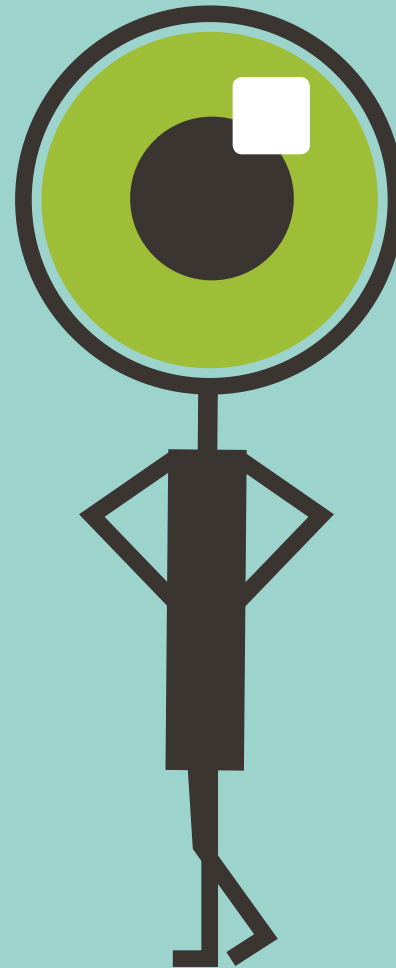# KEY RESULTS

OF THE SUPPLY CHAIN PLANNING SOFTWARE SURVEY

A SATISFACTION STUDY BY

Supply Chain Insights™

In 2018, Supply Chain Insights carried out an independent survey among users and vendors of different supply chain planning software, asking what are their expectations of providers and their solutions. Here is a selection of their findings.

OMP.

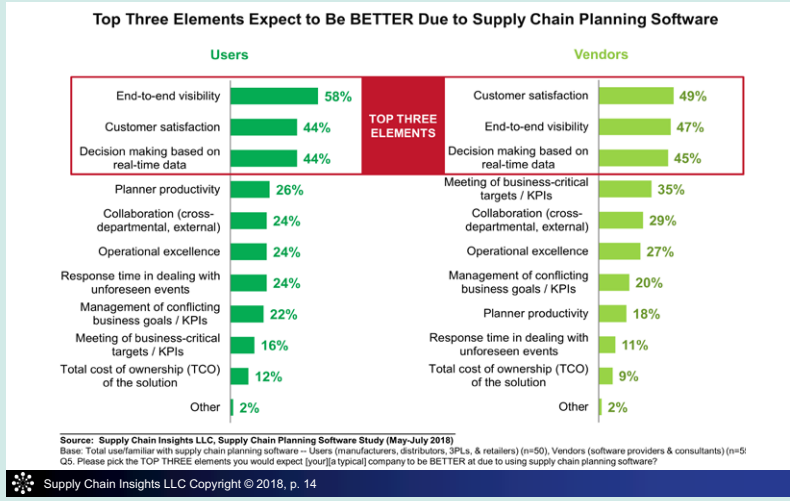# Visibility, customer satisfaction, and better decision-making

58%

say supply chain visibility is a key driver in choosing supply chain software

Top Three Elements Expect to Be BETTER Due to Supply Chain Planning Software

Users		Vendors	
End-to-end visibility	58%	Customer satisfaction	49%
Customer satisfaction	44%	End-to-end visibility	47%
Decision making based on real-time data	44%	Decision making based on real-time data	45%
Planner productivity	26%	Meeting of business-critical targets / KPIs	35%
Collaboration (cross-departmental, external)	24%	Collaboration (cross-departmental, external)	29%
Operational excellence	24%	Operational excellence	27%
Response time in dealing with unforeseen events	24%	Management of conflicting business goals / KPIs	20%
Management of conflicting business goals / KPIs	22%	Planner productivity	18%
Meeting of business-critical targets / KPIs	16%	Response time in dealing with unforeseen events	11%
Total cost of ownership (TCO) of the solution	12%	Total cost of ownership (TCO) of the solution	9%
Other	2%	Other	2%

TOP THREE ELEMENTS

Source: Supply Chain Insights LLC, Supply Chain Planning Software Study (May–July 2018)
Base: Total use/familiar with supply chain planning software – Users (manufacturers, distributors, 3PLs, & retailers) (n=50), Vendors (software providers & consultants) (n=5...
Q5. Please pick the TOP THREE elements you would expect [your][a typical] company to be BETTER at due to using supply chain planning software?

