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The Latest Technologies Disrupting the Logistics Industry

For many years, technology solutions have played an integral role in supply chain management. However, as competition intensifies and customer expectations rise, logistics organizations are increasing efficiencies and optimizing performance by extending their use of technology well beyond the tracking of goods and materials.

These four technologies are the latest to disrupt the logistics industry.

1 Big Data Analytics

Data-driven insights help organizations achieve better results across their business

- Transforms labor data from multiple sources — time and attendance, scheduling, payroll, job activity tracking, and more — into actionable business intelligence that can improve operational efficiencies
- Enables tracking of key performance indicators related to productivity, labor expenses, and employee absenteeism
- Helps identify problem areas, pinpoint root causes, and take corrective action before service levels and margins are compromised
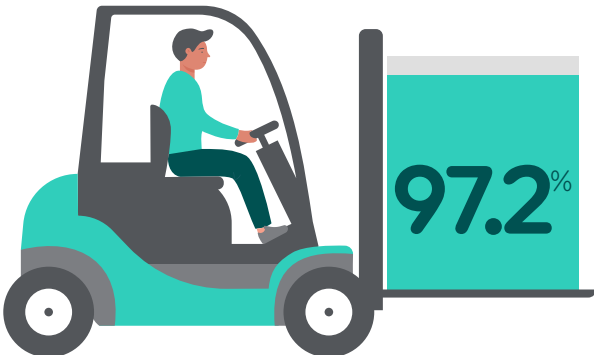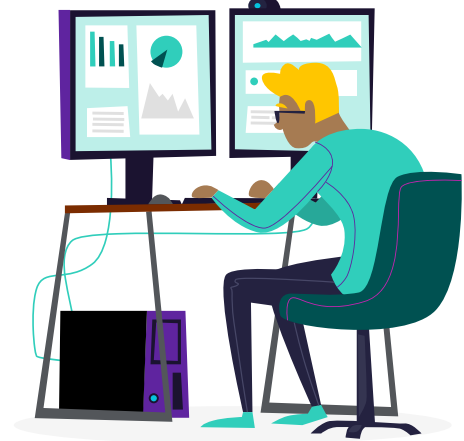
97.2% of organizations are investing in big data and AI.[1]

2 Cloud Computing

Rapidly becoming a mainstream delivery model for enterprise IT and a catalyst for business innovation

- Allows more agile operations
- Reduces capital expenditures by eliminating the need for upfront hardware and software purchases
- Frees IT resources to focus on strategic priorities
- Provides strong security and dependability via state-of-the-art data centers
- Ensures software is always the latest version
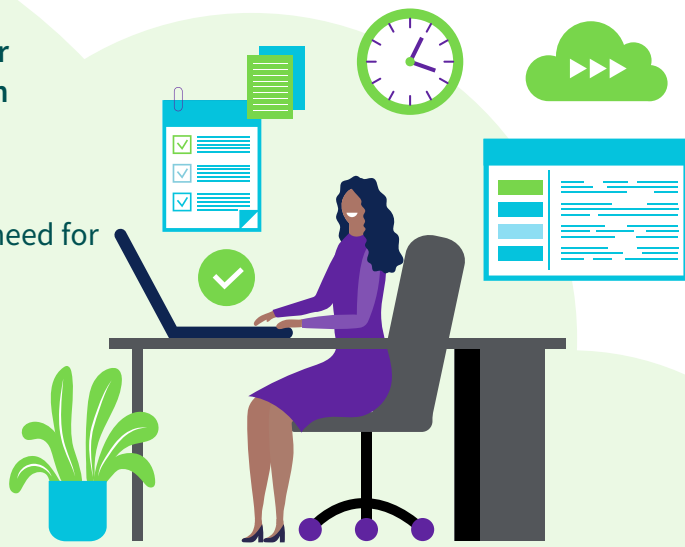
Worldwide end-user spending on public cloud services is **forecast to grow 23.1% in 2021 to $332.3 billion,** up from $270 billion in 2020.[2]

3 Omnichannel Distribution

Driving investments in technology to accommodate shipments across channels and platforms

- Provides customers with a seamless shopping experience, regardless of how and where they purchase goods
- Impacts how organizations implement and integrate their supply chain software platforms
- Highlights the need for more effective workforce management to optimize labor resource utilization and control costs, including hiring and onboarding at greater speed, aligning labor capacity with demand volumes, and optimizing operations with stronger workforce planning

Only **24% of organizations have created a data-driven organization** to deploy and manage their employees effectively for omnichannel distribution.[3]

4 Adoption of Mobile Solutions

An increased investment in mobile technology solutions has led to improved workforce productivity, order accuracy, and operations

- Facilitates data collection, inventory tracking, and material handling
- Allows employees to check schedules, accept shifts, submit time-off requests, and confirm timecards to keep up with tasks anytime, anywhere
- Gives managers instant access to analytics dashboards, enabling them to monitor key labor performance metrics and spot potential problems in advance

Smartphone usage has increased 73.9% from 2016 to 2021, growing from 3.7 billion to **6.4 billion users**.[4]

Rising labor costs, a shrinking labor pool, omnichannel complexities, and growing customer expectations for service and quality are causing logistics organizations to expand their use of technology. Enable your people and processes through the effective use of innovative technology to uncover hidden capacity, control costs, and boost responsiveness to achieve new levels of operational excellence.

To learn more, contact UKG at **+1 800 225 1561** or visit **ukg.com.**

[1] Christo Petrov, 25+ Impressive Big Data Statistics for 2021 (August 5, 2021), found at https://techjury.net/blog/big-data-statistics/#gref.

[2] Gartner, Gartner Forecasts Worldwide Public Cloud End-User Spending to Grow 23% in 2021 (April 21, 2021), found at https://www.gartner.com/en/newsroom/press-releases/2021-04-21-gartner-forecasts-worldwide-public-cloud-end-user-spending-to-grow-23-percent-in-2021.

[3] Joe McKendrick, Data-Driven Technologies Face Their Biggest Obstacle: Culture (April 28, 2021), found at https://www.forbes.com/sites/joemckendrick/2021/04/28/data-driven-or-data-averse/?sh=7cbca8015df3.

[4] Ying Lin, 10 Mobile Usage Statistics Every Marketer Should Know in 2021 (June 20, 2021), found at https://www.oberlo.com/blog/mobile-usage-statistics.