



Blue Yonder Survey Finds Retailers' E-Commerce Revenue as a Percentage of Total Revenue Increases by 33% Amidst COVID-19

More than two-thirds of retail and logistics executives say current order management solutions fall short of solving problems with omni-channel fulfillment

Retailers Expand Fulfillment Centers as E-commerce Revenue Rises

Since March

33%

Retailers surveyed saw e-commerce revenue as a percentage of total revenue increase by 33% from before the COVID-19 lockdowns to today

50%

Are currently using e-commerce-specific fulfillment centers

40% of both drug store/health & beauty retailers and grocery retailers increased the number of fulfillment centers to meet e-commerce needs - more than any other product category

27%

Increased their logistics network size and fulfillment centers



71%

Did so to meet increased e-commerce demand

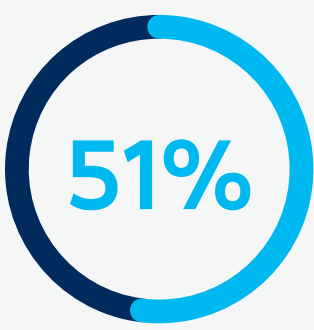


46%

Did so to be closer to the consumer

Still, Retailers Face Major Challenges with Meeting E-commerce Demand

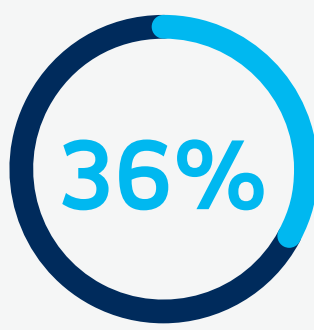
Biggest e-commerce fulfillment challenges:



Cited stock shortages of key products



Cited worker scarcity



Cited maintaining mandated social distancing practices or safety protocols



Cited increasing delivery costs



More grocery retailers cited stock shortages (66%) and worker scarcity (43%) than any other product category



More drug store/health & beauty retailers cited maintaining mandated social distancing practices or safety protocols (43%) than any other product category

E-commerce Challenges Driven by Need for More Automation and Better Order Management

30%

rate their order management solution as 'excellent' for meeting omni-channel needs

14%

say their fulfillment locations are automated today

47%

of e-commerce retailers who cite all revenue is from e-commerce say none of their fulfillment locations are automated today



Blue Yonder is committed to helping its customers plan for the unexpected. To learn more about how we're helping retailers navigate the pandemic, visit <https://now.blueyonder.com/by-covid19-response>

To better understand fulfillment challenges as a result of COVID-19, Blue Yonder surveyed 300 senior executives in omni-channel retail and e-commerce with responsibility for logistics and fulfillment. The survey was fielded from October 6 to 13, 2020. Blue Yonder will release part two of this data set next year.