

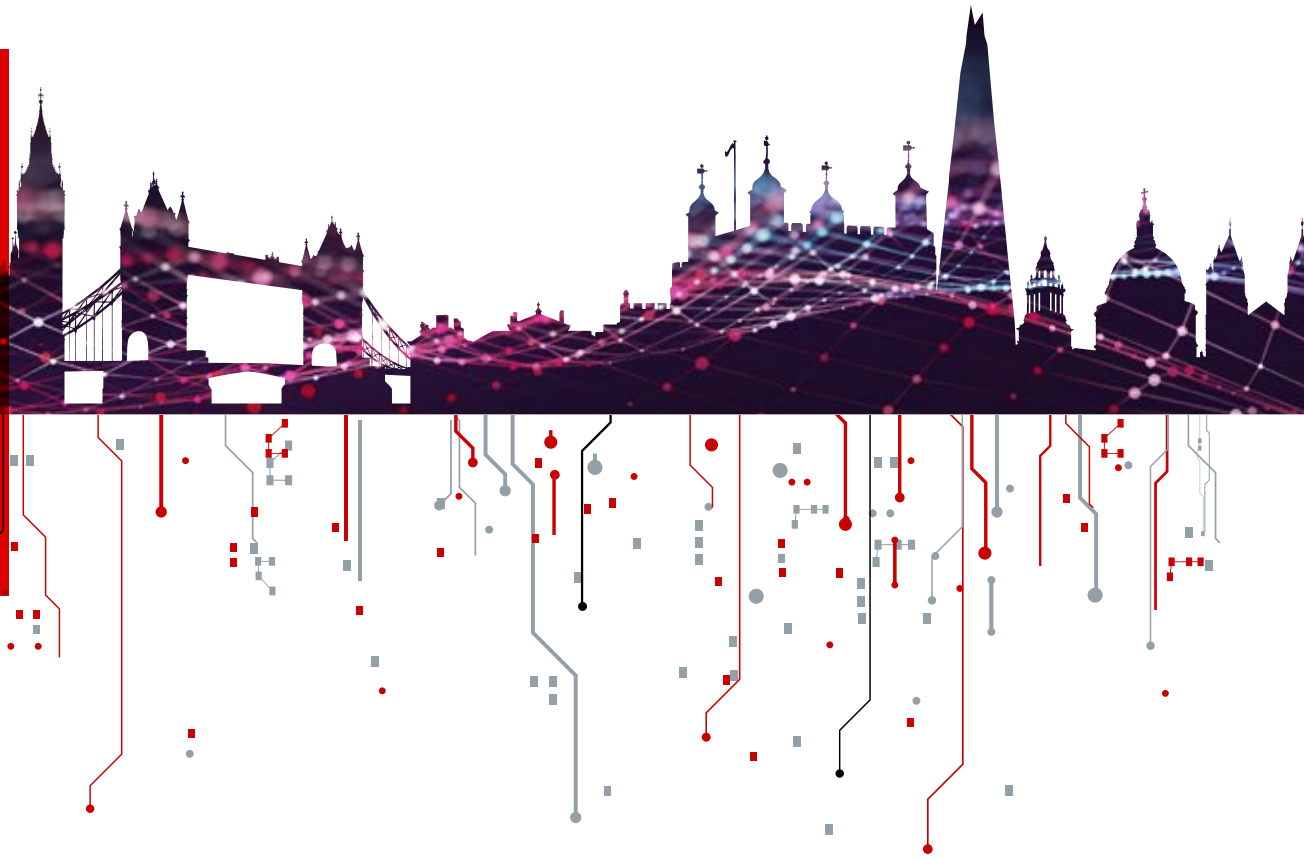


Live more,
Bank less

UNITED KINGDOM

2021 DBS Digital Readiness
Survey for Treasurers

CORPORATES



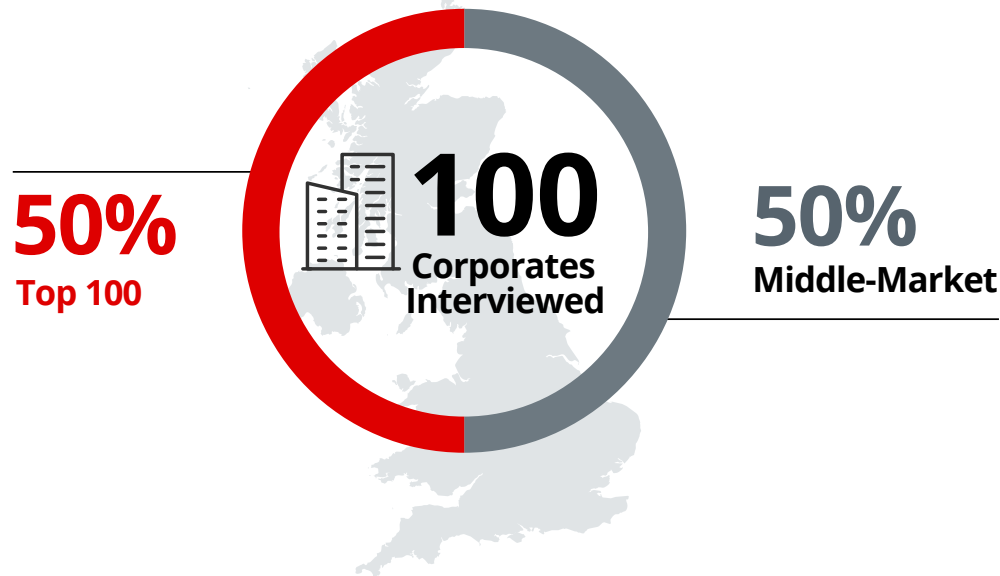


About The Survey

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

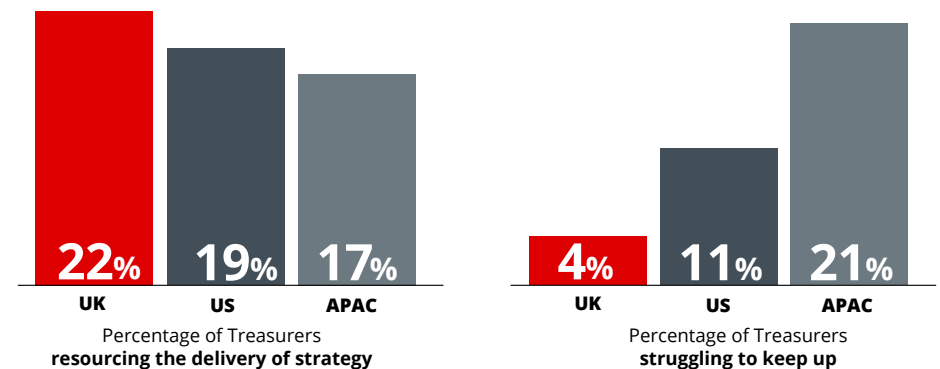


Profile Of Survey Respondents In United Kingdom



