



# Next Generation Supply Chain Management in the Retail Sector: 2016

Market Analysis  
Report Abstract

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## Who Is This Report For?

NelsonHall's "Next Generation Supply Chain Management in the Retail Sector: 2016" report is a comprehensive market assessment report designed for:

- Sourcing managers in the retail sector assessing pain points and future operating models in supply chain management
- Marketing, sales and business managers developing strategies to target service opportunities within the supply chain management market
- Financial analysts specializing in the support services sector.

## Scope of the Report

The report is based on 60 interviews with executives in the retail sector in the U.S., U.K., and Continental Europe.

The report analyzes the market for supply chain management BPS within the retail sector and addresses the following questions:

- How satisfied are executives in the retail sector with their supply chain management operations?
- What are the principal pain points with their supply chain management operations faced by organizations in the retail sector?
- What characteristics would executives in the retail sector seek within future supply chain management operations models?
- How satisfied are retail executives with the ability of their current technology to support their company's future aspirations?
- To what extent are operations executives in the retail sector seeking increased digitalization and automation within their supply chain operations?
- Which technologies are regarded as key to increasing the level of digitalization and automation with retail supply chain operations?
- To what extent do retail firms intend to adopt each of a range of supply chain management initiatives?
- How likely are retail firms to outsource each of the principal processes within their supply chain operations?
- What benefits would retail executives seek from supply chain management BPS?



## Key Issues & Highlights

NelsonHall research shows that established and traditional #retail firms are in the vanguard of feeling the pressure from online retailers and new digital disruptors and this pressure is not about to go away. Indeed, retail firms, especially those in the U.K. and Continental Europe, typically have a high expectation that the rate of change in their industry is accelerating, though those in the U.S., perhaps because they are already under considerable pressure, largely expect the current rate of change to remain constant.

Accordingly, retail firms on average express moderate satisfaction with their supply chain management processes with only a minority of retail firms expressing high satisfaction overall.

This is creating considerable opportunity for technology-led process improvement and transformation including business process services and platform-enabled BPaaS.

## Contents

- 
1. Introduction

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  2. Executive Summary

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  3. Next Generation Supply Chain Operating Models

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  - A. Supply Chain Management Satisfaction & Pain Points

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  - B. Characteristics Sought from Future Operating Models

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  - C. Expectations from Outsourcing Supply Chain Management

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## Report Length

25 pages, consisting of 3 chapters

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