

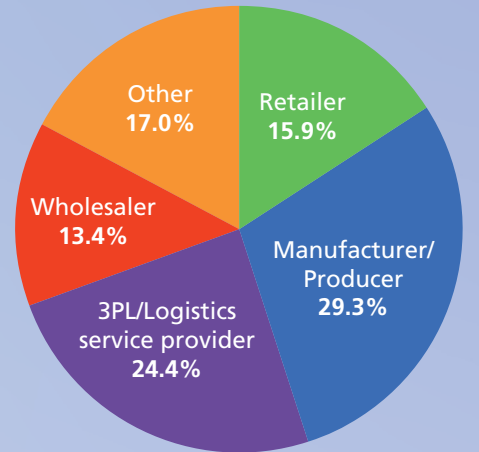
Shock and au(tomation): How Covid is changing the warehouse fulfillment game



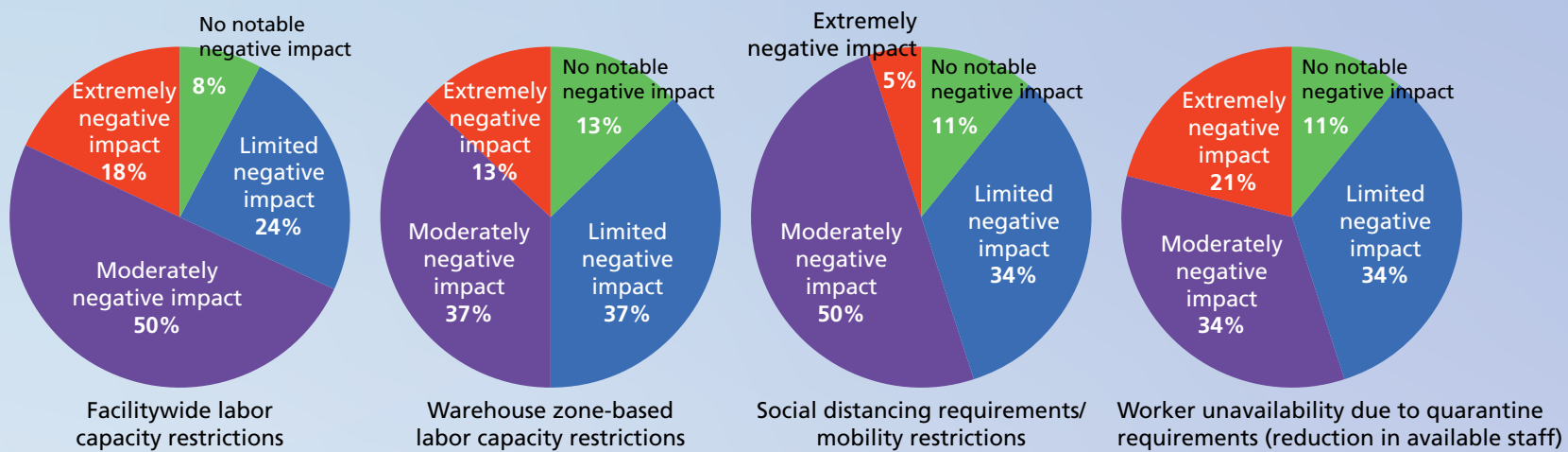
What a difference a year makes! The rapid growth of e-commerce fulfillment volumes sparked by the pandemic—coupled with labor shortages, labor capacity restrictions, and social distancing requirements—has driven lasting changes to the warehouse fulfillment landscape. The trend lines point to continued e-commerce growth, even as Covid-19 restrictions ease and more shoppers return to stores, making investments in warehouse automation technologies critical. In fact, 60% of respondents to a survey conducted by DC VELOCITY and management consulting firm ARC Advisory Group in early 2021 said it's likely they will invest in some form of automated technology over the next three years.

