



Digital Transformation in Supply Chain Planning: 2021 Infographic

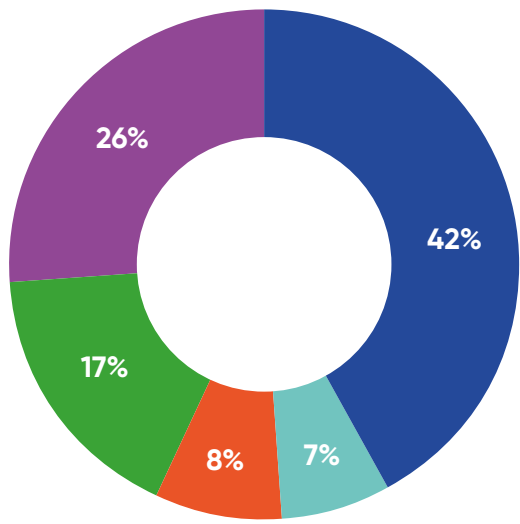
CSCMP and ToolsGroup surveyed more than 200 supply chain professionals around the world for their 2021 survey-based study on digital transformation in supply chain planning. This year's report examines digital transformation in a post-COVID-19 economy, with a look at how the pandemic affected supply chain organizations and how the new economic reality is affecting companies' transformation strategies moving forward. Respondents included executives, managers, and planners/practitioners from manufacturing, retail, consumer packaged goods, aftermarket parts, wholesale-distribution, and third-party logistics services (3PL) firms, as well as consulting organizations.

The survey results show that digital transformation is accelerating in supply chain organizations, and that although obstacles still exist, companies are seizing opportunities to invest in technologies such as demand forecasting, inventory optimization, and transportation planning, which can help them keep up with evolving customer behaviors, improve business performance, and maximize resources.

Pandemic accelerates digital transformation

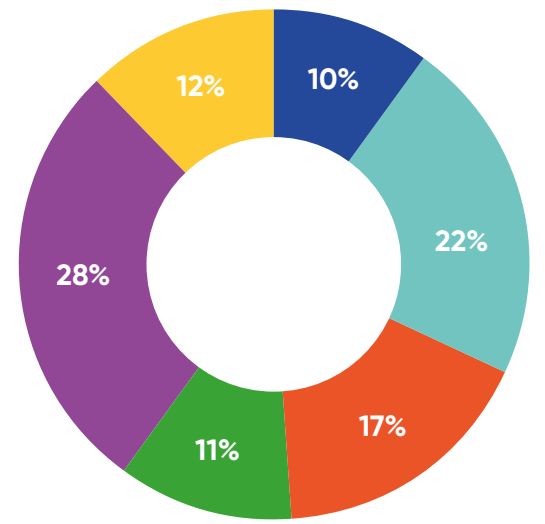
How has the COVID-19 pandemic influenced your supply chain digitization strategy?

- Accelerated our supply chain digital transformation
- Put our transformation plans on hold temporarily
- Significantly delayed our supply chain digital transformation
- Shifted digitization priorities
- No effect on our supply chain digital transformation



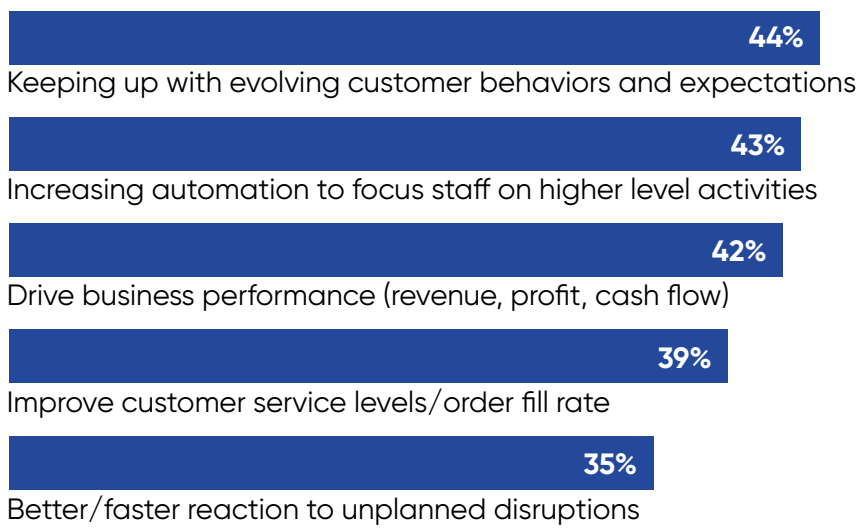
What stage of the supply chain planning digital transformation journey would you say your organization is in?

