

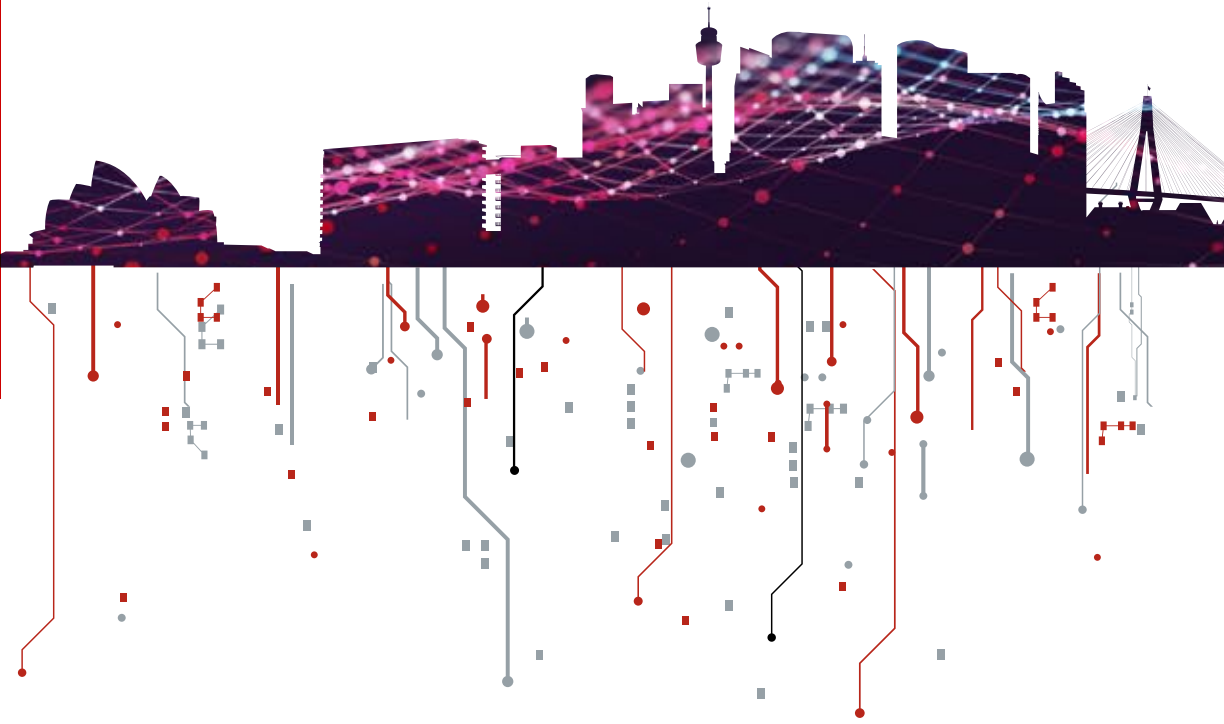


Live more,
Bank less

AUSTRALIA

2021 DBS Digital Readiness
Survey for Treasurers

CORPORATES





About The Survey

DBS has partnered East and Partners (East) to continue its Digital Readiness Survey for the third round. This research, designed to chart the progress in businesses' efforts in all things digital, is based on direct interviews with 1,503 treasurers from the Top 100 revenue ranked corporates (US\$1.0Bn plus revenue equivalent) and middle-market companies (US\$200Mn-1.0Bn revenue equivalent) across US, UK and 13 markets in Asia Pacific including Australia, China, India, Indonesia, Japan, Hong Kong, Malaysia, Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam. Here we take a closer look at the Australia market and a snapshot of its corporates on the digital journey.



