



Live more,  
Bank less

# DBS *RAPID* in Action Client Case Studies



# DBS RAPID in Action

## Client Case Studies



### INTRODUCING APIS

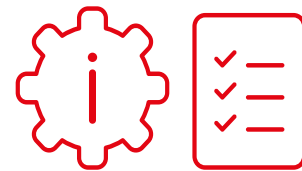
APIs are transforming businesses for the future, today. What types of APIs are driving the change? Why are they important and how can they benefit your business?



API stands for Application Programming Interface; software that connects one system to another and allows information and instructions to pass between them. This communication happens continuously in real-time.

### API TYPES

These are the 3 most commonly adopted APIs. Between them, they allow businesses to digitise their operations, eliminate manual processing, operate 24 hours a day and collaborate with other systems such as blockchains to increase their capabilities.



**Informational APIs**  
Those that provide information such as a credit confirmation

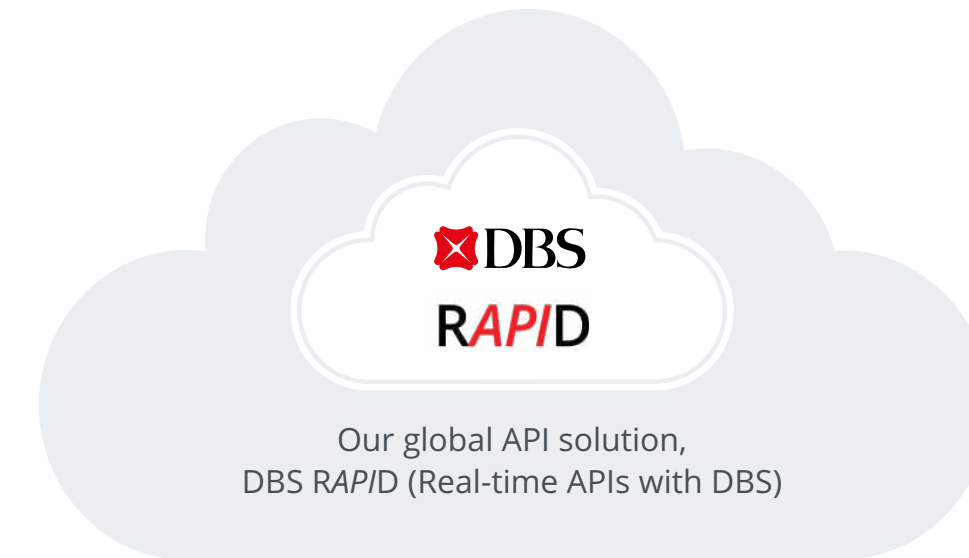


**Transactional APIs**  
Those that carry out transactions like making payments



**Workflow APIs**  
Those that integrate with other platforms e.g. to authorise a direct debit mandate

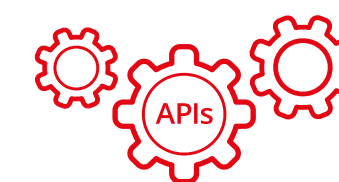
### DBS: A MARKET LEADER IN BANKING API SOLUTIONS



As a result of our digital transformation, we have become market leaders in Banking API Solutions





Since 2017 we have onboarded more than **200 clients** of all sizes across industries and geographies



Our clients now benefit from the largest API library in the world. We have developed more than **180 corporate APIs** to-date

### THE BENEFITS OF APIS

In the cases that follow, you will read about firms that have met these business goals, using DBS RAPID:

 Improve customer experience and unlock business potential	 Optimise working capital
 Grow business in new markets	 Reduce operating costs
 Protect business by managing risks	 Establish unassailable competitive advantages

In this casebook, we showcase customers who have used our API solutions to digitise their operations. In doing so, they have experienced benefits in all aspects of their business.



