



## DBS Bank Digitizes Spend to Accelerate its Digital Journey

92% of spend now under digital management

**Industry** Financial Services

**Employees** 24,000

**Revenue** \$12.3B (SGD)

### Challenges

- Spend visibility
- User adoption
- Regulatory compliance

### Solutions

- Coupa Procurement
- Coupa Invoicing
- Coupa Contracts
- Coupa Analytics
- Single Sign-On

### Results

- \$400M additional spend managed
- 92% of spend digitized
- 70% less time spent on procurement

### Key Objectives

- Spend visibility
- Regulatory compliance
- Operational efficiency
- Supply base management
- User adoption
- Process digitization

### Taking Spend Digital in Southeast Asia

The Development Bank of Singapore (DBS) is the largest bank in Southeast Asia with 280 branches in 18 markets. Named the “Safest Bank in Asia” by Global Finance from 2009 to 2017, DBS is unparalleled in security and regulatory compliance.

As their organization and supply base grew, digitizing procurement and spend processes became increasingly necessary. Current processes, like invoicing, were inefficient and cumbersome. They needed better spend visibility. And regulatory compliance was critical for the very diverse regional requirements.

### DBS Selects Coupa for Business Spend Management

DBS had high expectations for a new procurement system. They sought a solution that was secure and configurable to enable visibility and control. They also wanted to raise the bar and enable a “joyful experience” for business spend management processes.

After comparing several procurement systems, employees overwhelmingly chose Coupa for its ease of use, comprehensive capabilities, and intuitive nature.

## DBS Wins with Coupa for Business Spend Management

### DBS Digitizes 92% of Spend with Coupa, Adds \$400M in Spend

With Coupa, DBS now has 92% of their spend managed through the platform, bringing an additional \$400 million spend fully digital to “significantly increase spend visibility.”

### Automations in Procurement Drive Efficiency and Accuracy

With spend management processes now digitized in the Coupa platform, employees spend 70% less time on procurement tasks so they can focus on more strategic initiatives like negotiating with suppliers.

### Compliant Processes Diverse Regulatory Requirements

Despite the extremely different regulatory requirements in international markets, DBS has accelerated BSM processes with Coupa’s BSM solution.

### “Joyful” Procurement Experience Drives Innovation

With Coupa, employees can now enjoy an Amazon-like buying experience in their day-to-day payment and sourcing activities.



“The visibility that Coupa gives me into my supply base and spending is so powerful.”



— Donna Trowbridge,  
Chief Procurement  
Officer

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