Respondent profile by industry sector

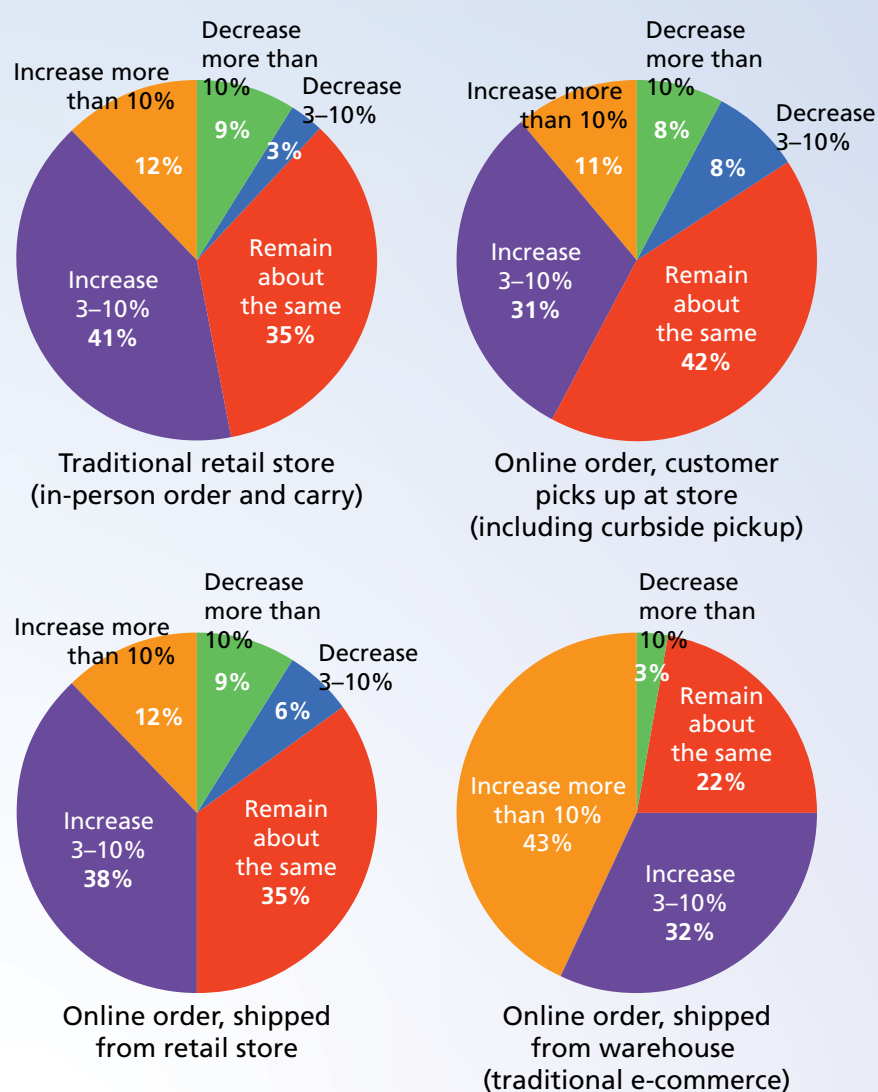
(Percentage of respondents)



To what degree did Covid-related labor factors affect your operation's productivity in 2020?



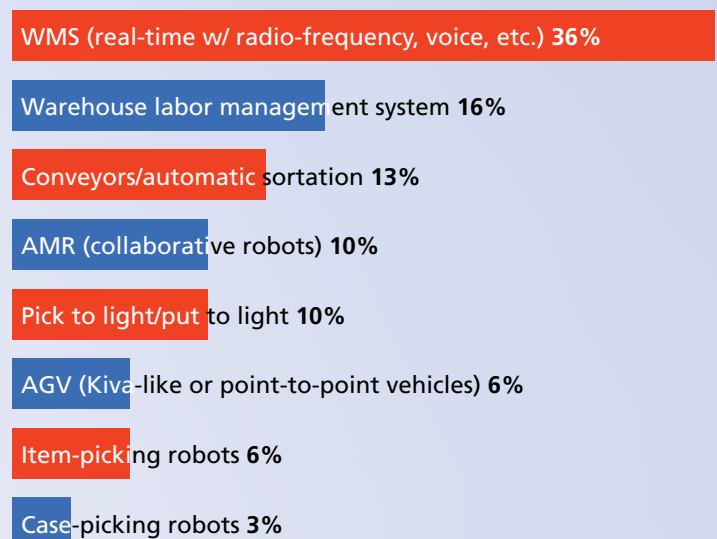
How do you expect your organization's processing and fulfillment of various types of customer orders to change from 2020 to 2021?



What is the likelihood your company will invest in some form of warehouse automation over the next three years?



Which of the following warehouse tech investments is the highest priority for your organization?



About the study: ARC's *Order fulfillment upheaval: Understanding the rapidly changing fulfillment environment* study explored the changes spurred by the pandemic in 2020 and respondents' expectations for their operations in 2021. The study was conducted among 82 logistics professionals from a variety of industry sectors who submitted responses between January and March of this year.