

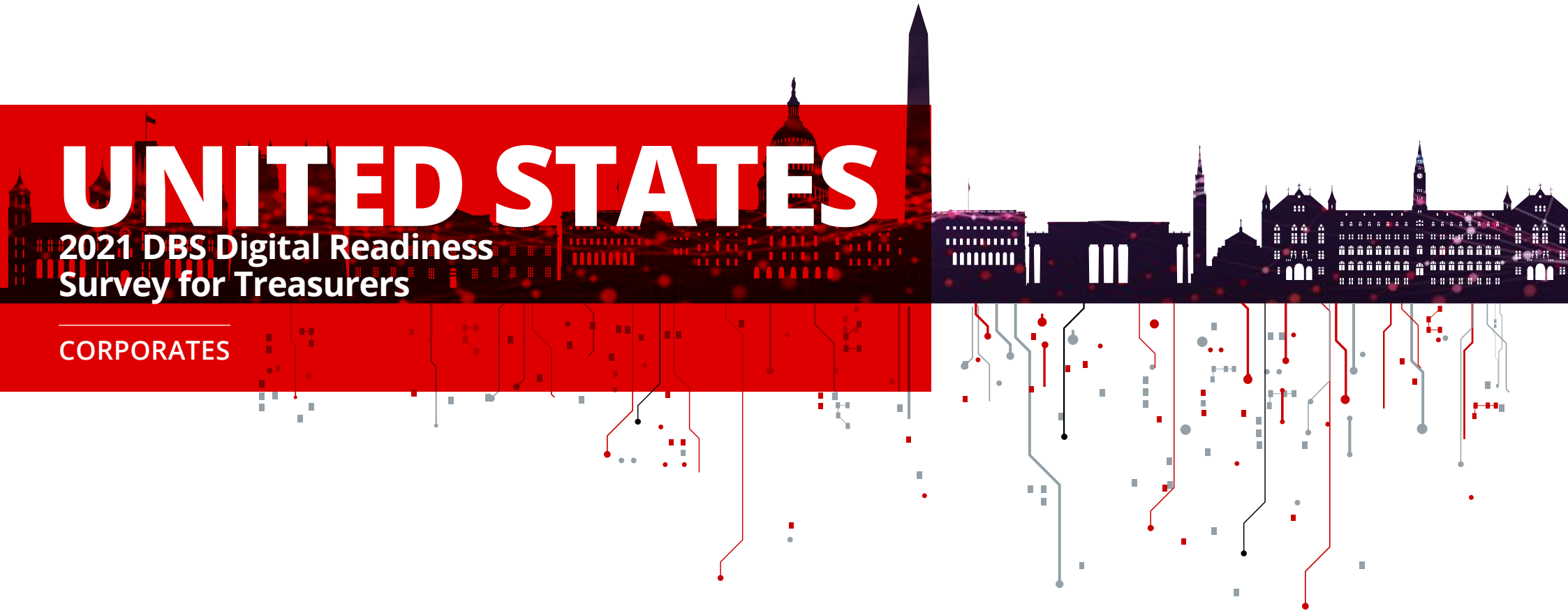


Live more,
Bank less

UNITED STATES

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

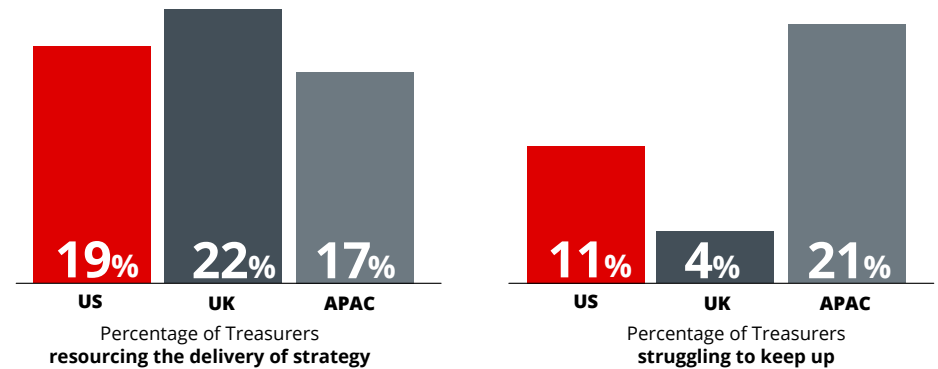
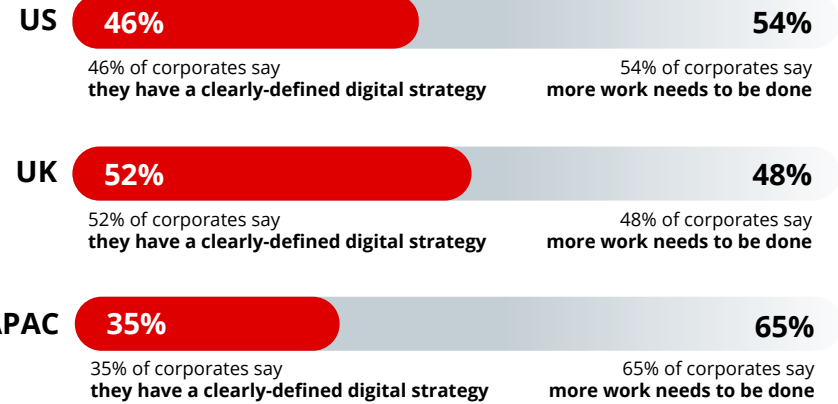


Profile Of Survey Respondents In United States



Almost Half Of Corporates Have A Clear Digital Strategy

