Impact of Digital on IT Services in the Logistics Sector: 2019

Market Analysis
Report Abstract

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55 pages

Who Is This Report For?

NelsonHall's "Impact of Digital on IT Services in Logistics Sector: 2019" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the Logistics sector

- Vendor marketing, sales and business managers developing strategies to target IT services (ITS) opportunities within the Logistics sector

- Financial analysts and investors specializing in the IT services and BPS sector

Scope of the Report

The report is based on interviews with executives in the Logistics sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for IT services within the Logistics sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the Logistics sector?

- What IT initiatives are planned by organizations in the Logistics sector?

- How relevant are digital initiatives to organizations in the Logistics sector?

- What digital initiatives are planned by organizations in the Logistics sector?

- What business areas are targeted for digital initiatives by organizations in the Logistics sector?

- What digital technologies are planned to be introduced by organizations in the Logistics sector?

- What are the key selection criteria used by organizations in the Logistics sector to select suppliers to implement digital initiatives?

- What shifts in sourcing approach are expected by executives in the Logistics sector over the next three years?

- How do companies in the Logistics sector expect their spend on ITS services to change over the next three years?

Key Issues & Highlights

Logistics organizations are focusing significantly on increasing their operating efficiency. To increase the speed of delivery and reduce costs they are targeting a broad set of operational areas including the following key business priorities:

- Increasing efficiency in routes including aligning routes to demand and reducing the complexity of the route network

- Improve demand forecasting to align services better

- Reducing the cost of administrative activities

- Improving customer service through the expanded user of customer self-service.

Accordingly, logistics companies are:

- Identifying and pursuing digital initiatives to improve operational efficiencies through the expanded use of digital technologies such as analytics and IoT/sensor-based applications

- Modernizing applications landscapes to accelerate time to market through consolidation and the expanded use of DevOps, cloud, and SaaS

- Prioritizing the engagement of vendors with deep industry knowledge, UX consulting capabilities and an ability to accelerate migrating to cloud infrastructure and SaaS solutions.

Contents

Report Length

55 pages, consisting of 6 chapters

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