

2021 SUPPLY CHAIN TRENDS

2020 was a whirlwind year, but the changes we saw offer insights into what's in store for 2021.
Here's what to watch for:

1

Supply Chain Services are Expanding



Manufacturing executives intend to increase investments in digital technologies

76%

2

Manufacturers are Rethinking the Workforce



Time saved by one customer by switching to an integrated shipping solution

4000

hours

3

Omnichannel is the New Normal



Increase in Buy-Online-Pick-Up-In-Store (BOPIS) sales YoY in August 2020

259%

4

Marketplaces Keep Getting Bigger



Growth in third-party seller sales on Amazon during Black Friday and Cyber Monday 2020

60%

5

B2B eCommerce is Taking Center Stage



Manufacturers who made the majority of their B2B sales via eCommerce

42%