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Users and vendors agree on the elements they expect to improve most using supply chain planning solutions: end-to-end supply chain visibility, overall customer satisfaction, and decision-making based on real-time data.
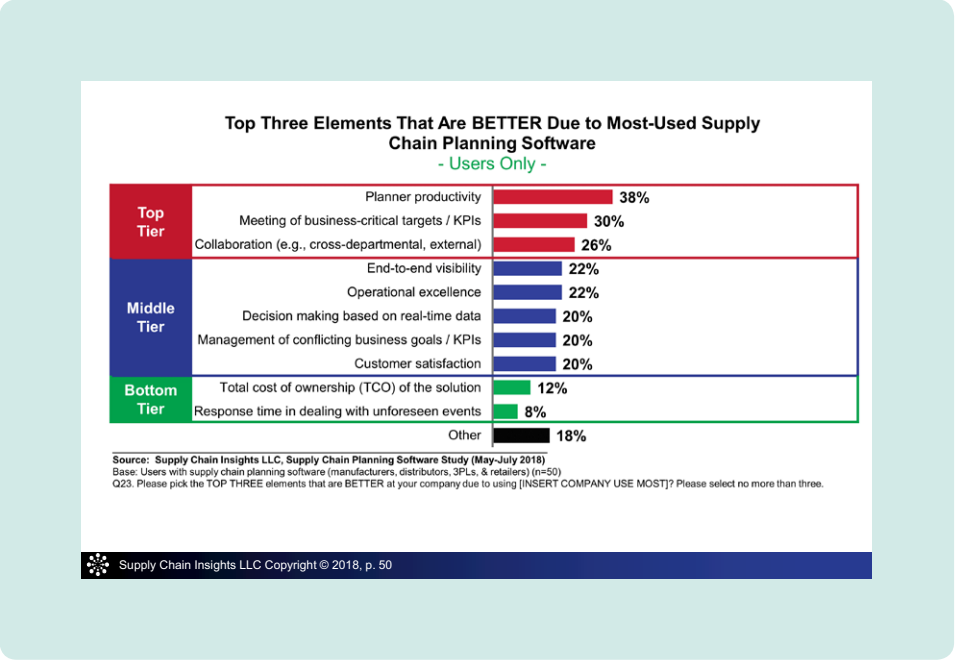
OMP.

OMP improves visibility and planning productivity

Top Three Elements That Are BETTER Due to Most-Used Supply Chain Planning Software
- Users Only -

Tier	Element	%
Top Tier	Planner productivity	**38%**
	Meeting of business-critical targets / KPIs	**30%**
	Collaboration (e.g., cross-departmental, external)	**26%**
Middle Tier	End-to-end visibility	**22%**
	Operational excellence	**22%**
	Decision making based on real-time data	**20%**
	Management of conflicting business goals / KPIs	**20%**
	Customer satisfaction	**20%**
Bottom Tier	Total cost of ownership (TCO) of the solution	**12%**
	Response time in dealing with unforeseen events	**8%**
	Other	**18%**

Source: Supply Chain Insights LLC, Supply Chain Planning Software Study (May-July 2018)
Base: Users with supply chain planning software (manufacturers, distributors, 3PLs, & retailers) (n=50)
Q23. Please pick the TOP THREE elements that are BETTER at your company due to using [INSERT COMPANY USE MOST]? Please select no more than three.

61%
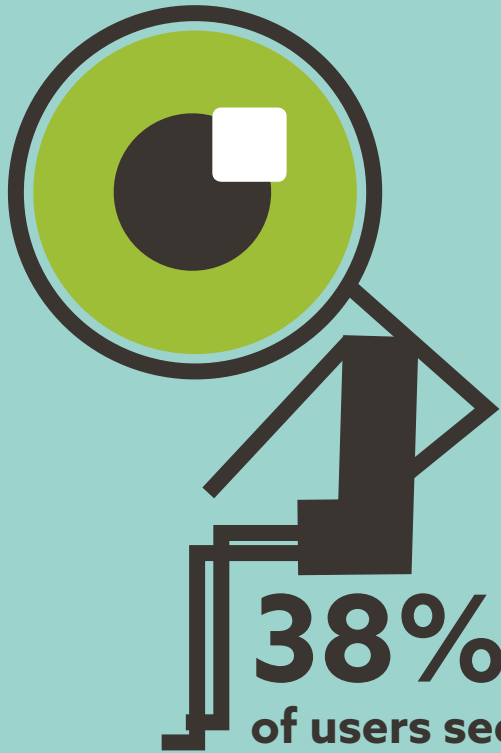of OMP users report improved visibility

OMP users above all report that the solution improves end-to-end visibility and planning productivity.

OMP.

