

Across the Warehouse Workforce

Supply chain intelligence delivers an empowered and efficient workforce, integrating logistics and warehousing as value-added services.



Research Director,

Logistics Technology Still Falls Short of Solving Business Problems Organizations struggle to gather and model data that will be

the most impactful in transforming operations. For example:



of supply chain executive leaders said technology that

"helps deliver measurable business outcomes" is most important when evaluating generative AI (GenAI) technology partners.



visibility and agility to see necessary changes in time to react" as problematic if not addressed in the next 12 months.

57%

44%

of transportation and logistics professionals cited a "lack of



insight intelligence" as a potentially problematic gap if not addressed in the next three years.

n = 169; Source: IDC's Supply Chain Survey, 2023

Better Collaboration

identified a "lack of robust data analytics and

Improves Resilience and Supply Chain Intelligence Operating in step with supply chain partners requires trust and transparency to reduce the impact of future shocks.

of transportation and logistics leaders said their



What steps are you taking to mitigate risk in your supply chain?

transportation, warehousing, and planning tools."

top response to mitigate transportation and logistics issues was "better integrations of

40% improve supply chain visibility (enabling a real-time view



accessibility to clean, timely, and relevant data remains a significant challenge)

improve supply chain agility (the ability to react/respond

across the supply chain, where

effectively to disruptions)

become more predictive/prescriptive by deploying or advancing

n = 169; Source: IDC's Supply Chain Survey, 2023

analytics capabilities

Optimized People,

Processes, and Technology

Can Generate Efficiencies

and Boost Productivity While few supply chains have mature AI capabilities, executive leaders are prioritizing near-term investments to make teams more effective and efficient.

productivity outcomes to achieve with GenAl **55%** (next 18 months): Reduced business risk (through more proactive,



48% Broader productivity

and efficiency (i.e., cost

n = 18; Source: IDC's Global C-Suite

holistic planning and

n = 13; Source: IDC's Global C-Suite

Technology Survey, 2023

execution)

reductions)

Increased operational efficiency and employee

77%

Technology Survey, 2023 19% Reduce cycle times and inventory turns for better

inventory performance

n = 18; Source: IDC's Global C-Suite

Technology Survey, 2023

What best describes your organization's overall approach to AI in logistics?

51%

Isolated:

Starting to

develop an Al

strategy or

road map

Top supply chain business

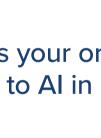
Key supply chain metrics

(next 12 months):

#1 supply chain

business objective

(next 12 months):



10%

Advanced:

Enterprise-

wide data

readiness/

governance is

established

2% **Disruptive:** Used

repeatedly to

create new

business

value



Transportation and logistics respondents planning

to implement GenAl to improve:

Predictive analytics Demand planning and inventory and reporting of



management:

n = 5; Source: IDC's Global C-Suite Technology Survey, 2023



operations:

42%

Of the logistics personnel whose teams have integrated artificial intelligence capabilities indicate "improved productivity" as a top benefit gained through AI/ML deployments in the supply chain.



Blue Yonder's Labor Management solution enables granular visibility and a tailored workforce strategy to deliver a greater overall understanding of your team and your business. Our highly scalable solution allows companies to define best practices and performance expectations, engage with employees to develop and incentivize their best work, and empower supervisors to effectively mentor their teams. Our solution is implemented by some of the largest 3PLs in the world, who track, measure, support, communicate, strategize, and manage to levels they previously thought were impossible.

n = 169; Source: IDC's Global Supply Chain Survey, 2023



idc.com

IDC Custom Solutions produced this publication. This IDC material is licensed for external use and in no way does the use or publication of IDC research indicate IDC's endorsement of the sponsor's or licensee's products or strategies.

Produced by: **⊜IDC** Custom Solutions