## ABOUT HALCYON

Halcyon is the world's leading rubber franchise. It has a special interest in natural rubber, a market that relies heavily on paper and manual processes. Halcyon approached us to help it with a bold and challenging plan – to transition the old-fashioned natural rubber industry into a modern, unified digital market place

1

### THE CHALLENGE

Halcyon focused on 3 key goals to meet its objective



Transition the paper-intensive natural rubber industry into a unified digital marketplace for ALL stakeholders

To protect sustainable growers, create a system that provides full traceability to prove the rubber has been grown responsibly

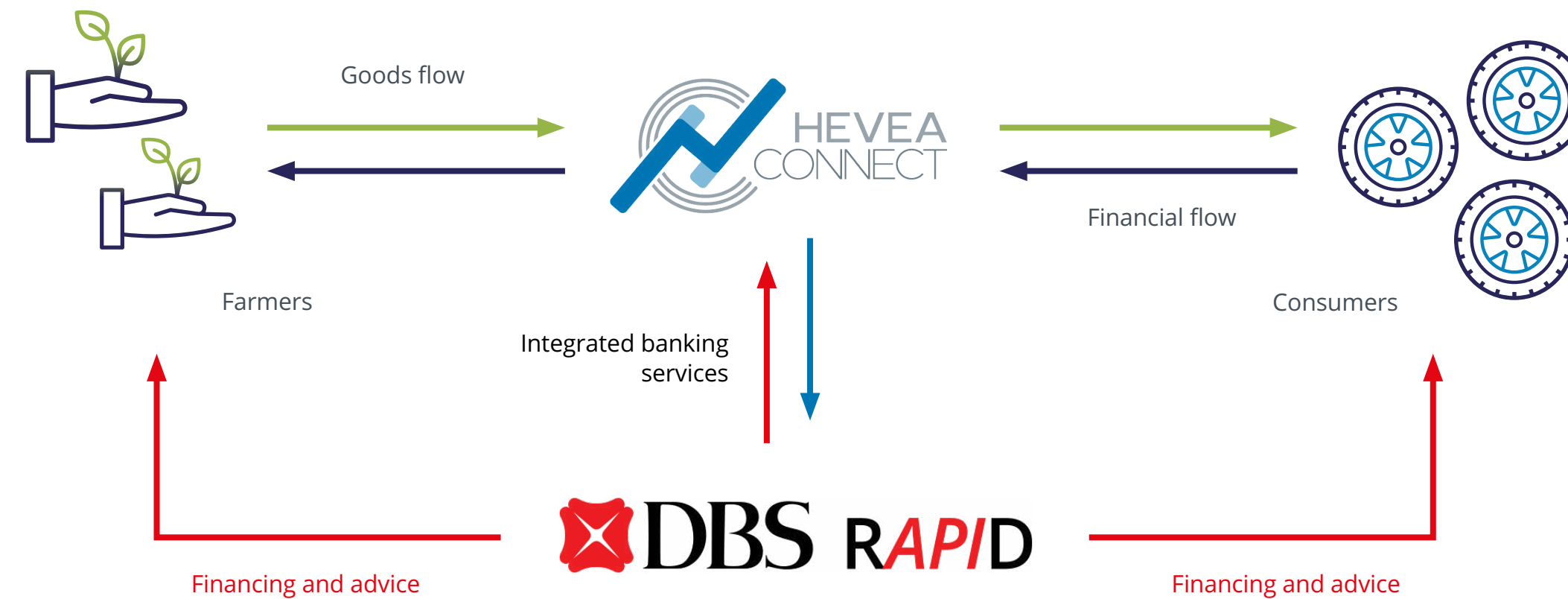


And create end-to-end transparency to improve price discovery and supply information to create an efficient market

2

### THE SOLUTION

We partnered with Halcyon to create a digital market for natural rubber called Hevea Connect



### POWERED BY DBS RAPID

We integrated our banking services directly into Halcyon's workflows using our suite of banking API solutions, DBS RAPID (Real-time APIs with DBS).

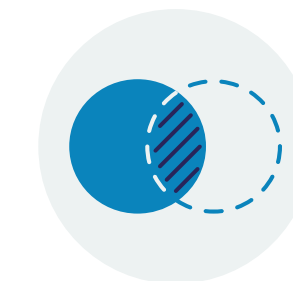
This gave Halcyon a real-time connection to our banking services, making price discovery fully transparent, and increasing payments efficiency.