Profile Of Survey Respondents In Australia



Treasurers To The Fore

State Of Digital Readiness

Australia **17%** **83%**

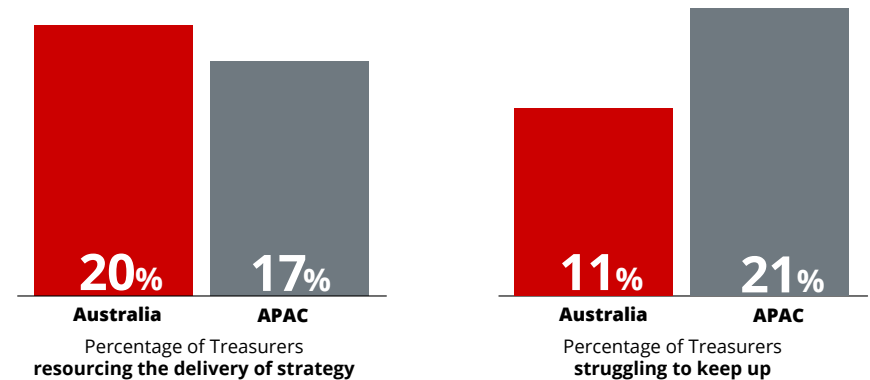
17% of corporates say they have a clearly-defined digital strategy

83% of corporates say more work needs to be done

APAC **35%** **65%**

35% of corporates say they have a clearly-defined digital strategy

65% of corporates say more work needs to be done

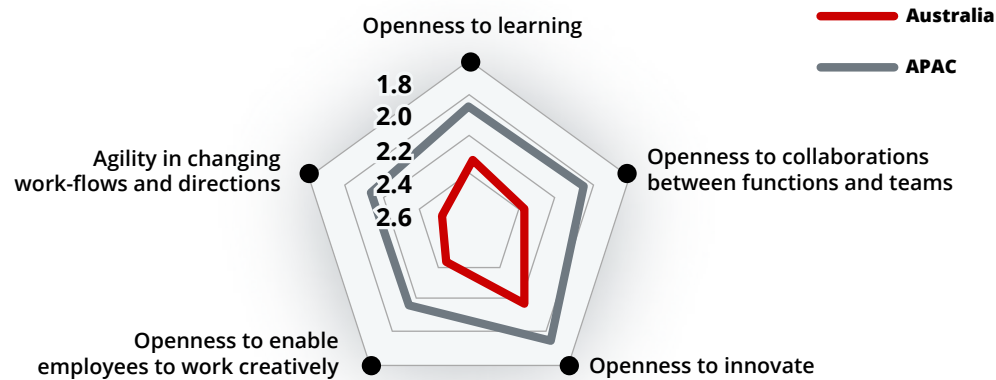




An Opportunity For More Openness

Five Key Digitalisation Receptiveness Factors

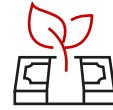
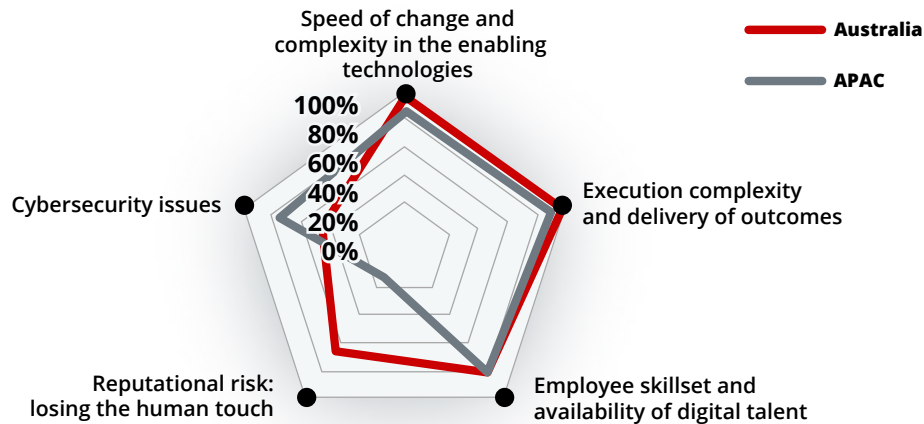
Ratings on a 1-5 scale (1= excellent and 5= poor)



Technology And Talent Challenges

Top Five Barriers To Digitalisation

% of corporates nominating each factor



Client Relationship Management Investment Holds Sway

Digital Applications And Investments



Corporates are investing in new technology solutions for **finance and banking requirements**

73%

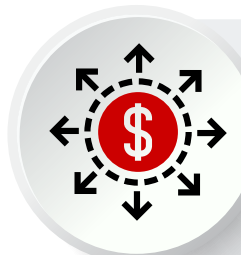
Risk & Compliance Reporting

63%

Trade and Supply Chain Financing

58%

Cash Management



Corporates are investing in new technology solutions for **broader business areas**

85%

CRM and Servicing

74%

Sales and Distribution

72%

Back Office Operations



Digitisation in our case is having the effect of making us generally more nimble and able to change strategy quite quickly; somewhat unexpected but a great benefit to the business and one we'd now see as the biggest risk in not keeping our digital efforts happening.



