

The Digital Supply Chain's Missing Link:

Organizations realize the importance of supply chain digitization



One in two organizations say supply chain digitization is one of their top three priorities at an organizational level

Digital supply chain initiatives deliver the highest benefits compared to other **functions**

Average return on investment and payback period by function for organizations implementing automation at scale



Average ROI (%) Average Pay Back Period (in months)

Source: Capgemini Research Institute, Automation Use Case Survey; July 2018, N=111 organizations implementing automation at scale.

Cost saving is the key driver of digital supply chain investments in nearly four-fifths of organizations and many do not focus on customer centricity



Source: Capgemini Research Institute, Digital Supply Chain Survey; April–May 2018, N=1,001 organizations.

Successful organizations "focus" on key initiatives and deploy them at scale

Organizations seem to be working on too many projects simultaneously, with close to 30 projects at pre-deployment stages



Source: Capgemini Research Institute, Digital Supply Chain Survey; April–May 2018, N=501 organizations.

Because most lack focus, only one in seven organizations is successfully able to scale

Successful organizations are selective about what



Key use cases that can help focus organizations' efforts and investments

Recommended supply chain use cases based on benefits and ease of implementation

کی Research & Development	Planning	Procurement / Sourcing	Production	Distribution & Logistics	Maintenance & Equipment Servicing
 Rapid prototyping with 3D printing Customer co-creation platforms for product development 	 Advanced demand planning using Big Data analytics Digital Sales and Operations planning platforms 	 3D printing of parts Image-based procurement using AI Virtual test- ing of suppli- er parts and packaging Order processing using RPA 	 3D printing of components Smart glasses for guiding assembly of parts Automation of assembly through Machine-to-Machine technologies 	 Hand-free picking process (in warehouses) Autonomous/ driverless trucks for transport Smart parking for trucks using sensors Smart sensors in containers to monitor product conditions Robots/drones for last-mile delivery Inventory monitoring 	 Spare part management using 3D printing Condition- based maintenance of equipment through predictive analytics platforms Smart glasses to support technicians in fixing equipment Updating and maintaining connected products

- Direct to consumer platforms
- Tracking and tracing parts with RFID and other technologies
- Robotic process automation of administrative tasks
- Control tower and global supply network optimization

*Recommended use case(s) in each part of the value chain are highlighted.

Source: Capgemini Research Institute, Digital Supply Chain Survey; April–May 2018, N=501 organizations, expert opinions.

How can organizations successfully scale their supply chain initiatives?



Source: Capgemini Research Institute Analysis.



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