



Live more,
Bank less

VIETNAM

2021 DBS Digital Readiness
Survey for Treasurers

CORPORATES



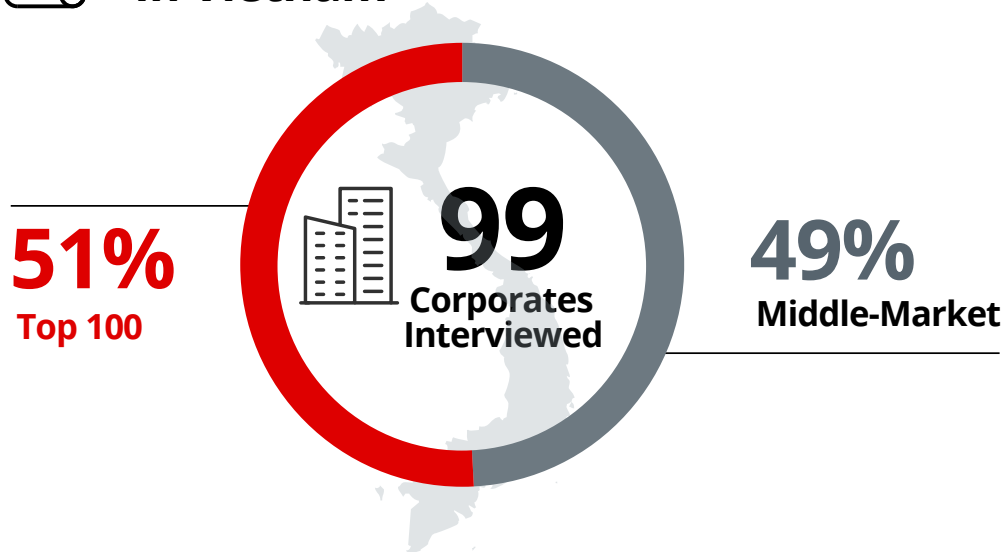


About The Survey

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\$1Bn plus revenue equivalent) and middle-market companies (US\$200mn-1Bn 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 Vietnam market and a snapshot of its corporates on the digital journey.



Profile Of Survey Respondents In Vietnam



An Opportunity For Treasurers To Step Up

State Of Digital Readiness

Vietnam **11%** **89%**

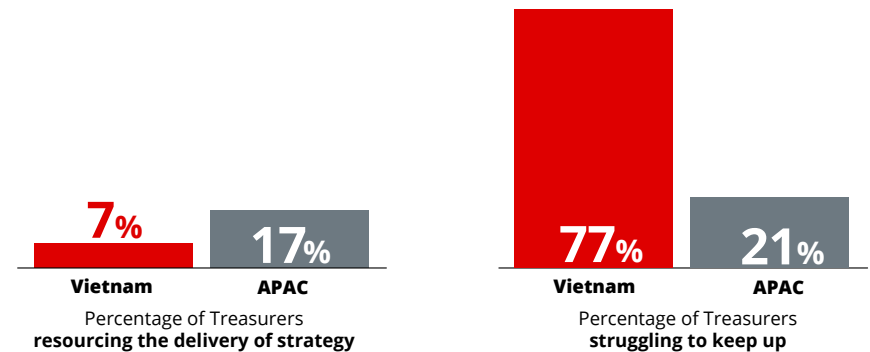
11% of corporates say they have a clearly-defined digital strategy