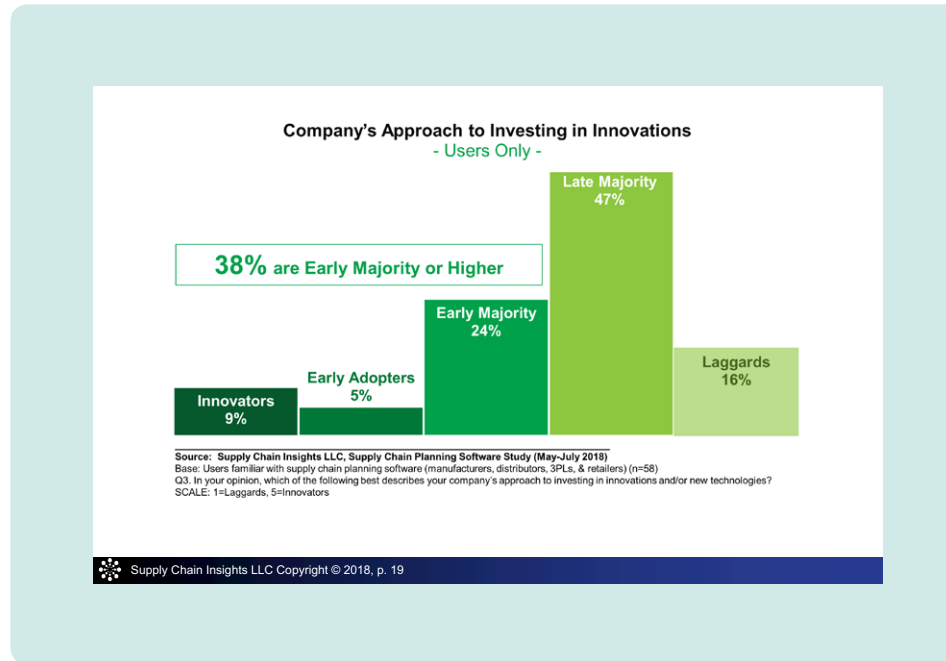# Most users surveyed don't see their company as driving innovation

38%

of users see their company as driving innovation

Company's Approach to Investing in Innovations
- Users Only -

38% are Early Majority or Higher

Late Majority
47%

Early Majority
24%

Early Adopters
5%

Innovators
9%

Laggards
16%

Source: Supply Chain Insights LLC, Supply Chain Planning Software Study (May-July 2018)
Base: Users familiar with supply chain planning software (manufacturers, distributors, 3PLs, & retailers) (n=58)
Q3. In your opinion, which of the following best describes your company's approach to investing in innovations and/or new technologies?
SCALE: 1=Laggards, 5=Innovators

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Only 38% of users familiar with supply chain planning software see their company as leaders when it comes to investing in innovation.
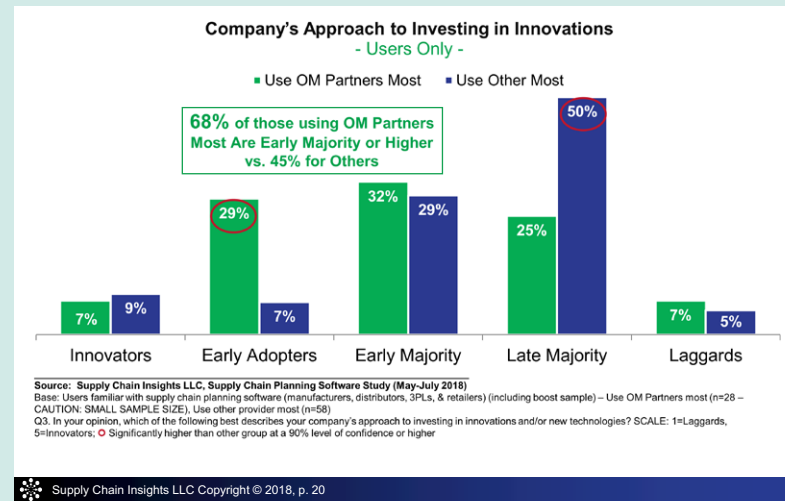
OMP.

