



— 2021 —

# Market Agenda

## Operations and Supply Chain

Actionable insight on business and technology



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# Operations & Supply Chain

## *Market Assertion*

Through 2022, the operational resilience of the supply chain in over one-half of organizations will be inadequate to ensure business continuity of the demand chain requiring aggressive digital innovation.



**Robert Kugel**  
SVP & Research Director



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## Operations and Supply Chain: Expertise Overview

The operations and supply chain of an organization is responsible for the efficient delivery of products and services using the resources of the organization.

# Operations and Supply Chain: Areas of Focus

Continuous  
Planning

Continuous  
Supply Chain

Enterprise Resource  
Planning

Product Information  
Management

Property  
Technology

Supplier Relationship  
Management

# Operations and Supply Chain Research

## Benchmark Research

- Business Planning
- ERP
- Product Information Management
- Property Technology

## Dynamic Insights

- Work Management

## Value Index

- Business Planning
- Product Information Management





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# Human Capital Management

Actionable insight on business and technology



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