

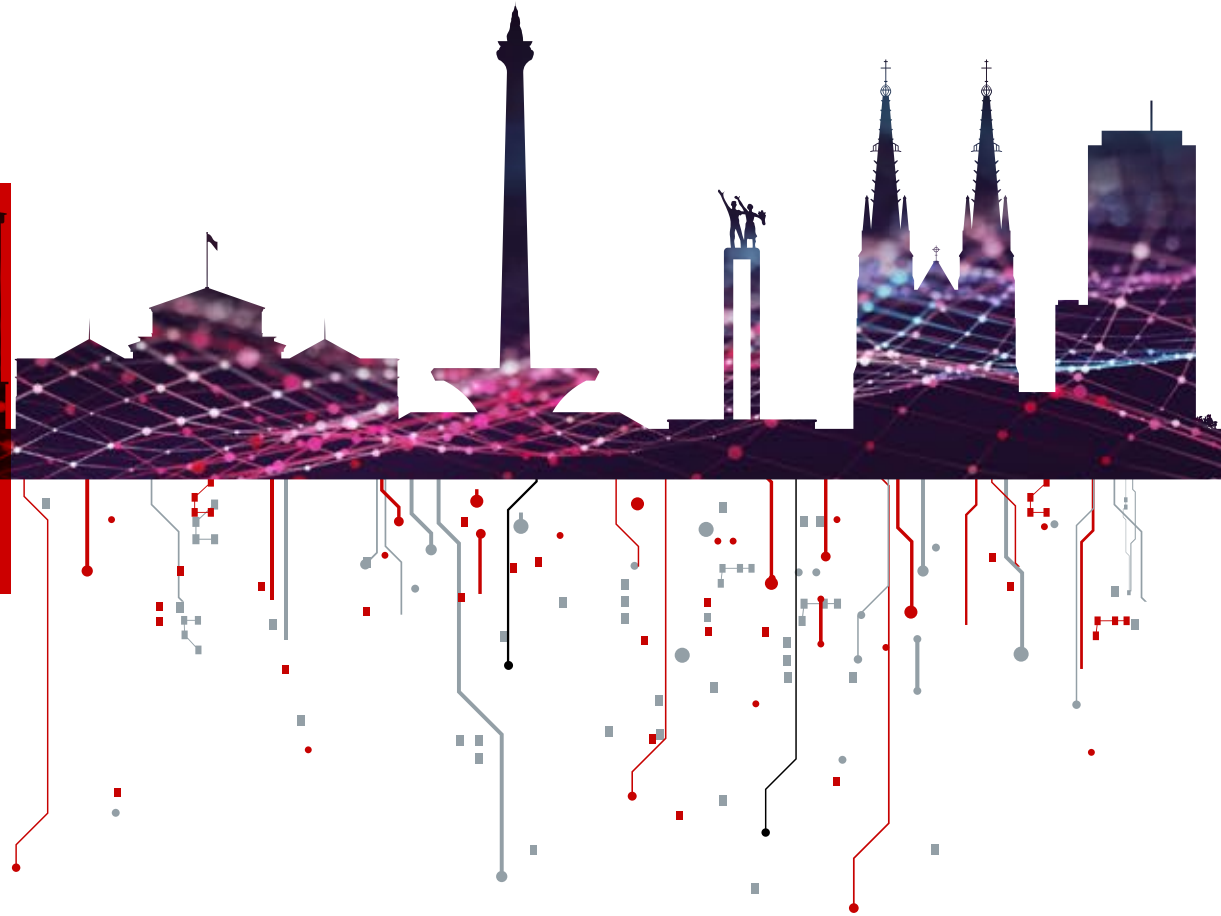


Live more,  
Bank less

# INDONESIA

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 Indonesia market and a snapshot of its corporates on the digital journey.