89% 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

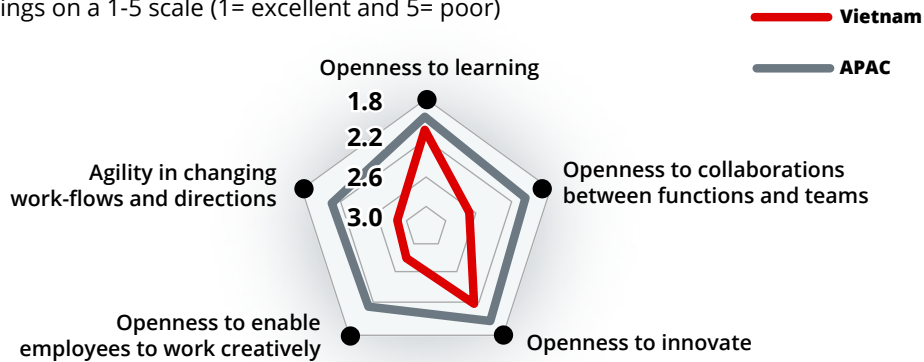




Lack Of Agility And Collaboration Stymying Digital Progress

Five Key Digitalisation Receptiveness Factors

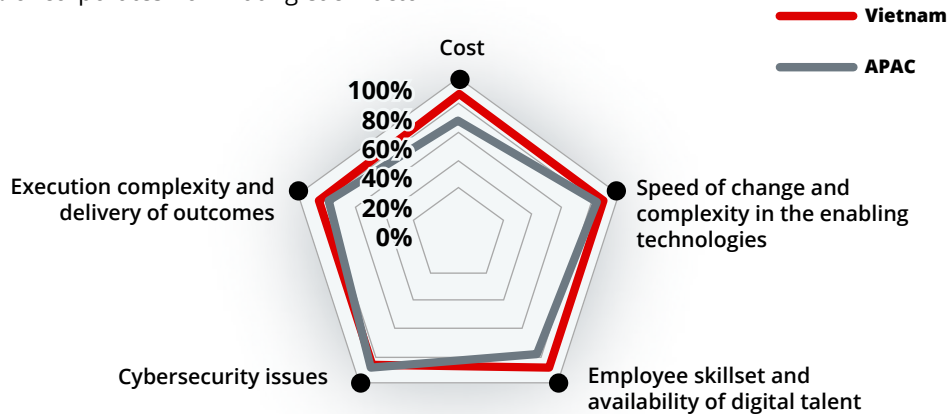
Ratings on a 1-5 scale (1= excellent and 5= poor)