- Group Treasurer, US\$15.0Bn, Australia, Mining Group



Smart Contracts The Smart Choice

Top Three Most Valuable Technologies Being Employed



Smart Contracts and DLT to power ecosystems



APIs to embed services into key platforms



AI / Machine Learning to improve decisions



Big Shift To APIs

Bank Connectivity Now And In 12 Months

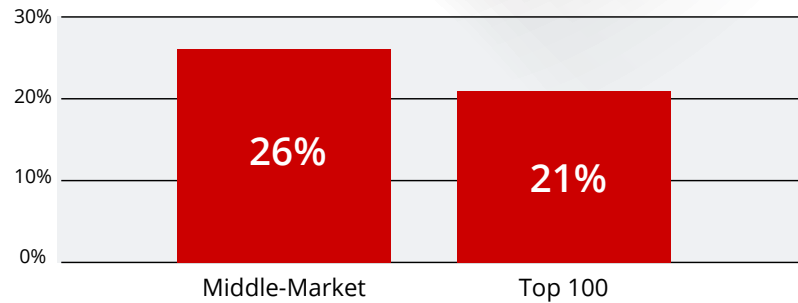
■ Now ■ Next 12 Months



Ecommerce Fuels Growth



% of overall revenues derived from eCommerce





ESG As The Next Frontier For Digitalisation



Top Three Drivers Of ESG Digitalisation



84%

Matching investor requirements



67%

Mapping against project financing requirements



48%

Market communication*

*Market communication refers to to the enterprise's ESG related communications to its external markets and stakeholders.

“ Our efforts are certainly gathering pace; took a while to get started on things digital but once we did, momentum across the business has built very quickly. Importantly this has won over some key execs who were a bit sceptical but now see speed as critical to success. ”

- Treasurer, US\$3.0Bn, Australia, Wholesale Distributor



Cost Savings Is The Leading KPI

Top Three KPIs To Evaluate ROI From Digital Transformation



Cost efficiencies and savings



Online revenue / sales growth



Better cycle rates across business processes



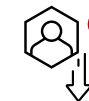
Not Going Digital Is The Greatest Risk

Top Three Greatest Costs / Risks To The Organisation Of Not Digitalising



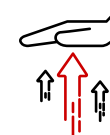
86%

Lose competitive advantage



82%

Customer and revenue leakage



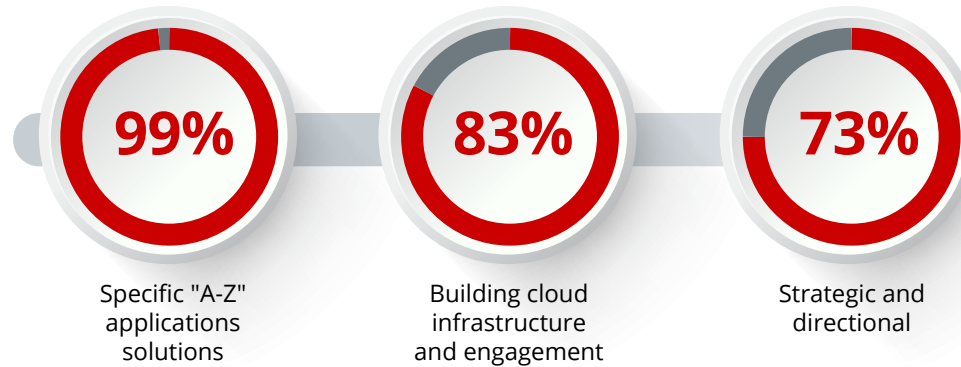
81%

Constrain growth plans



Banks Playing A Key Role In Fintech

Top Three Areas Of Guidance Treasurers Are Looking For From Their Banks



“
 Markets are moving really quickly and we're trying to get ready for life post-Covid; digitising as much of the business as we can is the only way we'll get there I think.
 ”

- Treasurer, US\$1.5Bn, Australia, Retail Brand Group

For more information, the full results of the Digital Readiness Survey is available [here](#).

