



Live more,  
Bank less

# MALAYSIA

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



## Profile Of Survey Respondents In Malaysia



## Treasurers Required To Lift Their Game

### State Of Digital Readiness

**Malaysia** **20%** **80%**

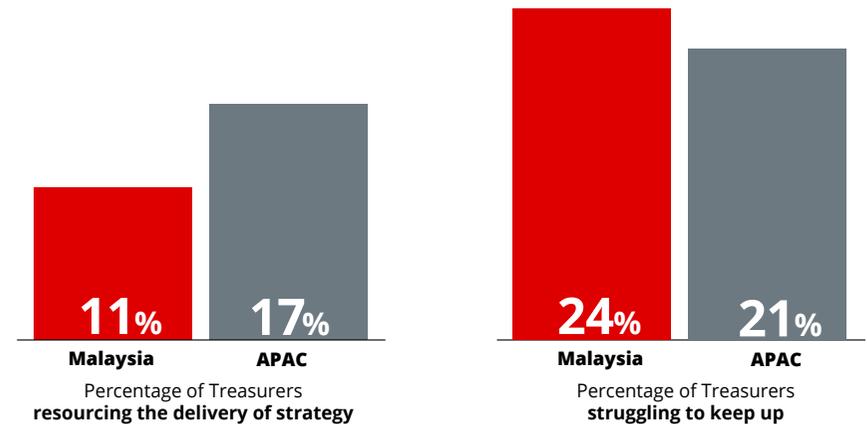
20% of corporates say they have a clearly-defined digital strategy

80% of corporates say more work needs to be done

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

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

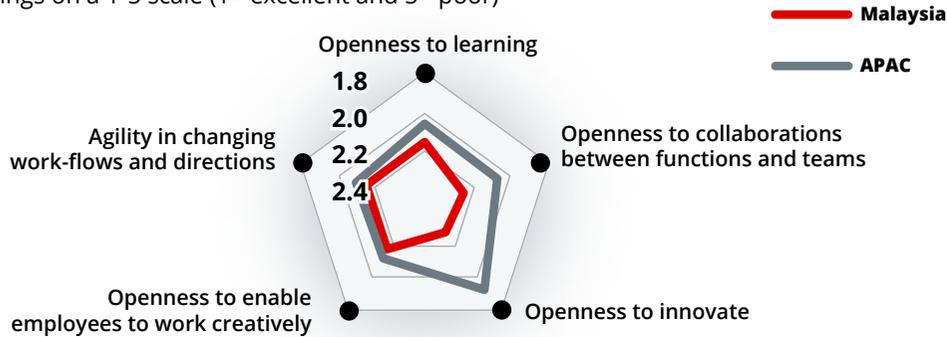
65% of corporates say more work needs to be done



## More Openness To Collaboration And Innovation Needed

### Five Key Digitalisation Receptiveness Factors

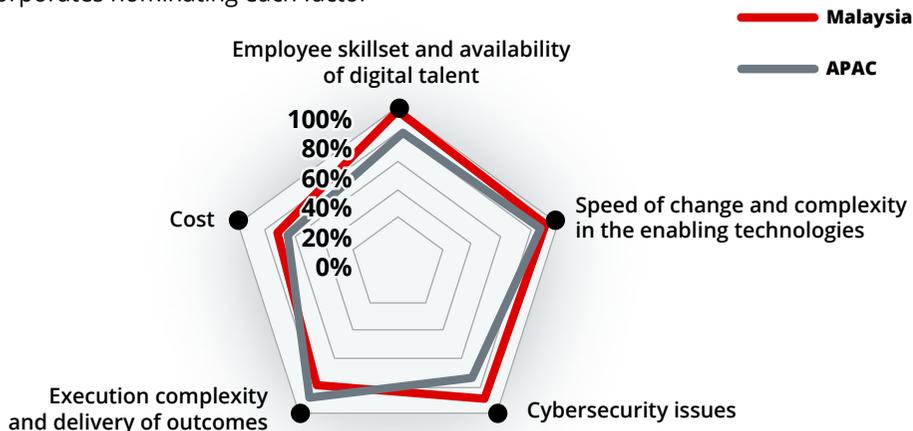
Ratings on a 1-5 scale (1= excellent and 5= poor)



