

Gartner for Supply Chain

# Future of Supply Chain Technology

Eight technology trends to  
watch now

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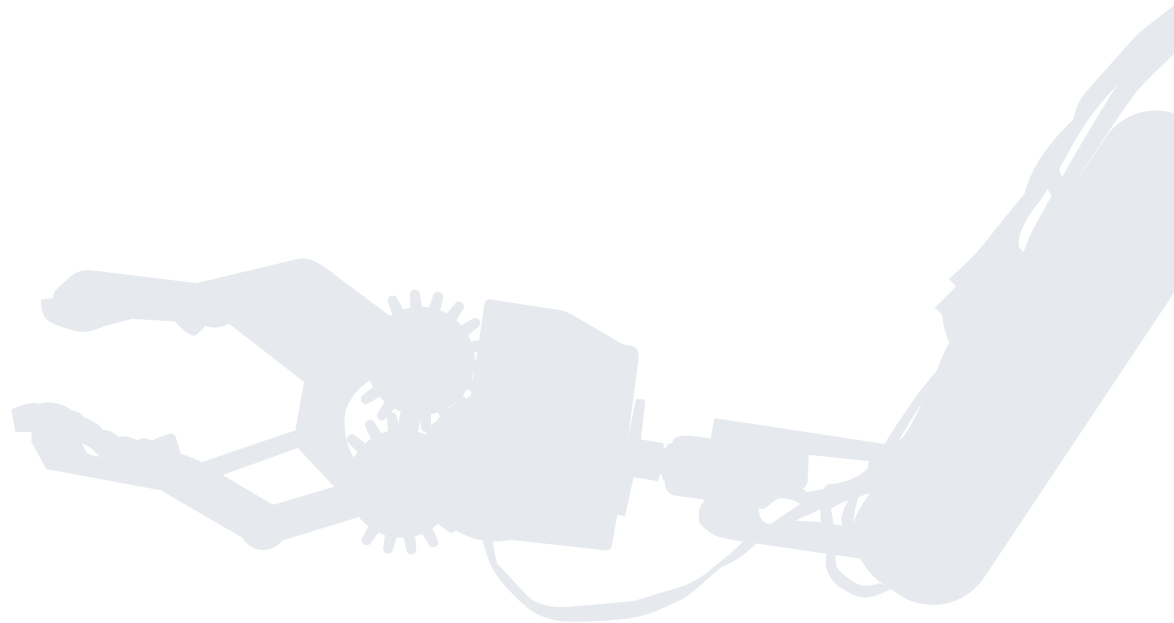
Generally when an organization loses value, it's because of external market disruption — or rather, a lack of awareness and the absence of a mitigation strategy.

As a result, the average organization spends \$220,000 of its annual budget on investigating emerging trends.

But no amount of money or effort spent will ever be enough: It's impossible to read everything, and what's more, the volume of available content creates a confusing environment, with potential misinformation.

## **How can supply chain leaders keep pace with the technology trends that support digital supply chain planning?**

Gartner can help you reduce the effort spent scanning sources to identify the emerging trends generating the most buzz. Gartner experts talk with hundreds of clients each year and keep abreast of what's happening in supply chain pinpoint emerging trends. The Gartner approach yields a precise, quantified view of the trends to watch now.



These **eight technology trends** are some that supply chain leaders must rapidly assess to accelerate supply chain digital transformation:



Cloud platforms



Mobility



In-memory computing (IMC)



Robotic process automation (RPA)



Digital twins



Internet of Things (IoT)



Machine learning and AI



Business networks

Although companies have different ideas as to what constitutes “digital planning” for them, Gartner emphasizes that digital planning is not about digital technology, but rather about the appropriate and effective use of digital technology for business planning and decision making. And these **eight technology trends introduce new requirements that will force traditional processes to evolve.**

For example, organizations are more frequently seeking ways to capture data from external data streams to help provide input for future planning activities. This data could come from IoT devices from the manufacturing floor, POS, social sentiment, weather data and other data types. As a result, data — and processing of this data — requires increasingly extensive use of IMC to help with planning speed, granularity and model adaptability. At the same time, as higher volume, velocity and veracity of data is brought into supply chain planning, the need increases for organizations to use advanced analytics to drive process automation and get insights from all this newfound data.

## Keeping pace with digital innovation drives supply chain agility

It's more critical now than ever to understand how these supply chain technology trends will impact key elements of the business operating model. Gartner recommends leveraging these three strategies:

- Embrace uncertainty. Stretch your organization's thinking past the current way of operating.
- Adopt an agile mindset when considering new supply chain planning technologies. Place a greater emphasis on experimentation when evaluating the technology capabilities to support end-to-end decision-making processes.
- Be selective in considering emerging technologies. Focus on those that fit your organization's risk tolerance culture and process maturity, and those that show demonstrable business value within a short period of time.

## About Gartner

Gartner is the world's leading research and advisory company and a member of the S&P 500. We equip business leaders with indispensable insights, advice and tools to achieve their mission-critical priorities today and build the successful organizations of tomorrow.

Our unmatched combination of expert-led, practitioner-sourced and data-driven research steers clients toward the right decisions on the issues that matter most. We are a trusted advisor and an objective resource for more than 14,000 enterprises in more than 100 countries — across all major functions, in every industry and enterprise size.

## Supply chain digital transformation: How Gartner can help

Digital is a key priority for most supply chain leaders, but fewer than half have defined or plan to implement a supply chain digital transformation roadmap that addresses both short-term improvements and a strategic long-term vision. Supply chain digital transformation is proven to drive growth, mitigate risk and optimize costs, but requires strong alignment between business and supply chain strategy to succeed. Gartner experts in supply chain digital transformation guide supply chain leaders in designing roadmaps for the future digital supply chain planning organization. Visit [gartner.com](https://gartner.com) to learn how we enable our 2,500+ supply chain leader clients with digital supply chain technology insights, advice, data and tools.



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