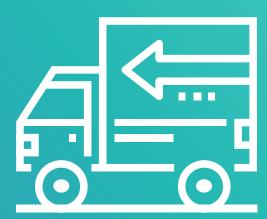
Gartner. Peer Insights...



# Supply Chain Management in 2022



As organizations look for ways to optimize their customer experiences, enhancing supply chain operations is one way they can achieve this. Analyzing data to improve fulfillment, streamlining the distribution network, and improving strategic planning are some of the approaches organizations are taking to build a more secure and resilient supply chain that works for them and their customers.

Gartner Peer Insights and Enavate surveyed 100 IT leaders who have a complex supply chain that they oversee to find out how their organizations are leveraging technology and building resilience to mitigate business disruptions.

Data collection: April 1 - May 16, 2022

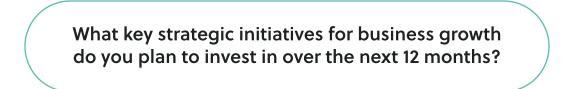
Respondents: 100 IT leaders

#### Digital transformation, inventory visibility, and supply chain cybersecurity are driving strategic growth initiatives

80% of respondents say their organization plans to invest in strategic initiatives to support business growth over the next year.

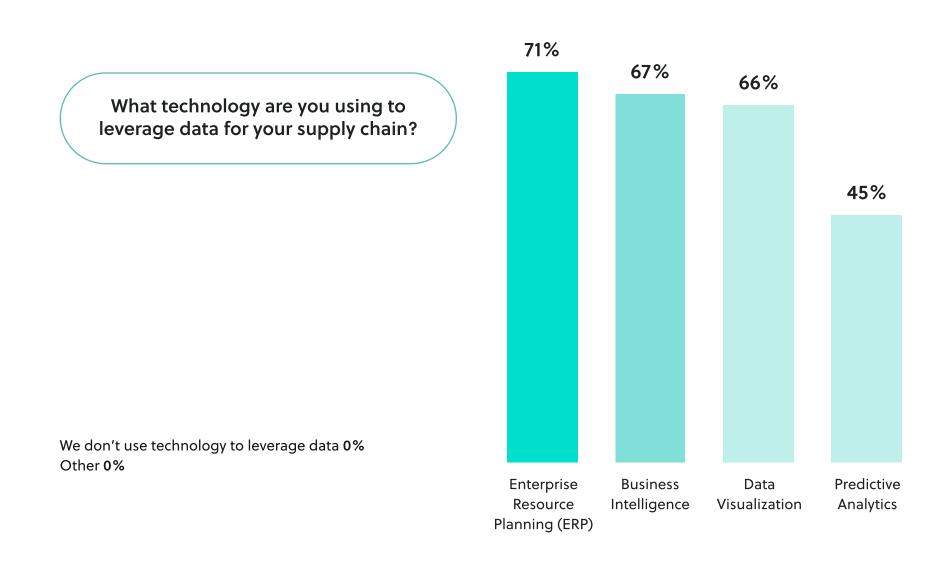


After digital transformation, increasing inventory visibility and improving supply chain cybersecurity are the top planned strategic initiatives for business growth.



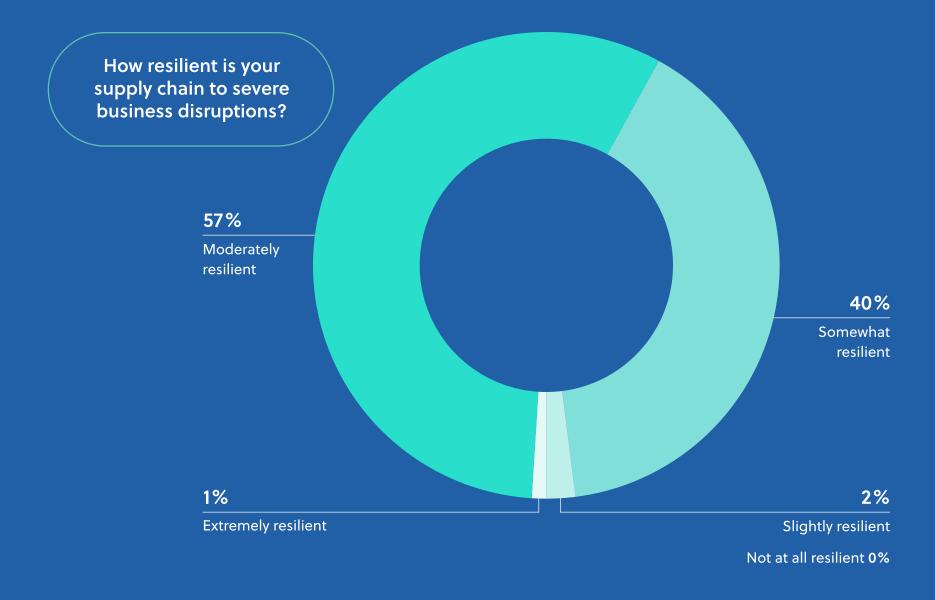
Continuing or completing our 73% digital transformation Increasing inventory visibility 56% Improving cybersecurity in our 54% supply chain Better managing our virtual 50% warehouse Enhancing our digital resiliency Other 0% 45% (Cloud storage, remote (n = 80)workforce abilities, etc.)

