

AI introduces a similar tension between concern and governance.

AI is sharpening the challenge

85.7%

worry AI tools could access or expose sensitive information

33.0%

describe AI use as governed and policy-led across the organisation

29.7%

are very or completely confident in a practical plan to adopt AI safely over the next 12 months

One challenge, different pressures

The confidence-to-proof gap is emerging across each of the three sectors, but the pressure looks different depending on the environment organisations are operating in.



Financial services

Proving resilience amid AI and supplier change



95.9%

are concerned about AI exposing sensitive information, the highest of the three sectors.



74.4%

say data quality, structure or access controls have delayed, reduced or complicated an AI initiative.

Regulatory pressure is also tangible: **82.5%** say they reviewed or updated third-party technology dependency management in the past year because of regulatory expectations.



Legal, accountancy & professional services

The client-time impact of technology friction



73.3%

say slow systems, outages or workarounds have a moderate, major or severe effect on time spent on client work.



47.2%

say slow systems, outages or workarounds have a moderate, major or severe effect on time spent on client work.

Strategy appears relatively clear in this sector, with **85.7%** saying their technology strategy guides decisions, but only **26.4%** regularly test recovery and document the results.



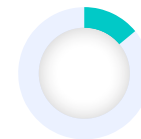
Not-for-profit & charity

Operational friction meets a thinner safety margin



51.9%

say frontline staff or volunteers have raised too many separate systems or logins.



13.6%

are very or completely confident in a practical safe-AI plan.

Only **56.8%** are at least moderately confident they could operate through a major incident, while one in five (19.8%) regularly test and document recovery.

The starting point

The early findings suggest that technology confidence does not always translate into demonstrable readiness. The pressures behind that gap are not the same everywhere - from regulatory evidence in financial services, to client economics in professional services and frontline capacity in nonprofits.



FINANCIAL SERVICES

Regulatory evidence

How organisations demonstrate resilience as AI adoption and supplier dependencies evolve.



PROFESSIONAL SERVICES

Client economics

How technology friction and recovery readiness affect the time available for client work.



NONPROFITS

Frontline capacity

How fragmented systems, limited capacity and AI readiness intersect.

THE CONFIDENCE GAP

Full research report + sector roundtables coming in November

Further details to follow.