We also integrated capital and commodity financing to make credit facilities more easily accessible to participants across the supply chain, and provides them with financial advice

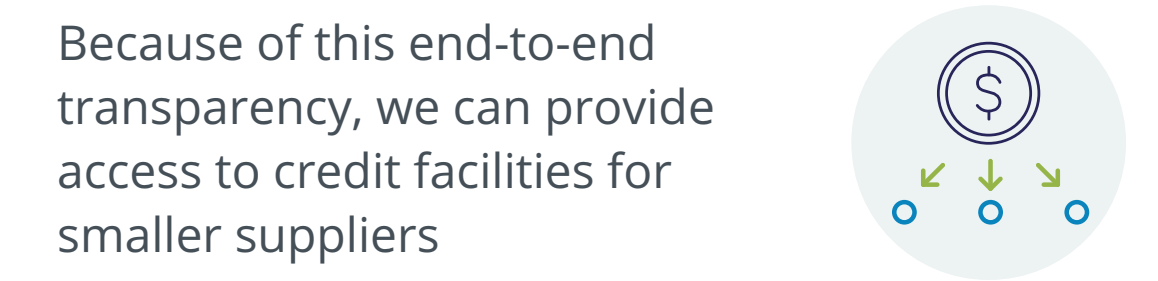
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### THE OUTCOME

We helped Halcyon answer all its challenges and more



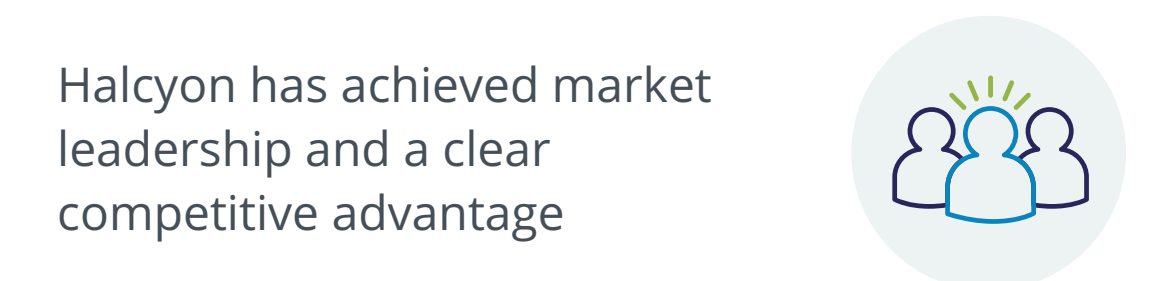
The platform provides fully transparent pricing and supply information



Because of this end-to-end transparency, we can provide access to credit facilities for smaller suppliers



Buyers now have full traceability to guarantee they are trading responsibly produced natural rubber only



Halcyon has achieved market leadership and a clear competitive advantage



## ABOUT BUKALAPAK

Bukalapak operates one of Indonesia's leading online retail platforms. Many of the vendors who use the platform are small businesses which rely on rapid turnover. Bukalapak asked us to help automate payments to its merchants, to allow the merchants to be paid more quickly and with less cost and risk to the platform.

1

### THE CHALLENGE

Bukalapak had 4 key goals to raise client satisfaction and manage risks



Fully automate payments to merchants to reduce costs and risk of errors

Pay every day including weekends and holidays to support merchants



Deliver funds in just one hour of merchant's disbursement request to help merchants optimise cashflow