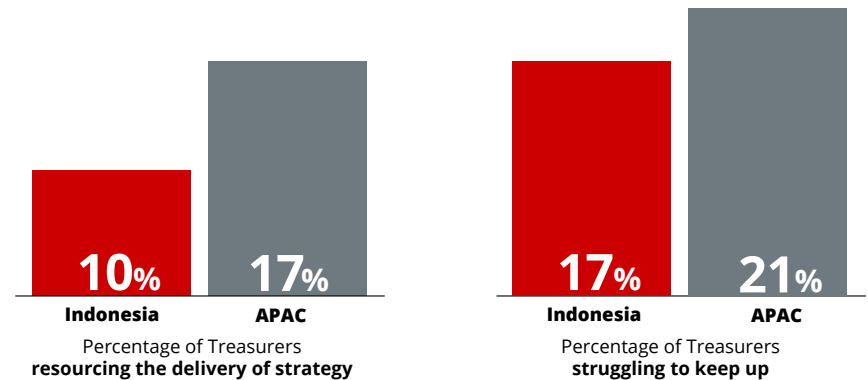


## Profile Of Survey Respondents In Indonesia



## Treasurers Have A Greater Role To Play

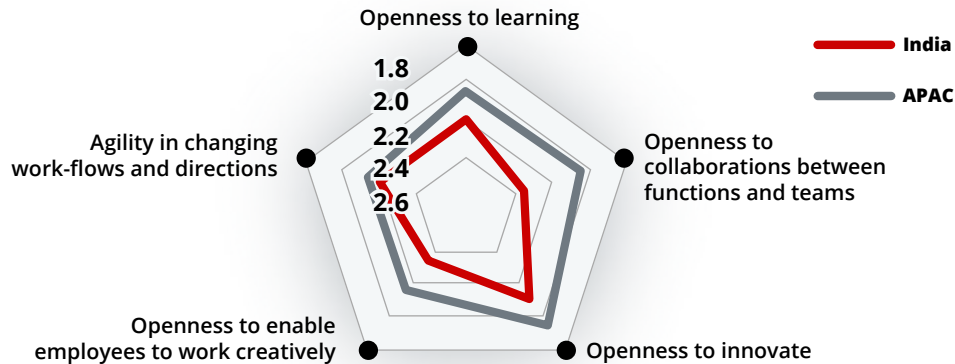
### State Of Digital Readiness



## Openness To Collaboration And Creativity Will Drive Progress

### Five Key Digitalisation Receptiveness Factors

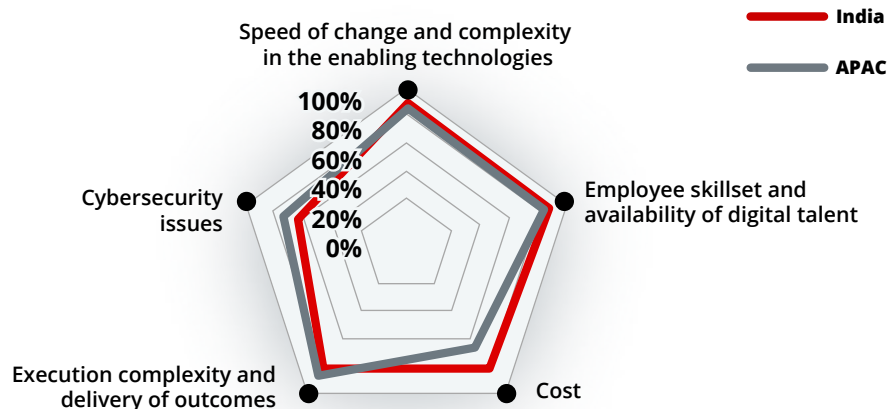
Ratings on a 1-5 scale (1= excellent and 5= poor)



