



Impact of Digital on IT Services in the Logistics Sector: 2020

Market Analysis
Report Abstract

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Who Is This Report For?

NelsonHall's "Impact of Digital on IT Services in Logistics Sector: 2020" 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 companies are focused on improving their business operations through the expanded application of digital. Key business priorities cited by logistics companies, unprompted, focus on reducing costs and improving operations through the expanded use of digital across the organization. Commonly cited target areas include the use of digital in customer services, optimizing warehouse and transport planning, tracking throughout the delivery process, and improving the application of analytics and data. Two primary business priorities to do this, identified unprompted by logistics companies were:

- Improving customer experience through expanded digital channels
- Improving operational efficiencies through improved transport planning and warehouse management.

Accordingly, logistics companies are:

- Implementing tracking capabilities across the production process and IoT in the warehouse
- Expanding the use of analytics to gain a better understanding of customer needs and improved visibility into service delivery
- Migrating a larger proportion of the IT landscape to cloud environments and SaaS-based applications and consolidating legacy applications to reduce operating costs.

Contents

1.	Introduction
2.	Executive Summary
3.	Market Forecast
4.	Key Business and IT Issues and Initiatives
5.	Digital Initiatives
6.	Changes in IT Spend

Report Length

57 pages, consisting of 6 chapters

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