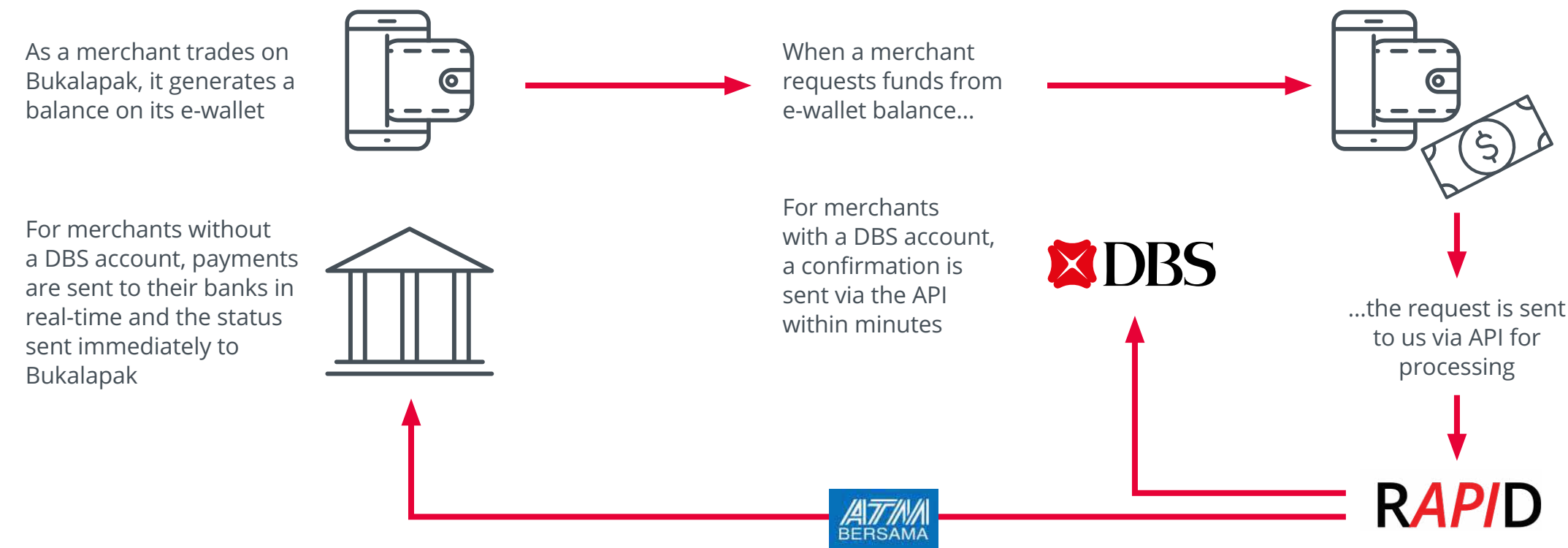
Reduce or eliminate failed transactions in order to decrease risks and improve user satisfaction



2

### THE SOLUTION

We used DBS RAPID, our suite of API solutions to automate payments to Bukalapak's merchants in real-time



### POWERED BY DBS RAPID

Using DBS RAPID (Real-time APIs with DBS), our suite of API solutions, we implemented API technology to help Bukalapak meet its goals.

With DBS RAPID, we integrated our banking services into Bukalapak's merchant payment process, allowing the platform to pay its merchants in real-time.

- We validate the beneficiary's account details automatically, reducing the risk of errors
- Once validated, we immediately disburse funds to a DBS account by account transfer
- And we use a real-time online payment system, Bersama, to send funds to other banks, if needed

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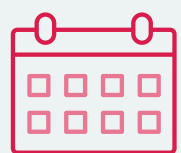
### THE OUTCOME

DBS RAPID helped Bukalapak increase their merchants' satisfaction by reducing costs and risks



Bukalapak now has a fully automated payment process, eliminating the costs and risks related to manual processing

Payments are made 7 days a week to the merchants' banks



Disbursement fulfilment time has been reduced from 6 hours to 1 hour, helping the merchants with their cashflow

Transaction failures have been reduced to almost zero, raising client satisfaction and decreasing the costs to the platform of rectifying mistakes





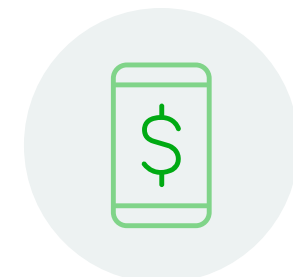
## ABOUT GOJEK

Gojek, a technology start-up headquartered in Indonesia, wanted to launch a ride-hailing service in Singapore. In this market, the established ride-hailing firms and traditional taxis would provide stiff competition. Gojek needed to attract as many good drivers as possible. To do this, they offered a unique benefit; payment after every job, rather than at the end of each week. We implemented a real-time, fully automated payment system to help Gojek achieve its goals.