- Not Pursuing
- Exploring
- Evaluating
- Gaining Broad Organizational Support
- Executing
- Reaping the Benefits



Drivers of change meet key obstacles

What are the key drivers of supply chain planning digital transformation in your organization?



Figures add to more than 100% due to multiple responses.

What obstacles stand in the way of implementing your supply chain digital transformation plans?

- People/skills deficits
- Data quality/lack of data
- COVID-related uncertainty
- Rigid technology infrastructure
- Fear of change/risk aversion
- Lack of investment/digital transformation is viewed as a cost and not an investment

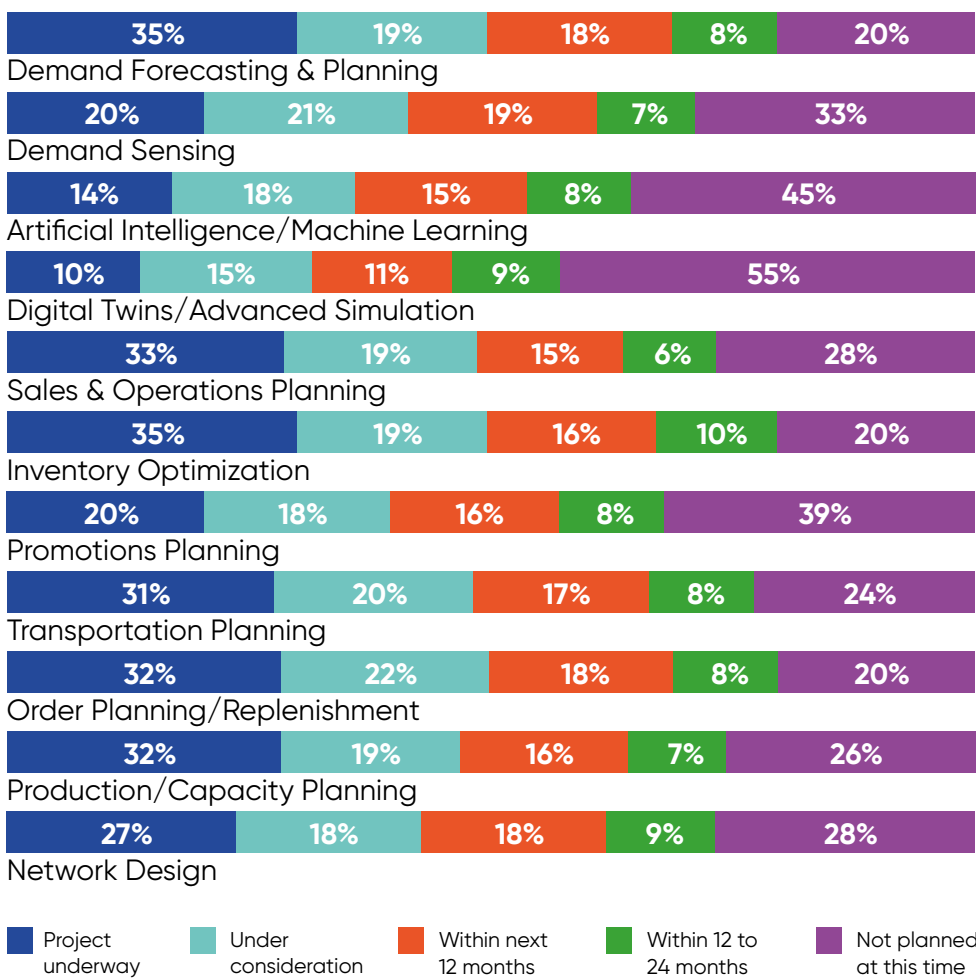
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Taking a closer look, organizations face different challenges depending on how far along they are on their digital transformation journey