State Of Digital Readiness

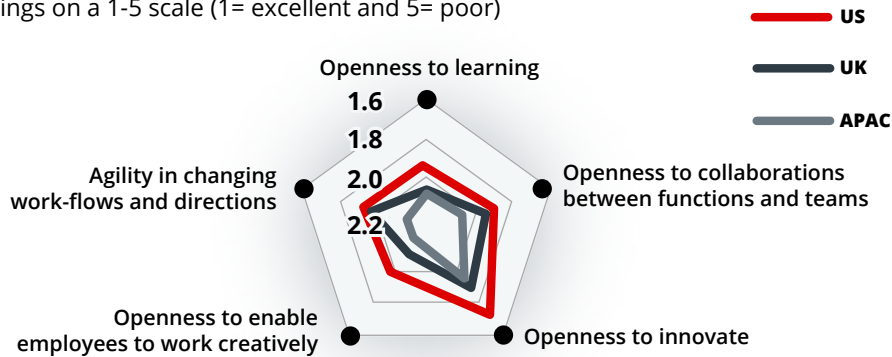




High Level Of Openness To Innovate Is Driving Digitalisation

Five Key Digitalisation Receptiveness Factors

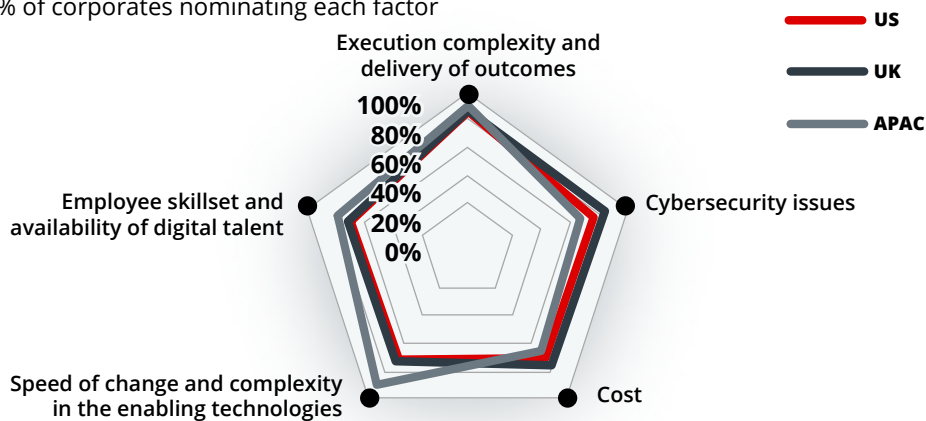
Ratings on a 1-5 scale (1= excellent and 5= poor)