1

### THE CHALLENGE

Gojek had three goals to quickly establish a position of leadership in its new target market



To stand out from its competitors and attract as many new drivers as possible by providing instant cashless payments to its drivers after each ride

To enter the new market with its solution before competitors could respond, by deploying the solution in 3 months or less

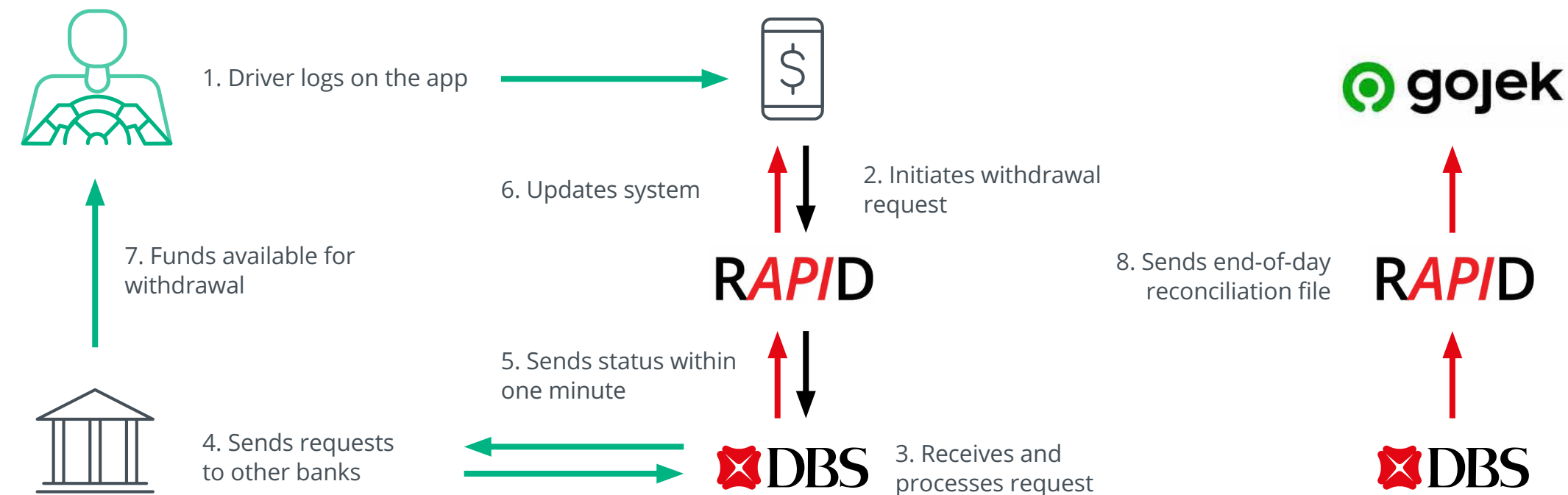


To become a market leader in Singapore in just a few months by using the new technology to attract more drivers

2

### THE SOLUTION

We worked with Gojek to implement real-time payments for drivers



### POWERED BY DBS RAPID

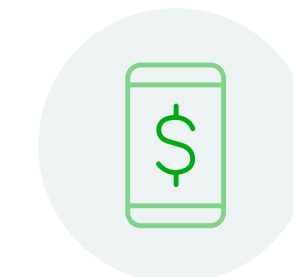
We used our API solution, DBS RAPID (Real-time APIs with DBS) combined with an e-wallet, to provide fully automated real-time payments for Gojek's drivers

- The solution ensures that drivers are paid immediately after each ride and can transfer cash to their bank account or make payments whenever they want from their e-wallets.
- Automating the process has eliminated human errors associated with the manually processed payments
- At the end of each day, Gojek receives a report with details of each transaction for reconciliation, significantly reducing the workload needed for reconciliations.

3

### THE OUTCOME

Within a few months Gojek became successful in Singapore



We drew on our expertise in API solutions to provide instant, cashless payments to drivers, incentives to passengers and daily reconciliation data for Gojek

We were able to meet Gojek's aggressive timetable and implement the solution in less than 3 months, something that would not have been possible using traditional programming methodologies



In just a few months, Gojek signed up 20,000 drivers, using the unique benefit of instant payments to build a large fleet and challenge the established firms for market leadership





## ABOUT POLAR PUFFS

Polar Puffs and Cakes is a Singapore-based bakery that has been selling its pies and cakes since 1926. With more than 30 outlets, it is a household name in the country. As its customers had become more familiar with digital wallets, Polar Puffs felt they could improve their processes and asked us to help them implement a cashless payment system across the business. By making cash management easier, the firm now has more time to develop its business and create new recipes.