71% of IT leaders use enterprise resource planning (ERP) to leverage data for their supply chain. About two-thirds use business intelligence (67%) and data visualization (66%).

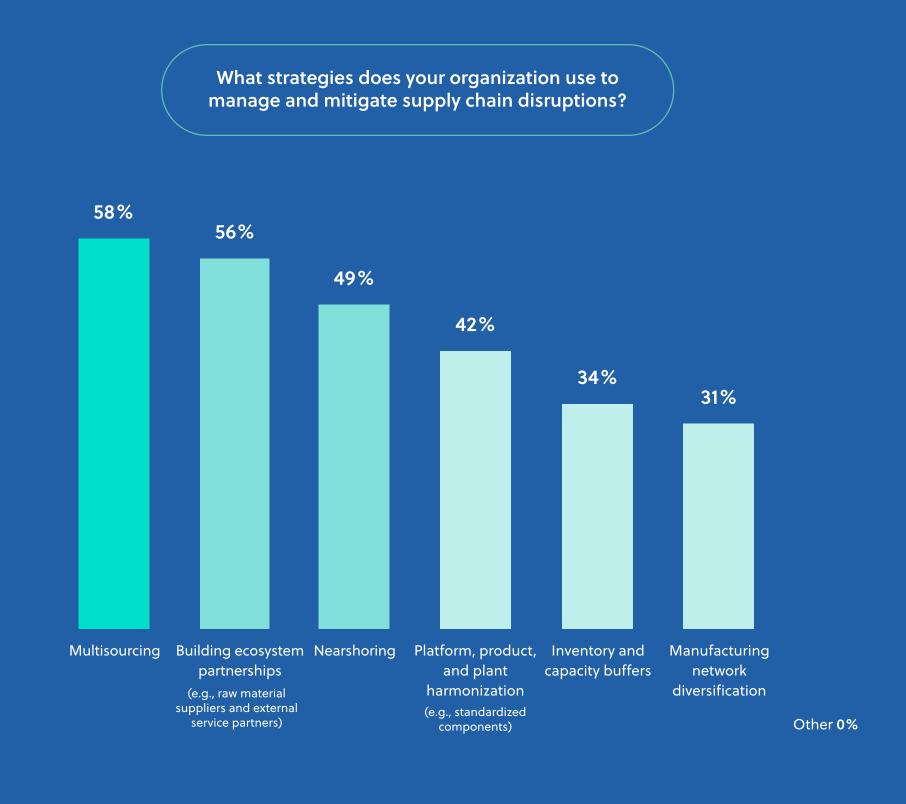


Almost zero organizations feel their supply chains are extremely resilient and turn to multisourcing as their primary strategy to mitigate risk

Just 1% of IT leaders say their supply chain is extremely resilient.

