

IDC Manufacturing Insights: Real-Time Service Excellence

STRATEGIC PRIORITIES

PROGRAMS

USE CASES

Customer Service and Collaboration



Customer and Consumer Engagement



Intelligent Operational Efficiency Capture

Consumer Digital Assistant

Dynamic Capacity Balancing

Iterative Innovation



Customer (B2B) Portals

Consumer (B2C) Portals

Supplier Portals

Advanced Digital Simulation

Service Excellence



Dynamic Rate Shop

Real-Time Invoice Match and Discounts

Dynamic Real-Time Carrier Performance

Digital Procurement Assistant

Digital Operations



Automated Enabled Call Offs to SLA and Contract

Sourcing Intelligence

Digital Brokers

Intelligent market Analysis

Visibility and Risk Management



Real-Time Digital Dashboards and Metrics

Predictive Vehicle Tracking

Lot Lineage

Iterative Exception Management

Global Trade and Regulatory Compliance



Global Trade Automation

Transportation Digital Assistant

People Assets



Driver Monitoring

Active Driver Assignment

Driver / AV Optimization

Fixed and Mobile Assets



Predictive Maintenance

Dynamic Fleet Optimization

Routing and Mode Optimization

Container or Packaging Optimization

Digital Assets



Iterative NPDI

Distributed Transportation Management

Configured Workflows

Direct to Consumer



Managed Transportation (4PL)

