



Live more,  
Bank less

# TAIWAN

2021 DBS Digital Readiness  
Survey for Treasurers

CORPORATES



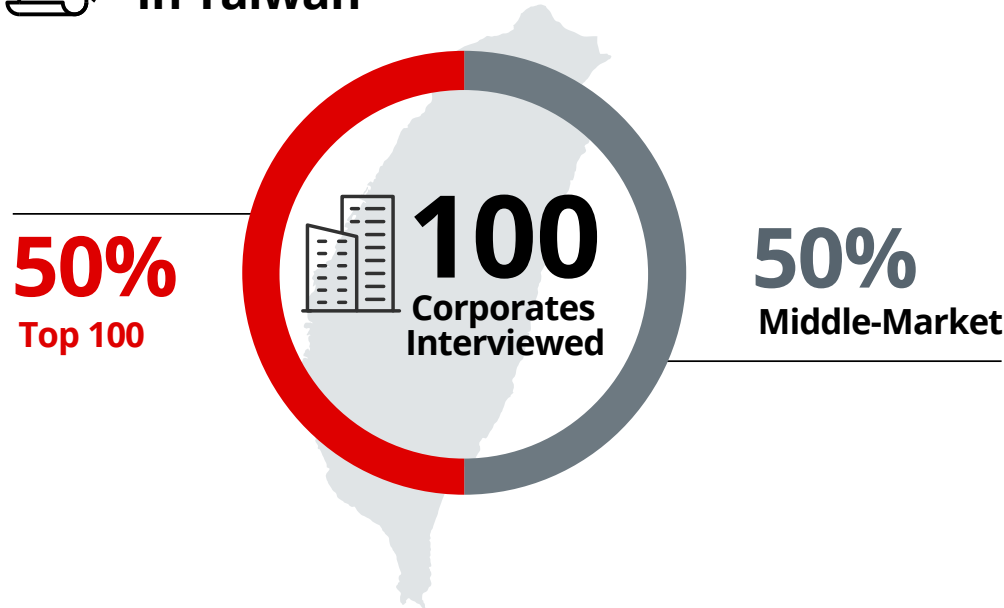


## About The Survey

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



## Profile Of Survey Respondents In Taiwan



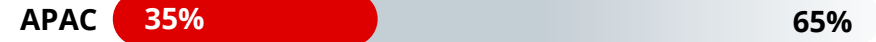
## One In Two Corporates Have A Clear Digital Strategy

### State Of Digital Readiness



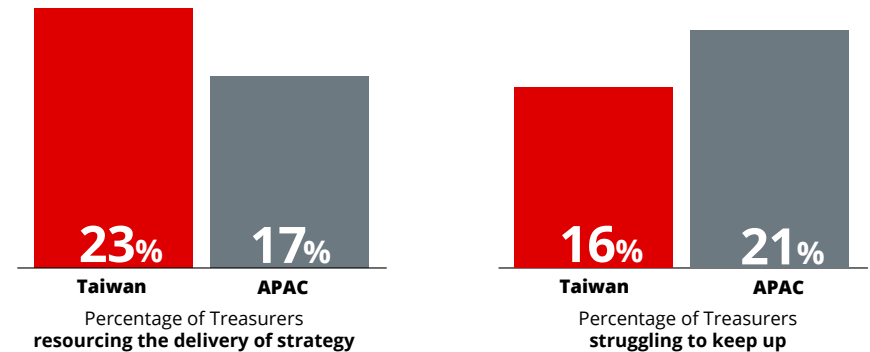
51% of corporates say they have a clearly-defined digital strategy

49% of corporates say more work needs to be done



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

65% of corporates say more work needs to be done

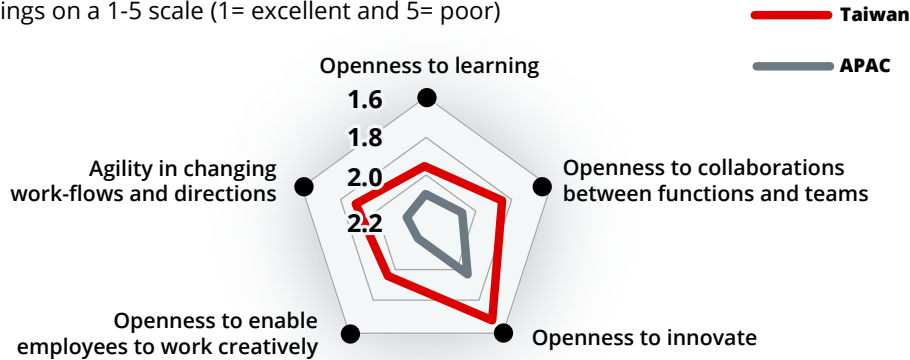




## Openness To Innovate Is Driving Digital Transformation

### Five Key Digitalisation Receptiveness Factors

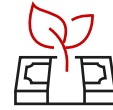
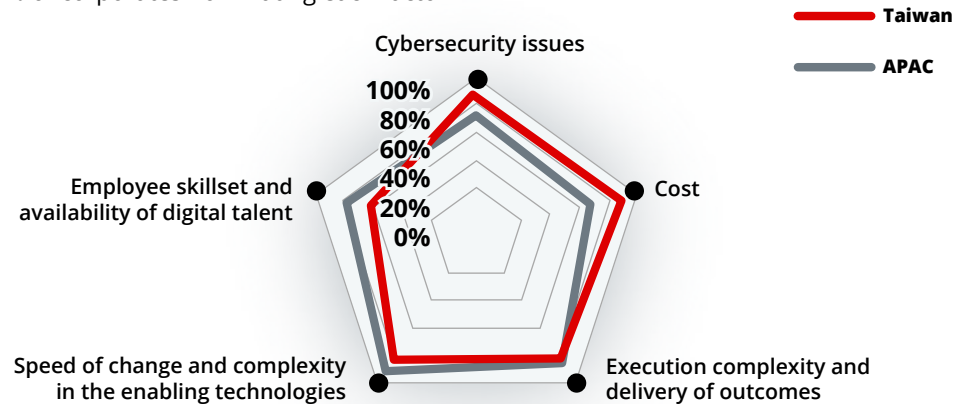
Ratings on a 1-5 scale (1= excellent and 5= poor)