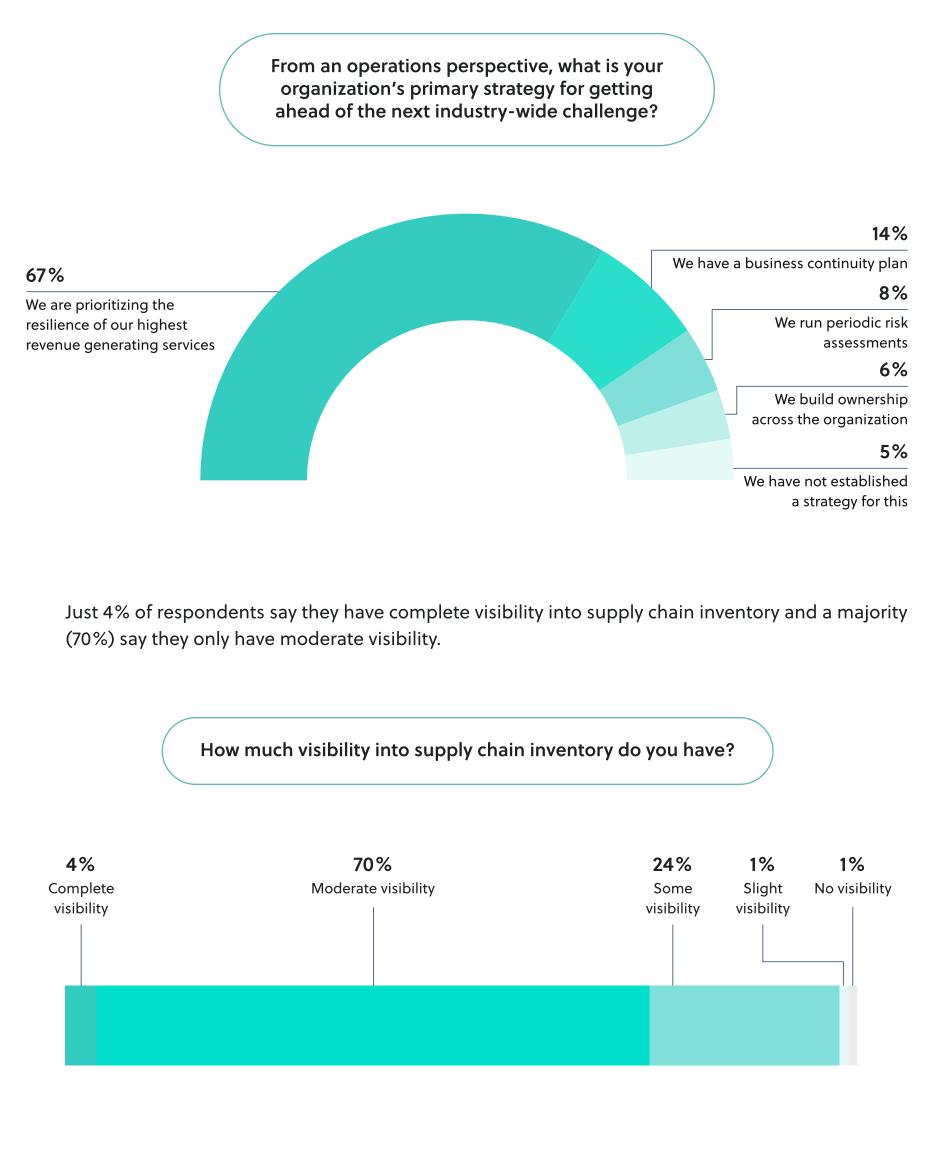


Multisourcing and building ecosystem partnerships are the top ways organizations are mitigating potential supply chain disruptions.



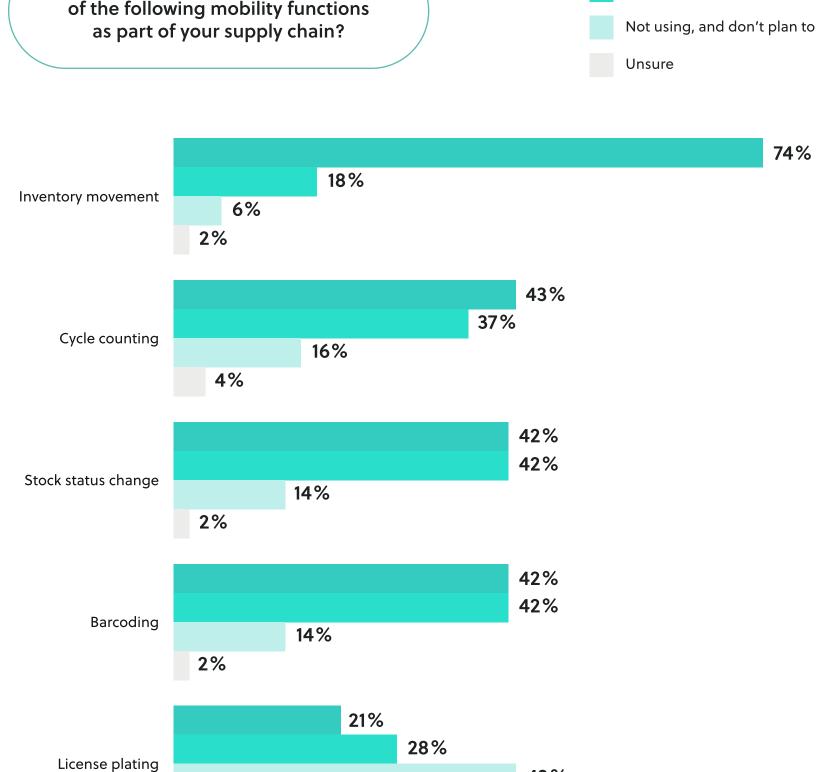
#### Lacking complete inventory visibility, organizations are prioritizing inventory movement and resilience of high-revenue services