One In Two Corporates Have A Clear Digital Strategy

State Of Digital Readiness

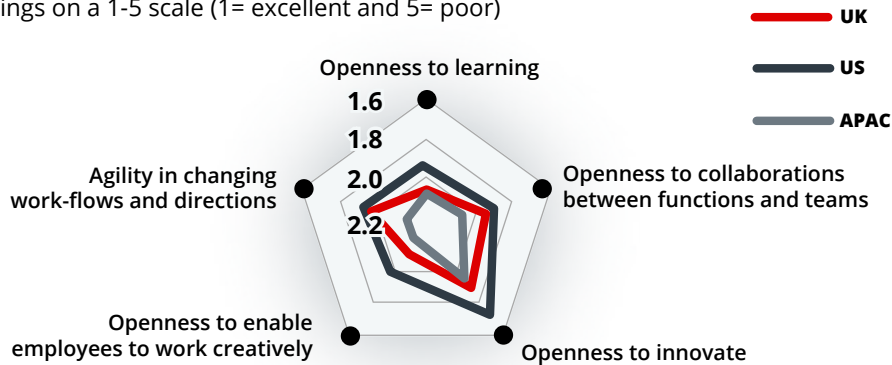




Further Openness Is Required To Drive Digitalisation

Five Key Digitalisation Receptiveness Factors

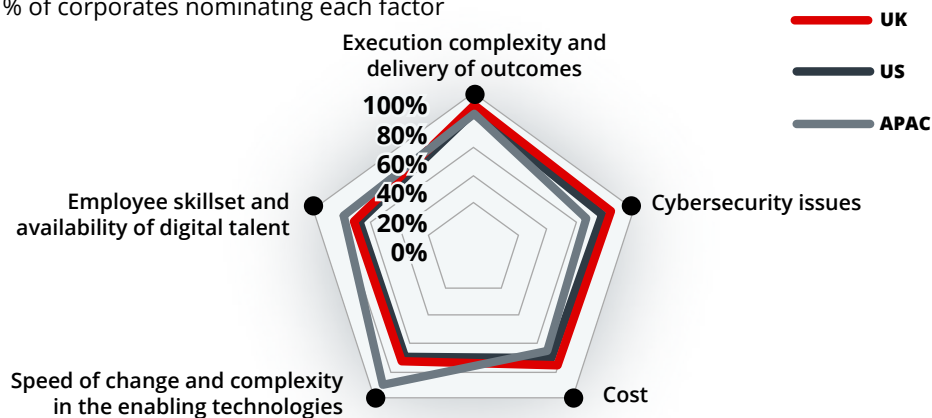
Ratings on a 1-5 scale (1= excellent and 5= poor)