## Cost And Security Concerns Hold Back Further Progress

### Top Five Barriers To Digitalisation

% of corporates nominating each factor



## Cash Management Investment Is Outstripping Other Areas

### Digital Applications And Investments



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

**79%**

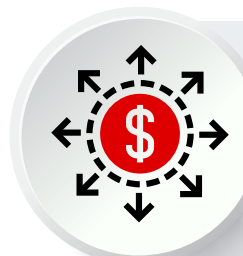
Cash Management

**69%**

Trade and Supply Chain Financing

**40%**

Cross-Border Payments and FX



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

**57%**

Procurement and Supply Chain Management

**45%**

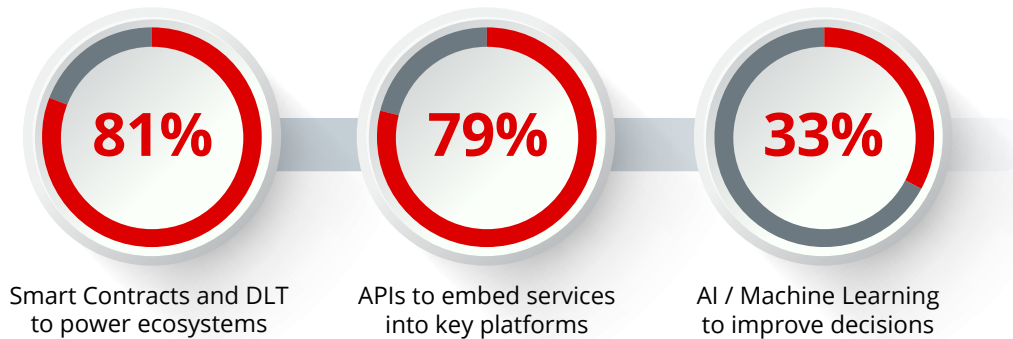
Sales and Distribution

**33%**

CRM and Servicing

## Smart Contracts And APIs Share Top Spots

Top Three Most Valuable Technologies Being Employed



## APIs Soon To Replace Host-To-Host Bank Connectivity

Bank Connectivity Now And In 12 Months

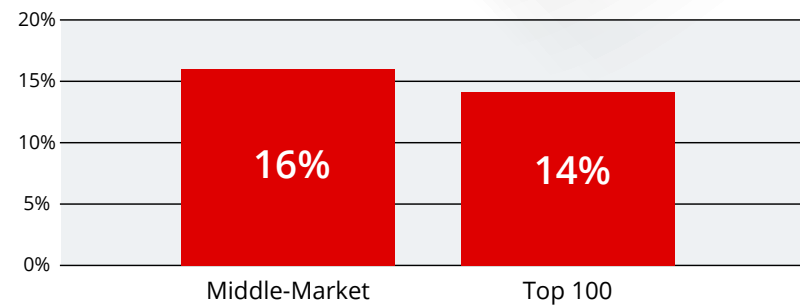
■ Now ■ Next 12 Months



## Ecommerce Investment Is Chasing Returns



% of overall revenues derived from eCommerce

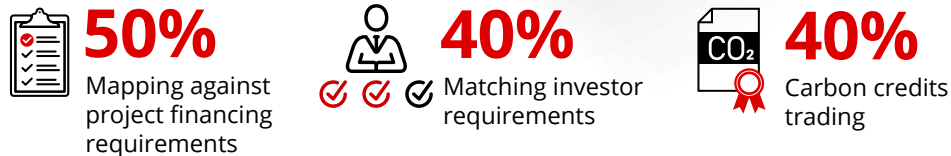




## ESG Technology Potential Not Yet Realised



### Top Three Drivers Of ESG Digitalisation



“ Luckily we had two digitisation projects already happening in our distribution business pre-Covid which went live December 2019; wouldn't have survived I don't think given the disruption to our supply chains that's taken place. ”

- CFO, US\$10.0Bn, Taiwan, Semi-Conductor Manufacturer



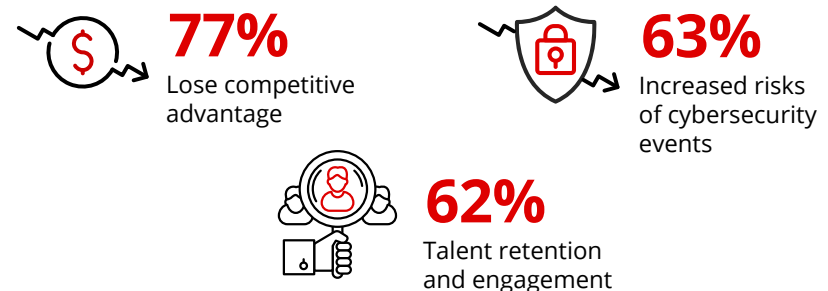
## Faster Product-To-Market Delivery Is The Leading KPI

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



## Competitiveness Most At Risk In Absence of Digitalisation

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





## Banks Playing A Greater Role In FinTech Choices

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](#).