1

### THE CHALLENGE

By introducing cashless payments, Polar Puffs wanted to:



Reduce the time managing cash, and cut down the number of visits their stores were making to deposit cash at their banks

Improve end of day reconciliation of takings across the business, reducing the time and the risk of errors inherent in reconciling a high volume of cash transactions

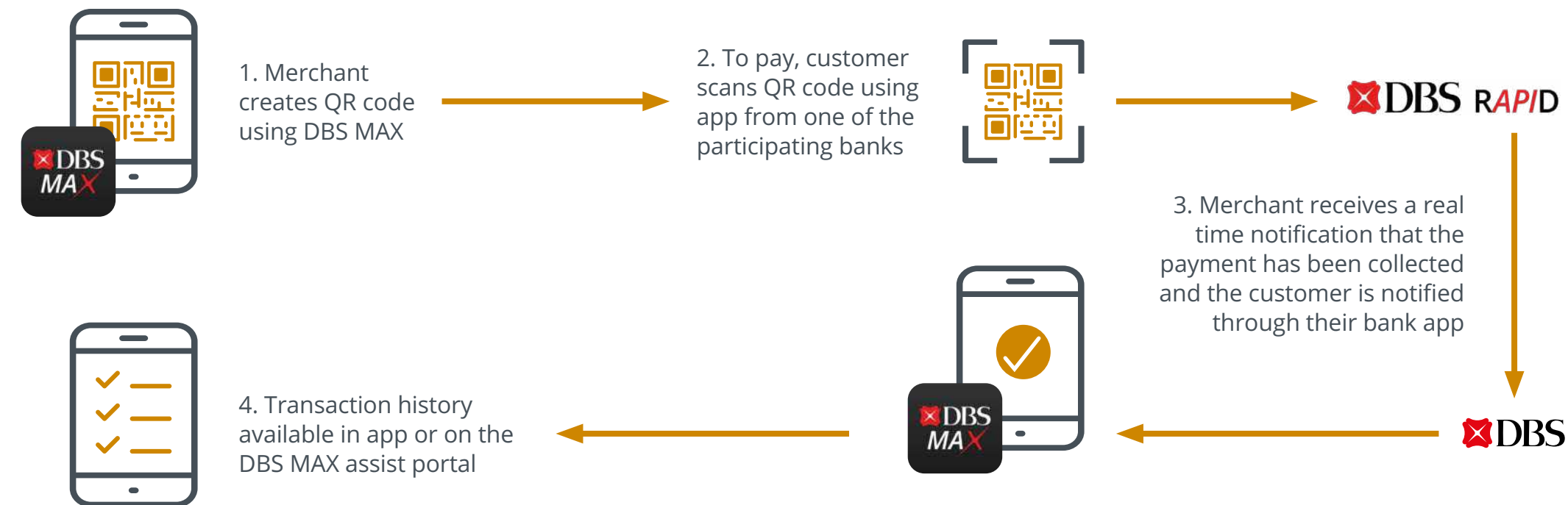


Free up more time for the business to focus on improving client satisfaction and developing the franchise

2

### THE SOLUTION

We used DBS RAPID to help Polar Puffs reduce cash transactions and improve reconciliation



### POWERED BY DBS RAPID AND DBS MAX

We used DBS MAX, our mobile QR cashless payment system together with our API solution, DBS RAPID (Real-time APIs with DBS) to provide a complete cashless payment system for Polar Puffs and Cakes.

- The solution allows customers to pay simply by using their mobile app to scan a QR code generated by Polar Puffs using the DBS MAX app.
- Once the scan is completed, the information is verified and the merchant is notified in a few seconds.
- As more customers use the system, Polar will carry less cash and make fewer visits to the bank.
- Daily reconciliation is made much easier thanks to the end-of-day transaction files sent by the system.

3

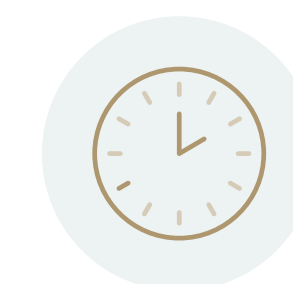
### THE OUTCOME

We helped Polar Puffs and Cakes meet all its objectives



We used DBS MAX, Singapore's first mobile-based QR system, to introduce cashless payments across the business, reducing the time spent managing cash

With DBS MAX, Polar Puffs and Cakes receives transaction files each evening, enabling them to meet their goals of reducing time and risk managing the end-of day reconciliation



Polar reports that since implementing DBS MAX, its staff is happier as there is less cash-handling involved and fewer trips to the bank. As a result, they can focus more on enhancing their customer experience and developing new cakes and pastries



## ABOUT SINGLIFE

Singlife, Singapore's leading insurtech company and fully-licensed life insurer teamed up with us to launch a new insurance savings account, tailored to meet the needs of its customers in a way never seen before in Singapore.

