

Gartner for Supply Chain

# What Supply Chain Data Will Look Like in 2025

Working with suppliers to evolve supply chain dashboards for the future

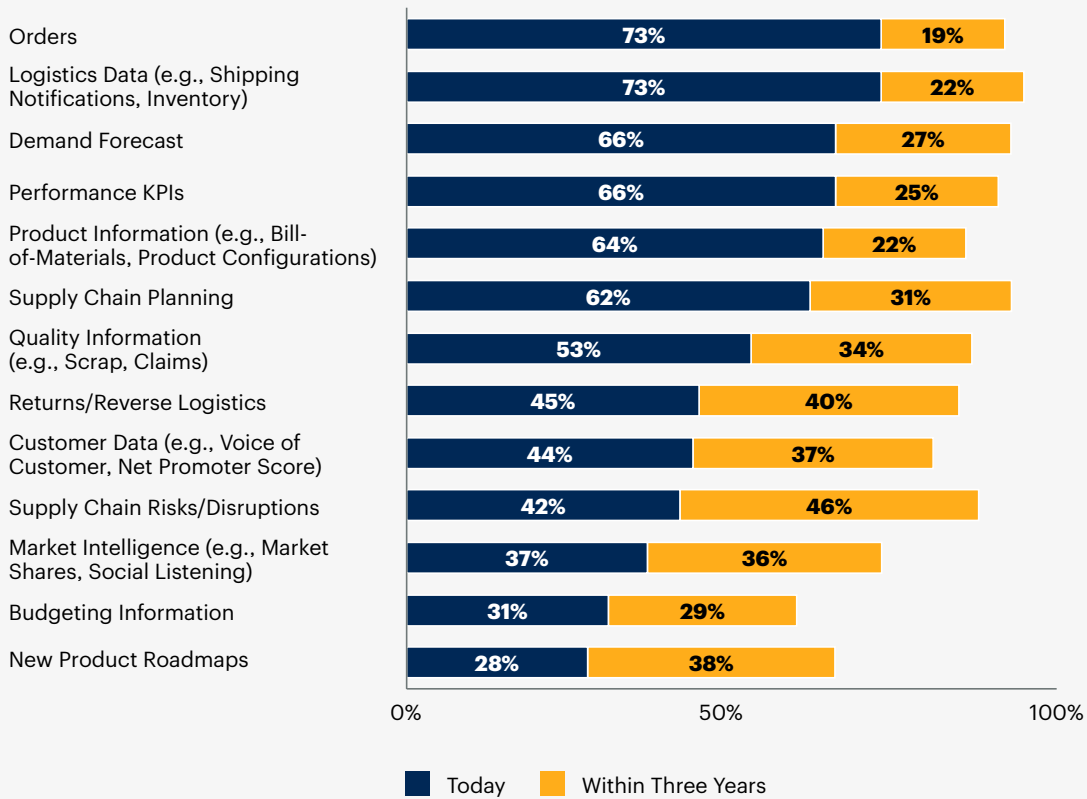


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Today supply chain leaders and suppliers largely share transactional data such as orders, inventory levels and demand forecasts. And they share this data at specified intervals — e.g., a truck leaving a factory triggers a shipping notification.

But three years from now, things will look very different (see Figure 1). Orders will go from being the most exchanged data to being the least exchanged data. The most exchanged data will be information about supply chain risks and disruptions, such as traffic congestion delaying a shipment.

**Figure 1: Types of Data Being Exchanged With the Digital Supply Chain Ecosystem**



n = 419

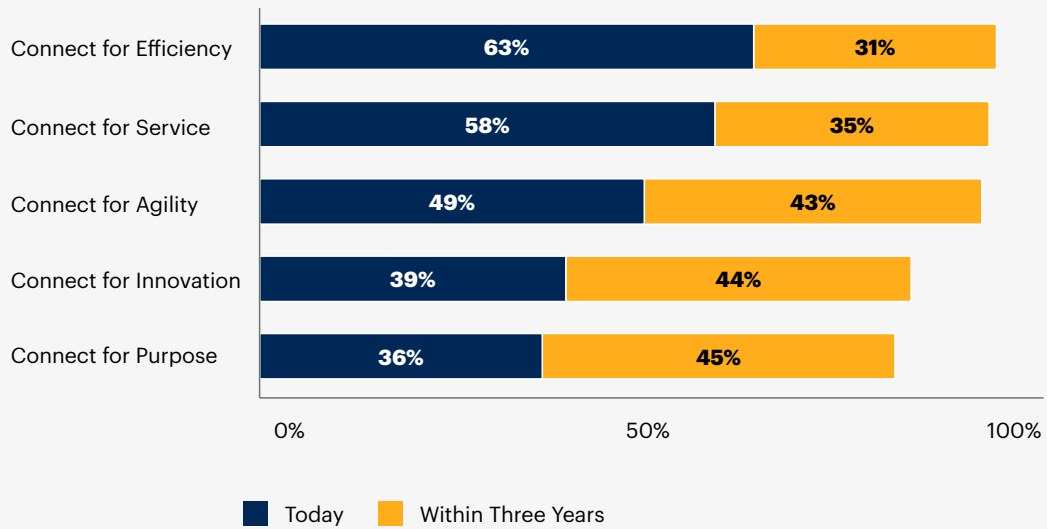
Q. What type of data are you exchanging with the digital supply chain ecosystem? Select one response per row.

Source: 2021 Gartner Sustaining a Customer-Centric Digital Supply Chain Ecosystem Survey

Supply chain risk and disruption information is shared today, but it is shared inconsistently, since not all suppliers have implemented the technology necessary to automate data exchange.

The need to mitigate supply risk is driving chief supply chain officers (CSCOs) to invest in digital connectivity. Over the next three years, more than 40% of CSCOs are planning to implement an application programming interface (API), blockchain or other solution that enables real-time data exchange.

**Figure 2: Orchestrate or Participate in Multiple Ecosystems Models**



n = 419

Q. What are the types of digital supply chain ecosystems your company is participating in or orchestrating? Select one response per row.

Source: 2021 Gartner Sustaining a Customer-Centric Digital Supply Chain Ecosystem Survey

But since digital connectivity requires the exchange of critical business values that suppliers may consider competitive differentiators, CSCOs must be ready to demonstrate how digital connectivity creates joint value.

Gartner industry analysts have identified the major business benefits of digital connectivity to help you make the case with your suppliers and evolve your data strategy and performance dashboards for the future.

### **Business benefits of digital connectivity:**

- **Efficiency and agility.** Sharing end-to-end supply chain information in real time keeps costs under control, supports better sensing of supply and demand changes, and enables faster response to unexpected swings.
- **Service.** A more transparent supply chain connects upstream supplier capacities and operational status with a deeper understanding of customer needs.
- **Innovation.** Knowledge and ideas are constantly shared across the network, encouraging the development of innovative products and services.
- **Higher purpose.** A broader and higher purpose can be achieved through collaboration across the network — e.g., circular economy, environmental sustainability and fair trade, local community support.



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