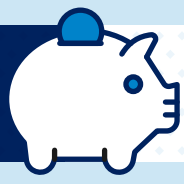


RETHINKING SUPPLY CHAIN RISK AND TAKING ACTION

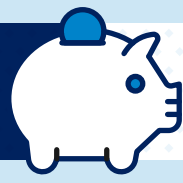
In 2022, companies are perplexed over how best to overcome supply chain disruption. With this uncertainty proving costly, the value of ecosystem integration for delivering agility is becoming clear.

THE COST OF POOR INTEGRATION IS HIGH AND GOING UP

2021 saw a 40% increase in companies losing \$1M or more annually to poor integration



14% Say they are losing over \$1M per year, up from just 10% each of the prior two years.



24% Are losing \$500K or more to integration issues related to their supply chains.

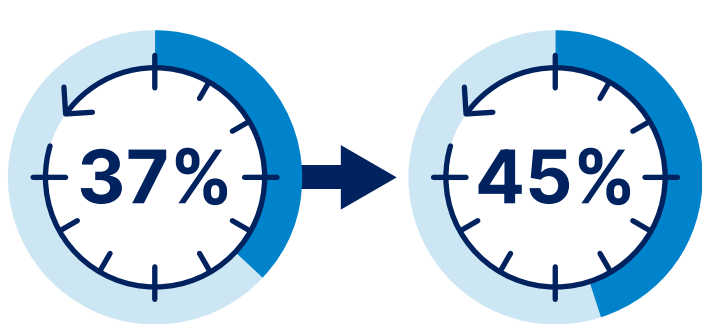
SLOWER PARTNER ONBOARDING IS ALSO COSTLY

2020

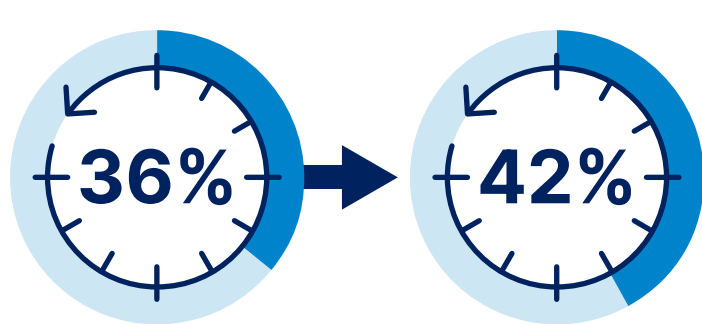
2021

2020

2021



45% say it takes between one week and one month, up from 37% a year ago



42% say it is taking over a month, up from 36% the prior year

“IS IT US... OR IS IT THEM?”

The cause of supply chain integration issues is not entirely clear for many companies. Based on their actions, companies are seemingly asking, “Is it us ... or is it them?”



48%

Seem to blame suppliers and replace them as a solution to their problems



29%

Of those surveyed said they found new shipping providers in 2021



50%

Have invested in new technology to mitigate supply chain disruption

THE ANSWER: SUPPLY CHAIN WOES ORIGINATE WITHIN

When asked what their biggest integration challenges are, legacy applications and legacy integration issues both ranked at the top for the third straight year.



51%
Legacy Applications



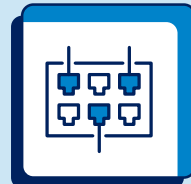
46%
Reliance on Manual Processes



35%
Lack of Expertise



52%
Legacy Integration Solutions



39%
Multiple Integration Solutions

COMPANIES KNOW THEY NEED TO TAKE ACTION

And many are investing in a variety of strategies to do so:

81%



Migrating Integration to the Cloud

51%



Automating End-to-End Business Processes

47%



Integrating New Applications Faster

41%



Centralizing Integration Management

45%



Improving Governance and Control

ECOSYSTEM INTEGRATION: THE BEST ROUTE TO VALUE

Ecosystem integration helps companies resolve their most critical supply chain integration challenges while giving them direct control to create agility.

54%
Improved SLAs

43%
Faster Order Processing

42%
Happier Customers

69%
Cost Savings

24%
Reducing Violations

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