Companies using OMP are perceived to be more innovative
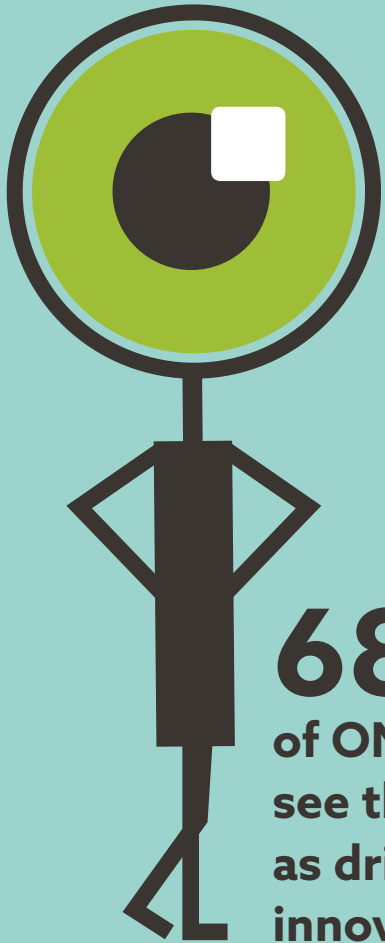
68%

of OMP users see their company as driving innovation

Company's Approach to Investing in Innovations
- Users Only -

■ Use OM Partners Most   ■ Use Other Most

68% of those using OM Partners Most Are Early Majority or Higher vs. 45% for Others

	Innovators	Early Adopters	Early Majority	Late Majority	Laggards
Use OM Partners Most	7%	29%	32%	25%	7%
Use Other Most	9%	7%	29%	50%	5%

Source: Supply Chain Insights LLC, Supply Chain Planning Software Study (May-July 2018)
Base: Users familiar with supply chain planning software (manufacturers, distributors, 3PLs, & retailers) (including boost sample) – Use OM Partners most (n=28 – CAUTION: SMALL SAMPLE SIZE), Use other provider most (n=58)
Q3. In your opinion, which of the following best describes your company's approach to investing in innovations and/or new technologies? SCALE: 1=Laggards, 5=Innovators; O Significantly higher than other group at a 90% level of confidence or higher

Supply Chain Insights LLC Copyright © 2018, p. 20

68% of respondents using OMP software report that their company invests more than others in innovation.
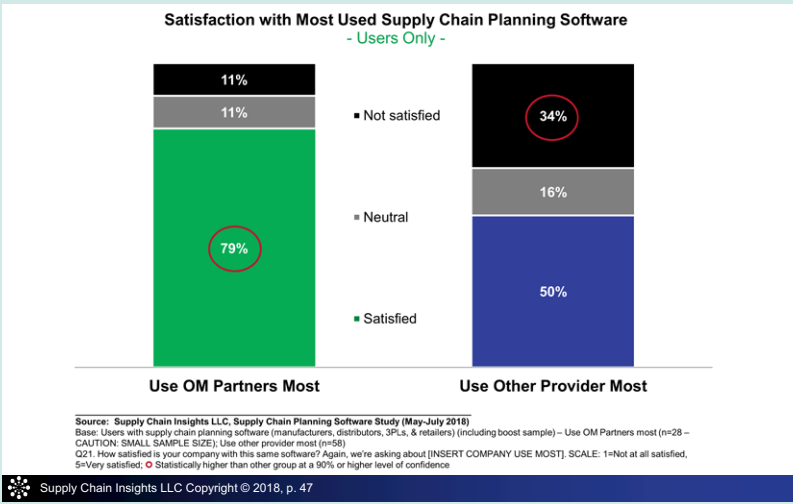
OMP.

# User satisfaction is much higher with OMP than with any other solution

79%

of OMP users say they are satisfied with the solution

Satisfaction with Most Used Supply Chain Planning Software
- Users Only -

11%	
11%	34%
	16%
79%	50%

- Not satisfied
- Neutral
- Satisfied

Use OM Partners Most   **Use Other Provider Most**

Source: Supply Chain Insights LLC, Supply Chain Planning Software Study (May-July 2018)
Base: Users with supply chain planning software (manufacturers, distributors, 3PLs, & retailers) (including boost sample) – Use OM Partners most (n=28 – CAUTION: SMALL SAMPLE SIZE); Use other provider most (n=58)
Q21. How satisfied is your company with this same software? Again, we're asking about [INSERT COMPANY USE MOST]. SCALE: 1=Not at all satisfied, 5=Very satisfied; ● Statistically higher than other group at a 90% or higher level of confidence

79% of OMP users say they are satisfied with the solution. The mean satisfaction rate of all the software in the survey is just 50%.

OMP.