Cybersecurity And Cost Challenges Remain Key Barriers

Top Five Barriers To Digitalisation

% of corporates nominating each factor



Sales & Distribution And Risk Reporting Leads Investment

Digital Applications And Investments



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

67%

Risk and Compliance Reporting

43%

Cash Management

28%

Trade and Supply Chain Financing



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

67%

Sales and Distribution

59%

CRM and Servicing

37%

Back Office Operations



Smart Contracts Are Delivering Value

Top Three Most Valuable Technologies Being Employed



Smart Contracts and DLT to power ecosystems



APIs to embed services into key platforms



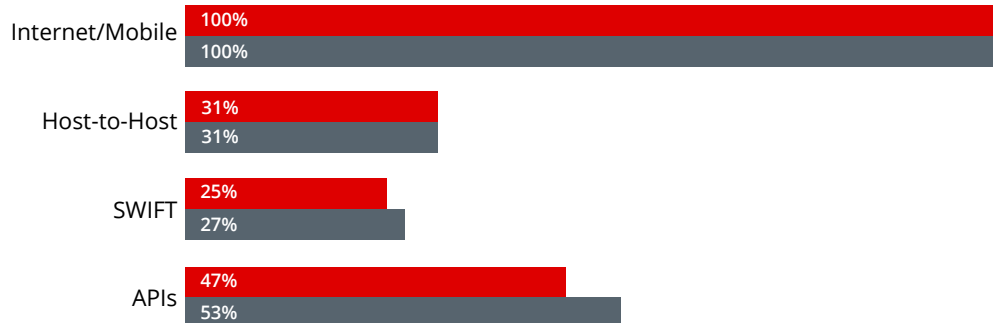
Predictive analytics



API Connectivity Rising Faster than Other Modes

Bank Connectivity Now And In 12 Months

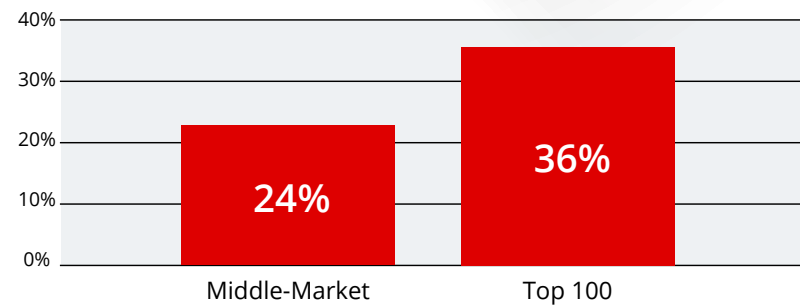
■ Now ■ Next 12 Months



Ecommerce Investment Hitting New Highs



% of overall revenues derived from eCommerce

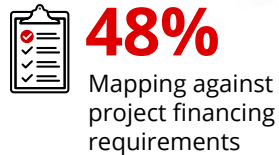
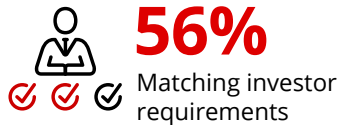




ESG Technology Investment Is Building



Top Three Drivers Of ESG Digitalisation



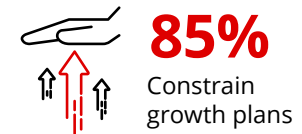
Revenue And Sales Growth KPIs Leading The Way

Top Three KPIs To Evaluate ROI From Digital Transformation



Competitiveness Most At Threat Through Not Digitalising

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





Banks Playing A Key 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](#).