## Shortages In Digital Talent Remains A Key Barrier

### Top Five Barriers To Digitalisation

% of corporates nominating each factor



## Supply Chain Financing Winning Lion Share Of Investment

### Digital Applications And Investments



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

**86%**

Trade and Supply Chain Financing

**58%**

Cash Management

**27%**

Cross-Border Payments and FX



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

**43%**

Sales and Distribution

**38%**

Procurement and Supply Chain Management

**35%**

Back Office Operations



## Smart Contracts And APIs Are Expected To Deliver Value

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 Looks Set To Grow

Bank Connectivity Now And In 12 Months

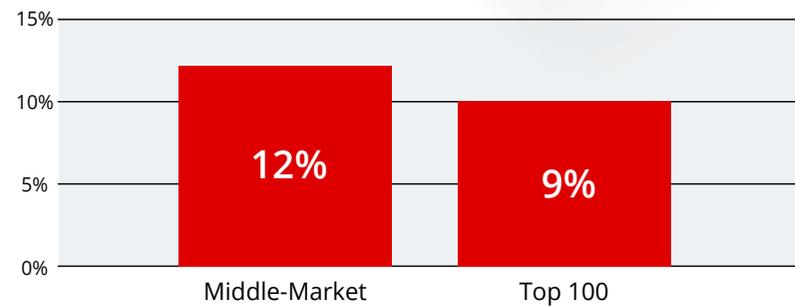
■ Now ■ Next 12 Months



## Ecommerce Investment Expected To Drive Revenue



% of overall revenues derived from eCommerce





## Less Than One In Ten Treasurers Focused On ESG Technology



### Top Three Drivers Of ESG Digitalisation



**67%**

Mapping against project financing requirements



**67%**

Matching investor requirements



**56%**

Carbon credits trading

“ Really focussed on digitising our supply chains as quickly as possible. Covid caught us out and digitising the way we run our chains has become mission critical. ”

- Treasurer, US\$800Mn, Malaysia, Agriculture & Food Group



## Revenue KPIs Are Used To Measure Success

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



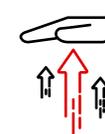
## Executing New Strategies At Risk In Absence Of Digitalisation

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



**91%**

Harder to execute new strategies



**87%**

Constrain growth plans



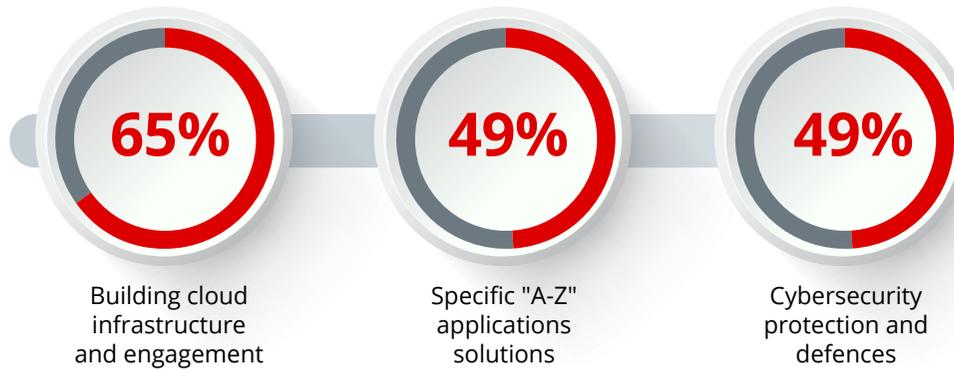
**70%**

Lose competitive advantage



## Advice On Cloud Plans Is Actively Sought From Banks

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](#).