Low scores for provider expertise and commitment
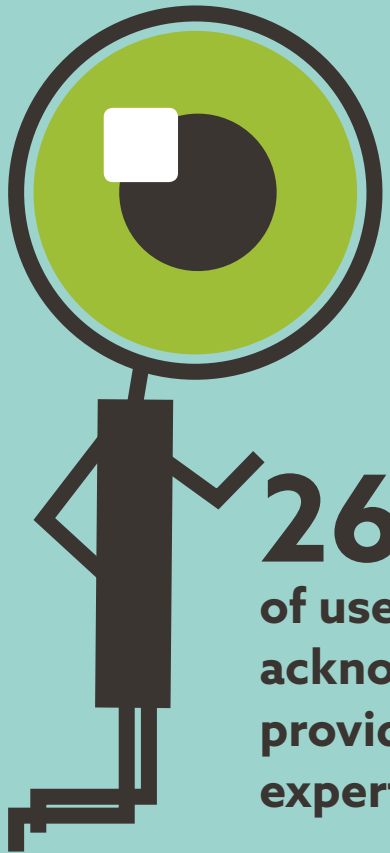
26%

of users acknowledge provider industry expertise

Performance of Most-Used Supply Chain Planning Software PROVIDER*
- Users Only -

Tier	Element	%
Top Tier	Trustworthiness / reliability in the long run	53%
Top Tier	Support after go live	44%
Middle Tier	Scalability of resources	38%
Middle Tier	Efficient implementation	35%
Middle Tier	Innovation / thought leadership	32%
Middle Tier	Focus on continuous improvement	29%
Middle Tier	Consulting services	26%
Middle Tier	Sector-specific expertise	26%
Bottom Tier	Willingness to go the extra mile	15%
Bottom Tier	Change management	6%

Source: Supply Chain Insights LLC, Supply Chain Planning Software Study (May-July 2018)
Base: Users with supply chain planning software (manufacturers, distributors, 3PLs, & retailers) – those using branded software most often (n=34)
Q25. Now think specifically about the provider: [INSERT PROVIDER USE MOST OFTEN]. How well does this provider perform on each of the following elements?
SCALE: 1= Poor, 5=Excellent, 0=Not applicable; *Showing those rating 4-5 on 5-point scale

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Only 26% of the users surveyed say that their supply chain planning software provider has the required industry expertise. Only 15% say their provider is willing to go the extra mile for them.
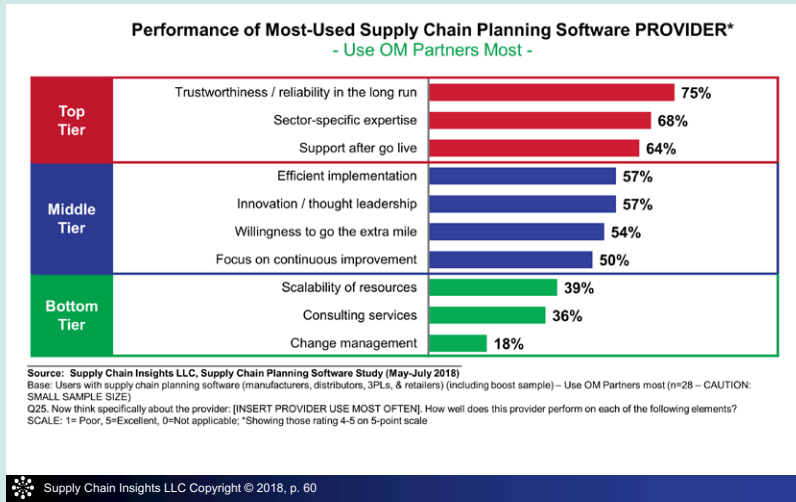
OMP.

OMP praised for its trustworthiness, expertise, and commitment

68%
of users acknowledge OMP's expertise

Performance of Most-Used Supply Chain Planning Software PROVIDER*
- Use OM Partners Most -

Tier	Element	%
Top Tier	Trustworthiness / reliability in the long run	75%
	Sector-specific expertise	68%
	Support after go live	64%
Middle Tier	Efficient implementation	57%
	Innovation / thought leadership	57%
	Willingness to go the extra mile	54%
	Focus on continuous improvement	50%
Bottom Tier	Scalability of resources	39%
	Consulting services	36%
	Change management	18%

Source: Supply Chain Insights LLC, Supply Chain Planning Software Study (May-July 2018)
Base: Users with supply chain planning software (manufacturers, distributors, 3PLs, & retailers) (including boost sample) – Use OM Partners most (n=28 – CAUTION: SMALL SAMPLE SIZE)
Q25. Now think specifically about the provider: [INSERT PROVIDER USE MOST OFTEN]. How well does this provider perform on each of the following elements?
SCALE: 1= Poor, 5=Excellent, 0=Not applicable; *Showing those rating 4-5 on 5-point scale

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The user survey indicates that among supply chain software solution providers, OMP stands out with respect to trustworthiness, industry expertise, and commitment.

OMP.