- Companies **not pursuing** a transformation strategy are most likely to cite fear of change, lack of data, or a lack of investment as issues that are holding them back.
- Companies in the **exploring** phase are most likely to cite skills deficits as they struggle to develop a transformation strategy.
- Companies in the **evaluating** phase list three key challenges: risk aversion, lack of data, and skills deficits.
- Companies in the **gaining support** phase say fear of change is a top issue, as is the fear that they can't prove a business case for transformation.
- Companies in the **executing** phase cite a lack of data as a key obstacle to moving forward, most likely because this is the phase in which data issues become more apparent and troublesome.

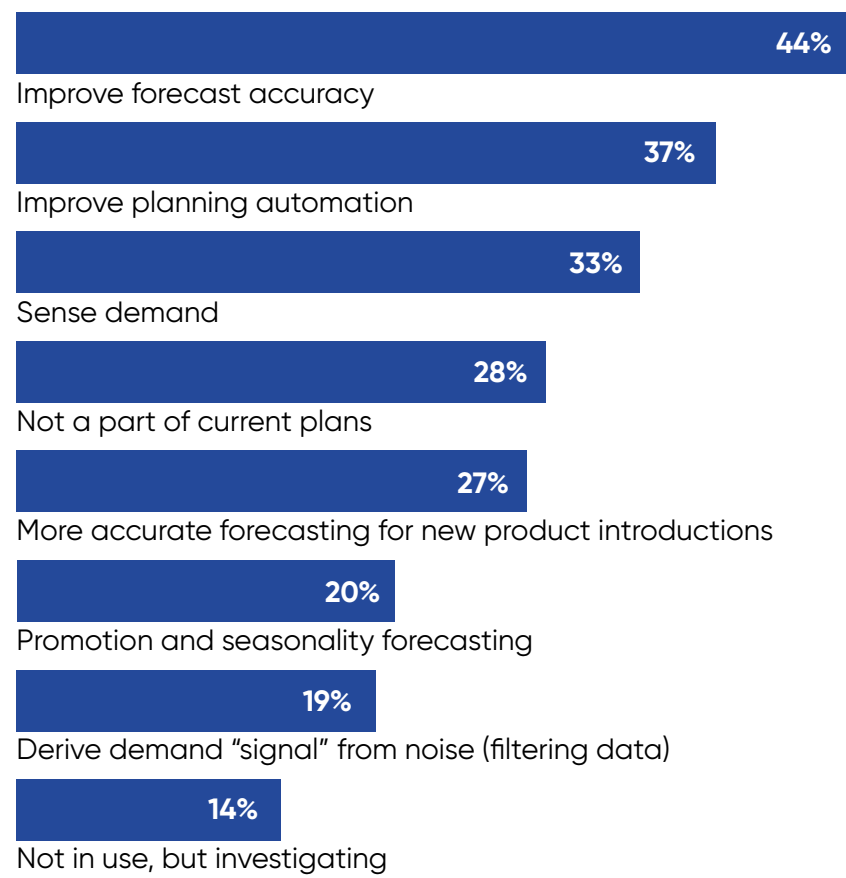
Responding to change, ramping up tech investments

What are your investment plans for these technologies?



- Project underway
- Under consideration
- Within next 12 months
- Within 12 to 24 months
- Not planned at this time

How do you plan to adopt AI/machine learning as part of your supply chain digital transformation?



Figures add to more than 100% due to multiple responses.

[Download full survey findings: Digital Transformation in Supply Chain Planning 2021](#)

SOURCE: 2021 CSCMP/ToolsGroup Digital Transformation in Supply Chain Planning: Post COVID-19 Report. Respondents included more than 200 supply chain executives and managers at small, mid-sized, and large companies in a range of vertical industries.