To stay ahead of industry-wide challenges, most are prioritizing and insulating their highest revenue services with 67% of respondents citing this as their organization's primary operations strategy. Just 14% cite business continuity plans as their primary strategy.



92% of respondents currently use inventory movement or plan to use it in the future. Stock status change and barcoding are current or planned supply chain functions for 88% of respondents.

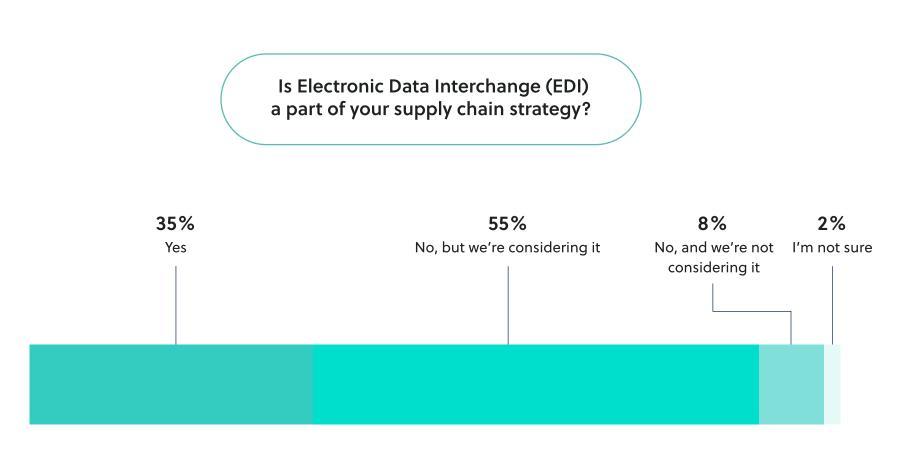
	Currently using
Are you using or planning to use any of the following mobility functions	Plan to use in the future
of the following mobility functions	Netwine and depited



Electronic Data Interchange is used by just 35% of respondents, but an additional 55% are considering it for the future.