Cost Hurdles And Cybersecurity Concerns Are Impeding Progress

Top Five Barriers To Digitalisation

% of corporates nominating each factor



Supply Chain And Sales & Distribution Are Key Investment Areas

Digital Applications And Investments



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

69%

Trade and Supply Chain Financing

47%

Risk and Compliance Reporting

36%

Cash Management



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

73%

Sales and Distribution

63%

CRM and Servicing

45%

Procurement and Supply Chain Management



Smart Contracts Unlock Ecosystem Value

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

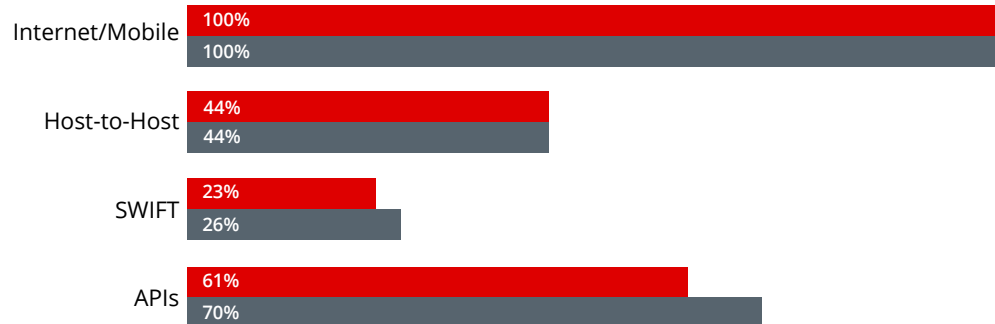


APIs

Bank API Connectivity Past The Tipping Point

Bank Connectivity Now And In 12 Months

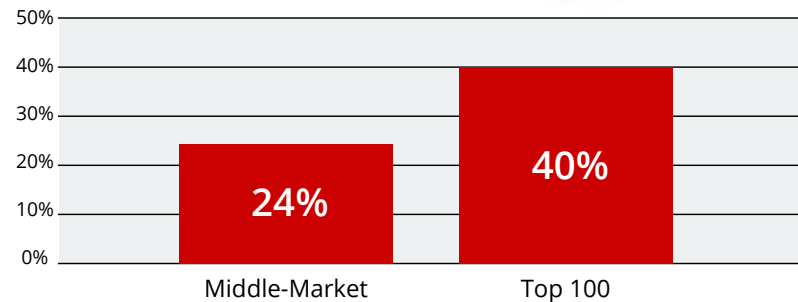
■ Now ■ Next 12 Months



Ecommerce Investment Delivering Strong Returns



% of overall revenues derived from eCommerce

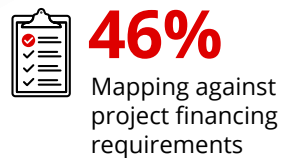




Peer Benchmarking Driving ESG "Green Shoots"



Top Three Drivers Of ESG Digitalisation



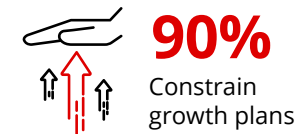
Growth KPIs Used To Evaluate Digitalisation Success

Top Three KPIs To Evaluate ROI From Digital Transformation



Failure To Digitalise Risks Competitive Edge

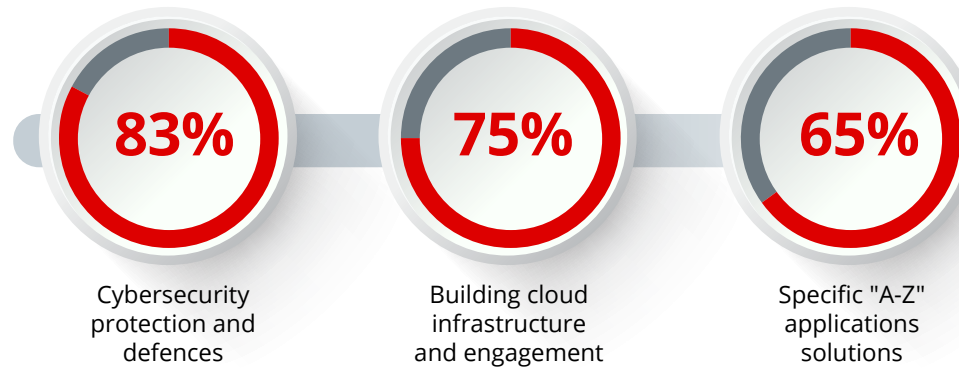
Top Three Greatest Costs / Risks To The Organisation Of Not Digitalising





Cybersecurity And Cloud Advice Actively Sought

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](#).