Cost, Speed Of Change And Talent Shortages Are Key Challenges

Top Five Barriers To Digitalisation

% of corporates nominating each factor



Cash Management Is A Key Digital Investment Area

Digital Applications And Investments



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

58%

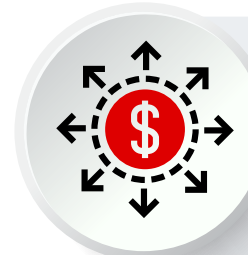
Cash Management

31%

Trade and Supply Chain Financing

12%

Cross-Border Payments and FX



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

43%

Back Office Operations

20%

Procurement and Supply Chain Management

16%

Sales and Distribution



Smart Contracts Are The Smart Choice Forward

Top Three Most Valuable Technologies Being Employed



Smart Contracts and DLT to power ecosystems



APIs to embed services into key platforms



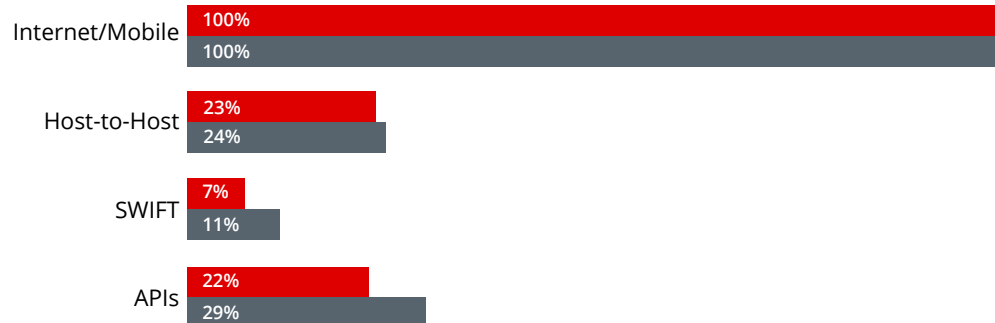
Cryptocurrencies for transactions



SWIFT And Bank API Connectivity Set To Grow

Bank Connectivity Now And In 12 Months

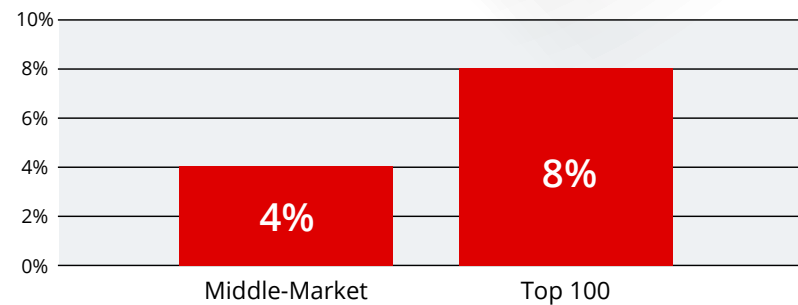
■ Now ■ Next 12 Months



Ecommerce Investment Is Lagging The Region



% of overall revenues derived from eCommerce

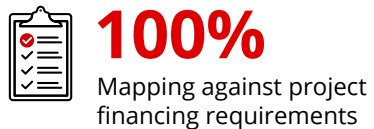




ESG Technology Potential Is Unrealised And Unsupported

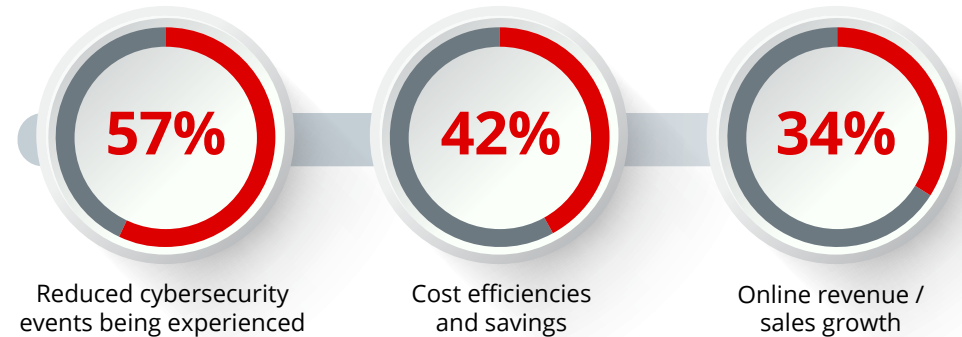


Top Two Drivers Of ESG Digitalisation



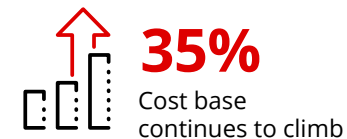
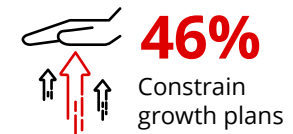
Mitigating Cybersecurity Risk Is The Success Measure

Top Three KPIs To Evaluate ROI From Digital Transformation



Not Going Digital Is The Greatest Risk

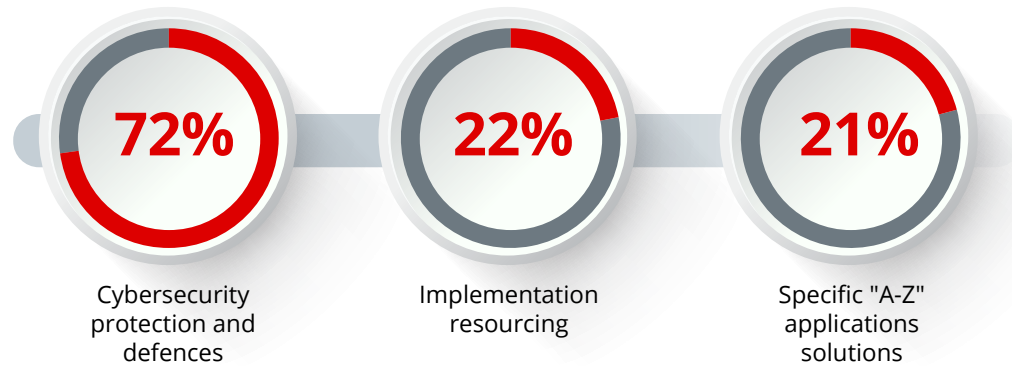
Top Three Greatest Costs / Risks To The Organisation Of Not Digitalising





Advice On Cybersecurity Protection Is In High Demand

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](#).