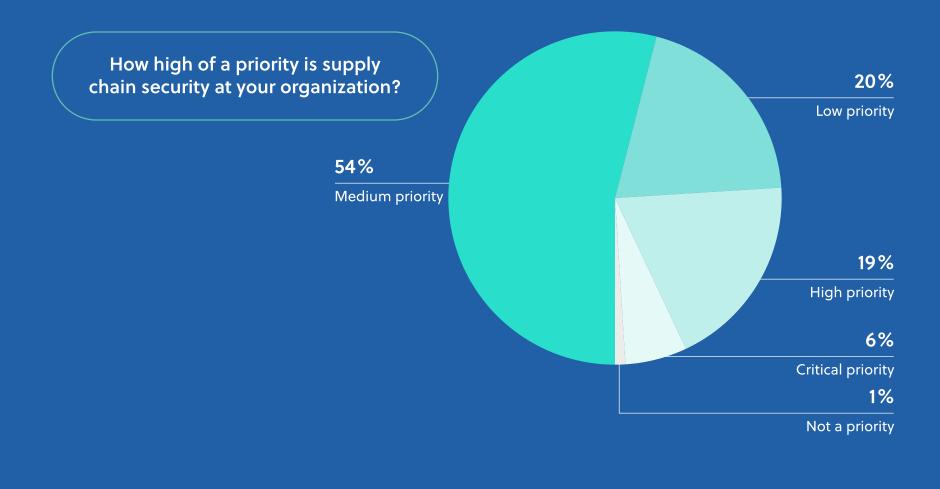
8%

43%

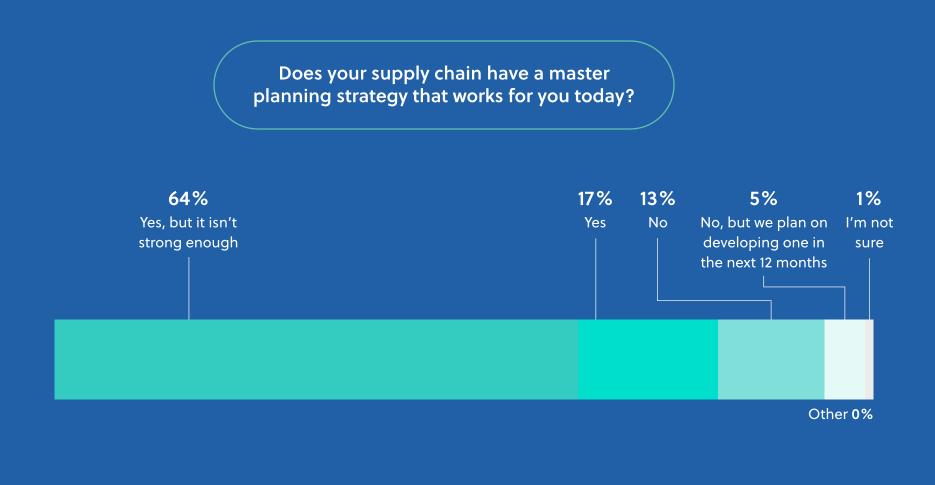


#### Supply chain security is not seen as a high priority for most, while master planning strategies need strengthening

74% of IT leaders say supply chain security is a medium or low priority for their organization.



Just 17% have a master planning strategy for their supply chain that works for them today.



### The cloud is improving KPI analysis, as many believe further technology investments will improve customer satisfaction

Better KPI analysis is the most common benefit IT leaders see when they move their supply chain operations to the Cloud.

