

The key to a successful digital transformation? Your people



The volatility in today's marketplace is making it harder than ever to forecast demand and plot out your supply chain needs. As a result, more companies are looking to digital technologies—such as machine learning, artificial intelligence, cloud computing, and robotic process automation—to help improve their planning processes.

To better understand how companies are tackling their digital transformations and what obstacles they face, the Council of Supply Chain Management Professionals (CSCMP) and supply chain planning software company ToolsGroup surveyed nearly 300 supply chain professionals around the world. Turns out the success of a digital transformation has little to do with the technology itself. Instead, it's all about people: finding the right ones and focusing on how the technology can help them do their job better. Here's a look at some of the study's findings:

93% of companies say they are actively engaged in the digital transformation process



Still early in the journey

What stage of the supply chain digital transformation journey is your organization in?



ToolsGroup believes there are six general stages to any digital transformation. More than half of respondents are still in the early "Exploring" and "Evaluating" stages.

Critical success factors: People, communication

Which of the following are the most crucial to digital transformation success?



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

Respondents see people as playing a key role in the success of a transformation effort. Out of a list of suggested success factors, the ones that received the most votes all involved people, change management, or leadership.



2022 focus: Getting the most from your people

What are the primary objectives for supply chain planning digital transformation in your organization?

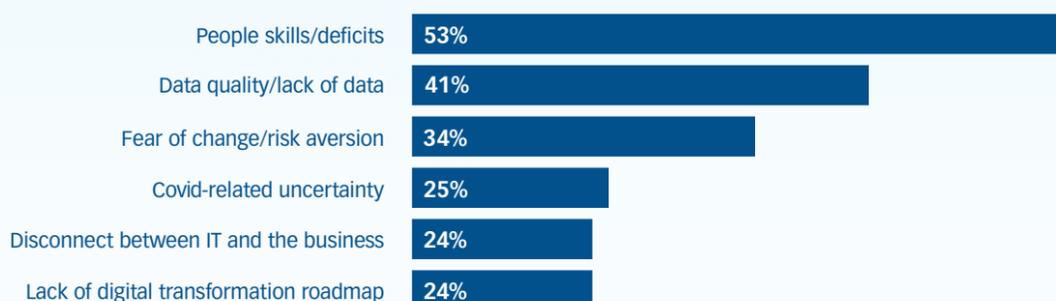


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What companies are looking to get out of their digital transformation has shifted compared with previous reports. In 2021, for instance, respondents said "keeping up with evolving customer behaviors and expectations" was their primary concern, an objective that dropped to sixth place this year.

Greatest roadblock: Skills deficits

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



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

People are also the number-one obstacle to implementing supply chain digital transformation plans—primarily because of a skills deficit.