Network Digital Assistant

Same-Day Delivery and Store Pickup

Mobile Services



Merge in Transit

Co-Loading

Advanced Enterprise Reverse Logistics Execution

Fixed Services



Light Digital Manufacturing

Kitting and Product Configuration

Iterative Product Recycling

Asset and Resource Management

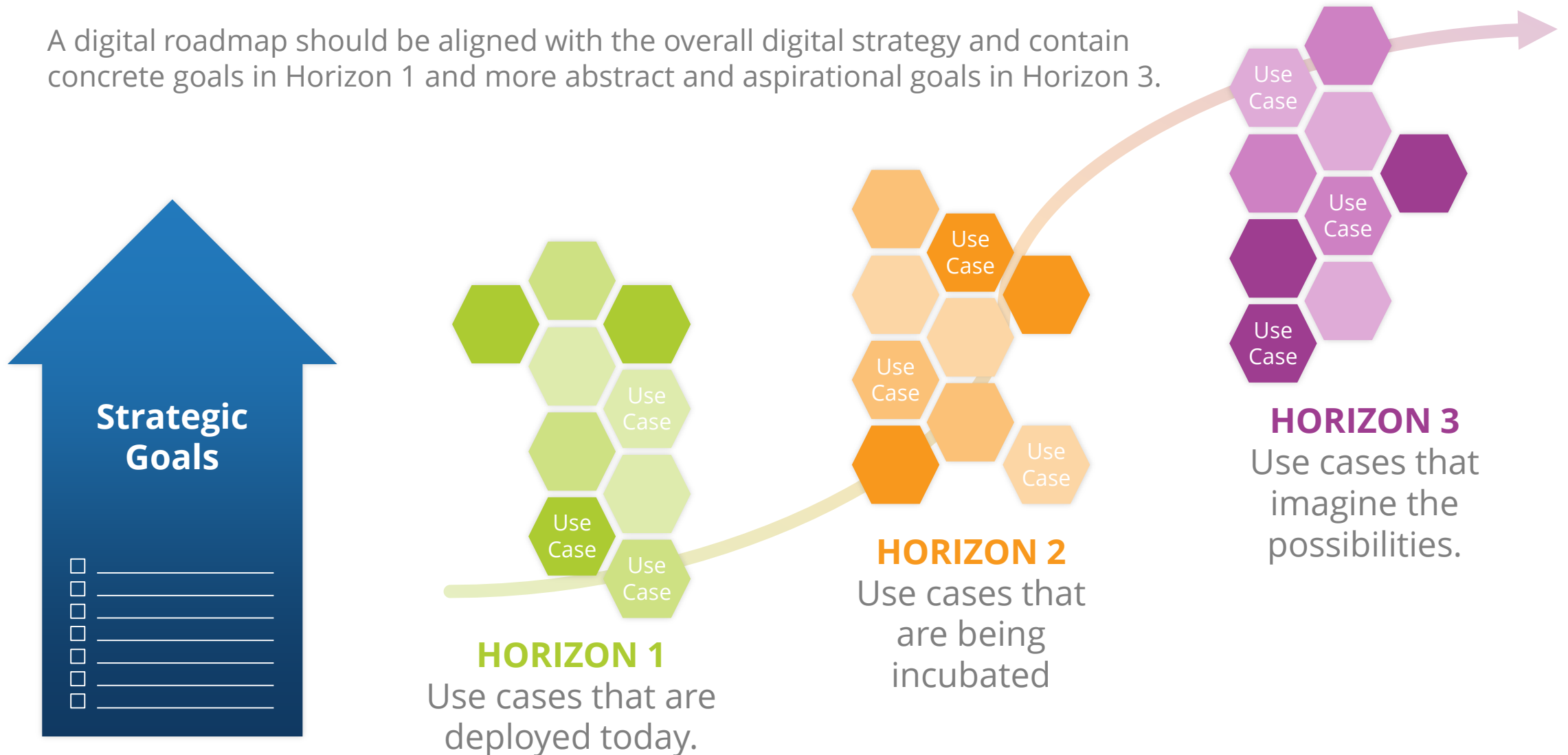


Value-Added Services



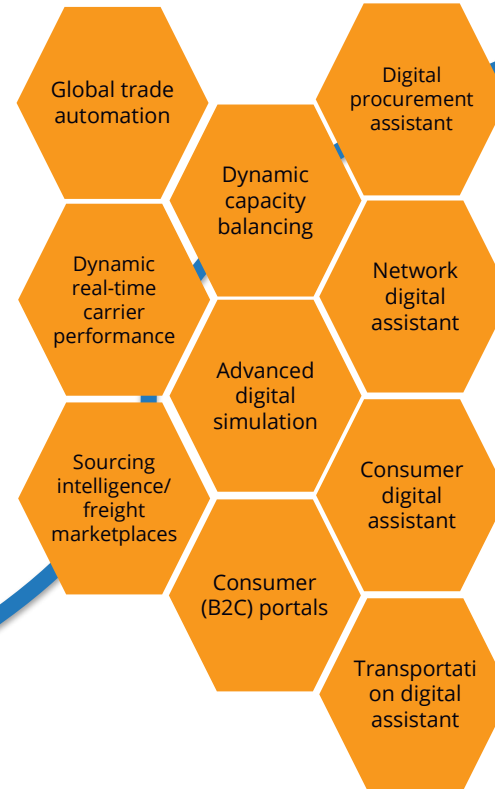
Break Digital Roadmaps into Horizons

A digital roadmap should be aligned with the overall digital strategy and contain concrete goals in Horizon 1 and more abstract and aspirational goals in Horizon 3.

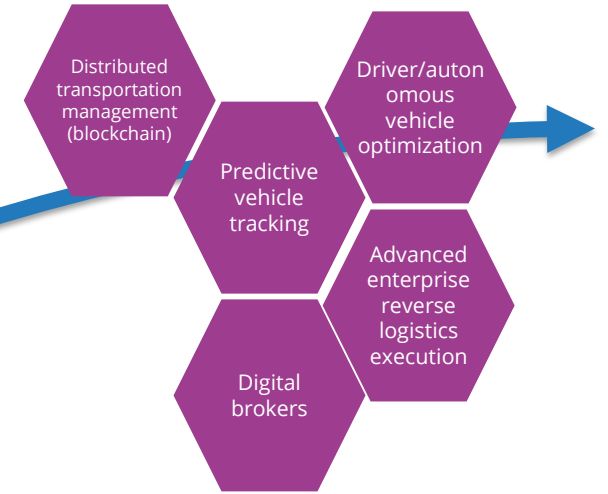


Real-Time Service Excellence Digital Roadmap

HORIZON 1



HORIZON 2



HORIZON 3

Digitally Transforming the Enterprise Industry by Industry



IDC Energy Insights

- Agile Energy
- Agile Mining
- Energy-as-a-Service

IDC Financial Insights

- Capital Markets
- Connected Banking
- Contextual and Value Centric Insurance

IDC Government Insights

- Effective National Government
- Smart Cities and Communities
- Transformative Academia

IDC Health Insights

- Knowledge-Based Medicine
- Value-Based Health

IDC Manufacturing Insights

- Collaborative Innovation (AOVC)
- Engaging Consumer Experience at Scale (BOVC)
- Creating Experience Ecosystems (EOVC)
- Technology-as-a-Service (TOVC)
- Transportation and Logistics

IDC Retail Insights

- Experiential Hospitality, Dining & Travel
- Experiential Retail
- Media & Entertainment

IDC Telecommunications Insights

- Communications Service-Enabled Connected Communities