60%

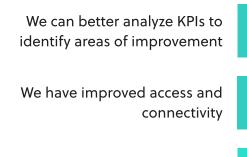
52%

50%

43%

33%





We can rely less on our IT team

We have improved our cybersecurity

We have provided more personalized customer service We can better identify

> revenue streams We haven't moved our

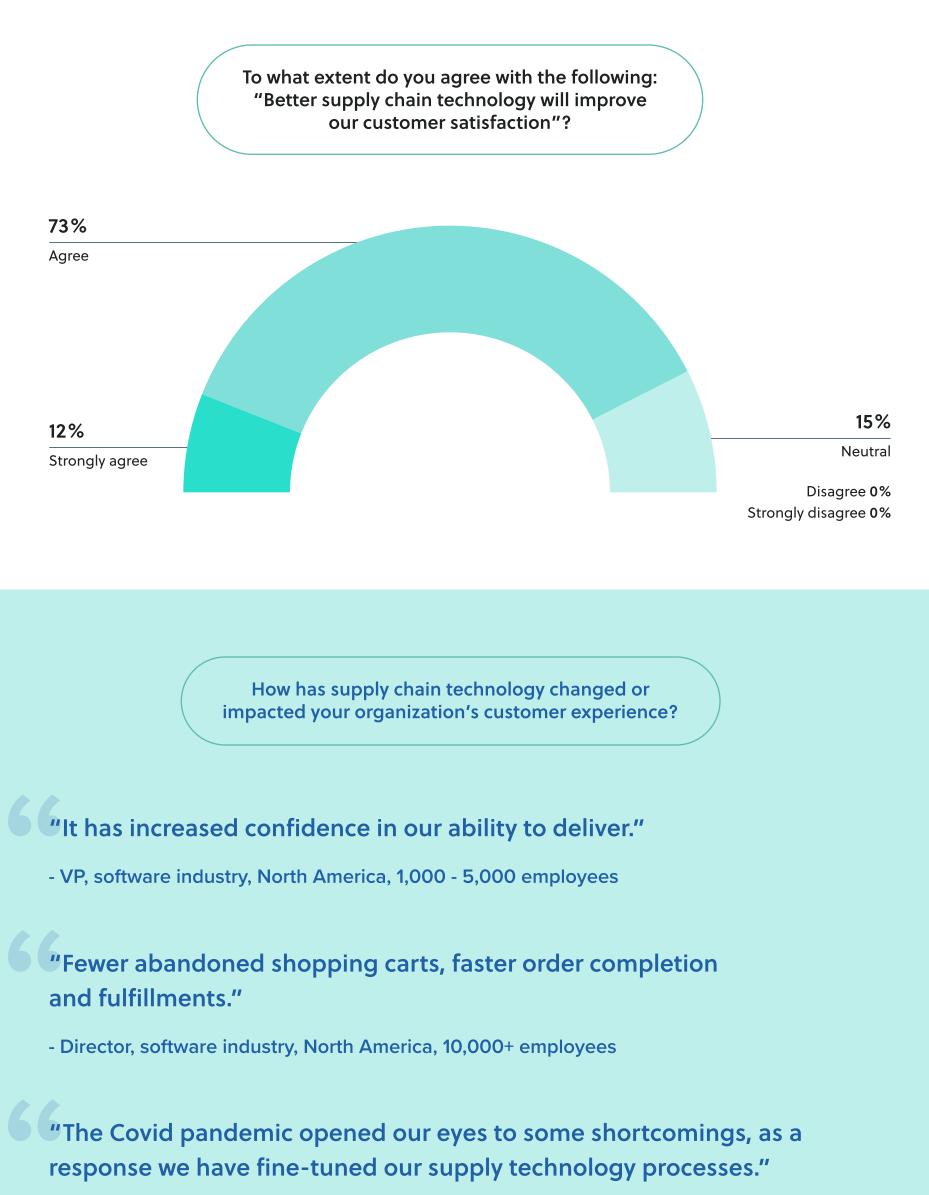
new opportunities and

operations to the cloud Other 1%

85% agree or strongly agree that better supply chain technology will improve customer satisfaction.

17%

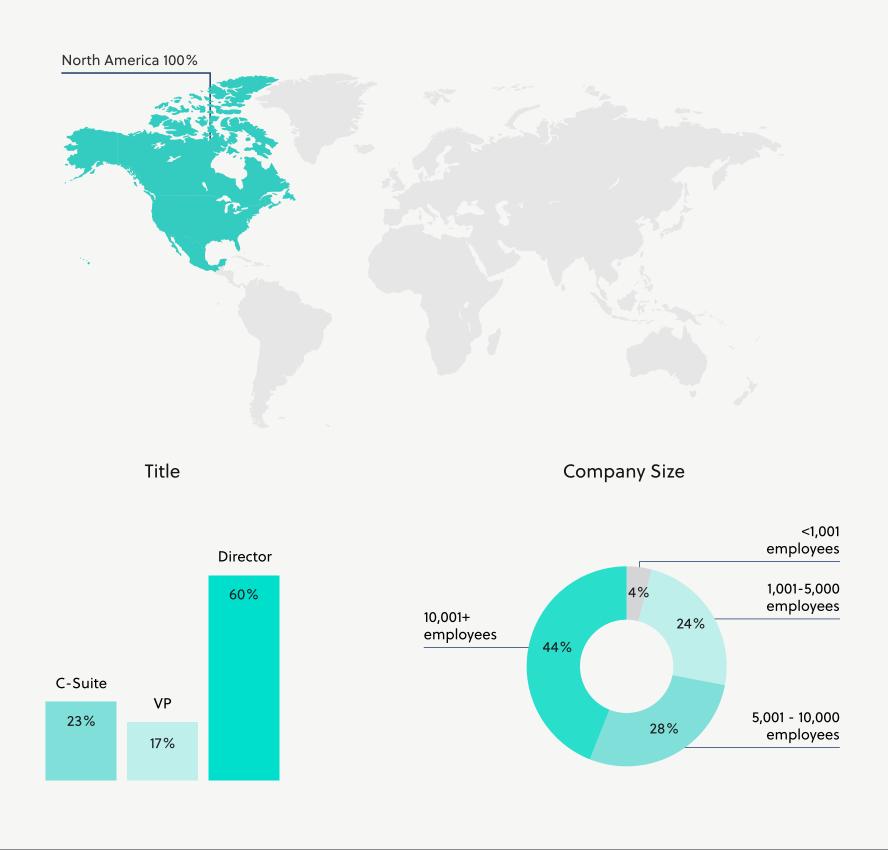
23%



- Director, finance industry, North America, 5,000 - 10,000 employees

#### **RESPONDENT BREAKDOWN**

Region



## Gartner

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