## Costs And Talent Shortages Remain Key Barriers

### Top Five Barriers To Digitalisation

% of corporates nominating each factor



## Supply Chains Are Securing The Most Digital Investment

### Digital Applications And Investments



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

**63%**

Trade and Supply Chain Financing

**54%**

Cash Management

**32%**

Cross-Border Payments and FX



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

**58%**

Sales and Distribution

**56%**

Back Office Operations

**51%**

Procurement and Supply Chain Management

## Crypto Interest Growing But A Long Way To Go

### Top Three Most Valuable Technologies Being Employed



Smart Contracts and DLT to power ecosystems

APIs to embed services into key platforms

Cryptocurrencies for transactions



## Bank API Connectivity Set To Surge

### Bank Connectivity Now And In 12 Months

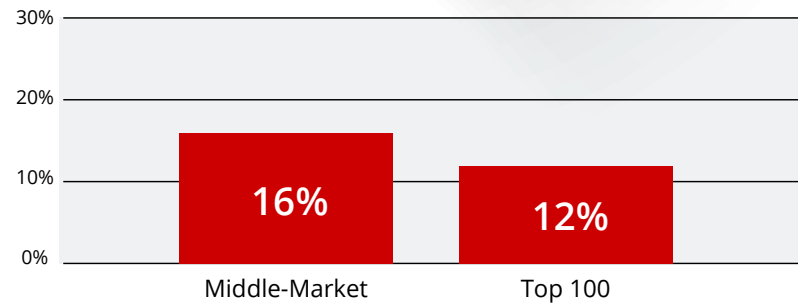
■ Now ■ Next 12 Months



## Ecommerce Revenue Opportunities Abound



% of overall revenues derived from eCommerce





## Low Rate Of ESG Technology Investment

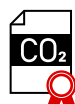


### Top Three Drivers Of ESG Digitalisation



**85%**

Mapping against project financing requirements



**77%**

Carbon credits trading



**38%**

Matching investor requirements

“

Cycle rates and stock turn are critical for us and are key measures of return we use; how much faster and simpler can we get these clocks happening.

”

- Treasurer, US\$1.2Bn, Indonesia, Consumer Goods Manufacturer



## Online Revenue Growth The Key KPI

### Top Three KPIs To Evaluate ROI From Digital Transformation



## Not Going Digital Remains The Greatest Risk

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



**84%**

Constrain growth plans



**70%**

Lose competitive advantage



**69%**

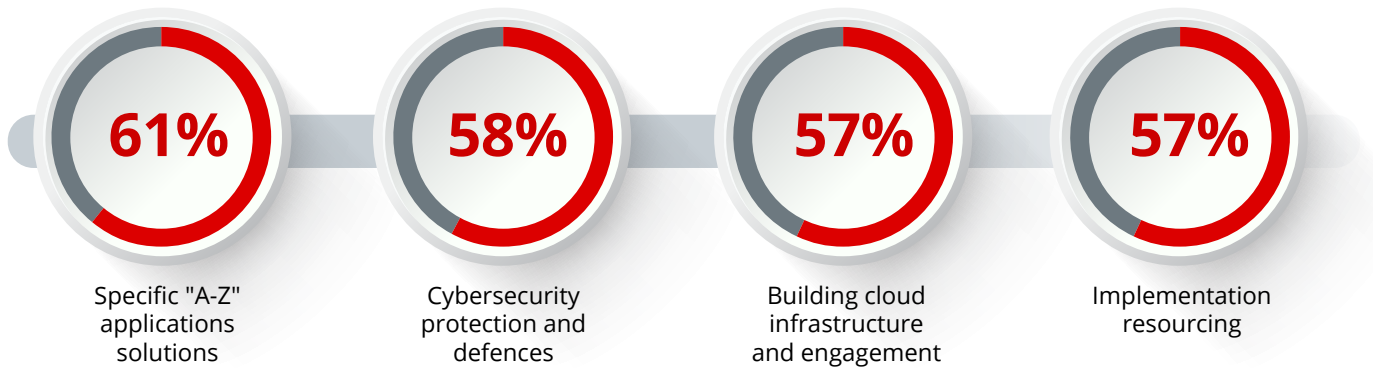
Harder to execute new strategies





## Banks Are Playing A Much Greater Role In FinTech

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



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