1

### THE CHALLENGE

Singlife set 3 goals to raise client satisfaction



To give customers great returns of up to 2.5% on their savings via the Singlife Account

Allow real-time access to Singlife Accounts to perform top ups and withdrawals with in-app notifications

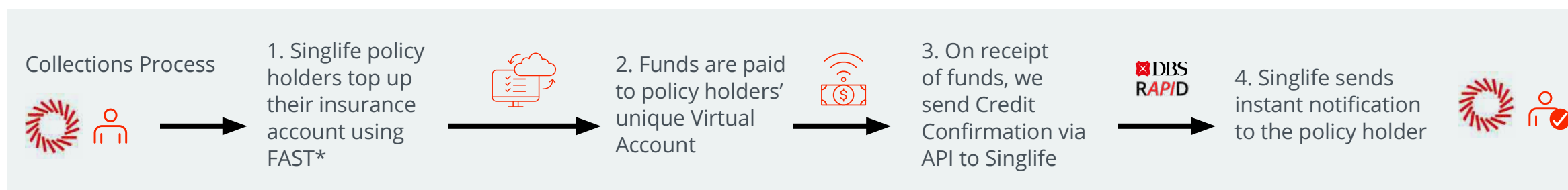


Track spending of optional Singlife Visa Debit Cards linked to each Insurance savings account

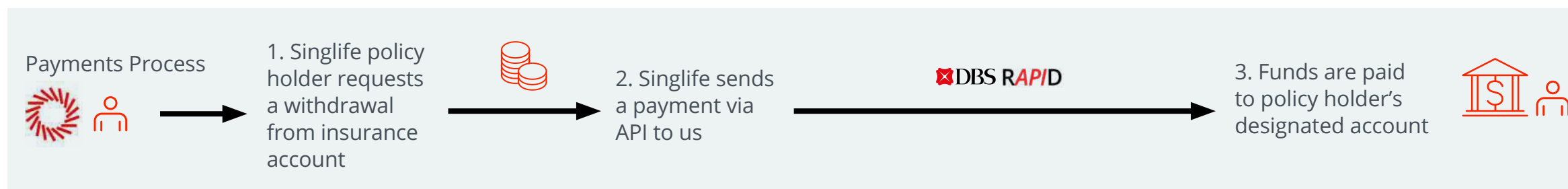
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### THE SOLUTION

We worked with Singlife using DBS RAPID and Virtual Accounts to automate reconciliation



\*FAST (Fast And Secure Transfers) is an electronic funds transfer service allowing customers of participating banks to transfer funds from one bank to another



### POWERED BY DBS RAPID

We used our API solution, DBS RAPID (Real-time APIs with DBS) to provide Singlife's policy holders the ability to manage and track their policies online, in real-time, 24/7.

- Policy holders can top up and withdraw funds from their insurance account via an app whenever they wish
- Instructions are routed through the DBS API which automatically executes the instructions and provides instant confirmation
- For tech-savvy clients, Singlife can offer a policy management system in line with their expectations
- Daily reconciliation is made simple for the insurer

3

### THE OUTCOME

Through DBS RAPID, Singlife improved customer satisfaction and reduced costs and risk



Singlife enhances customers' satisfaction by crediting funds to their accounts, simply, easily, at anytime (with fully automated backend reconciliation)

Withdrawal can be anytime, anywhere initiated by policy holders in-app



Virtual Accounts are unique to each policy holder, so funds transferred to a Virtual Account automatically reflects the credit in the respective insurance account

Credit Confirmation API provides timely notifications for policy holders on status of funds received





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## DBS RAPID in Action Client Case Studies

If you are interested to know more about how DBS RAPID solutions can help your business, kindly contact your DBS Relationship Manager or send us a message [here](#).

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