TRANSPORTATION AND LOGISTICS COMPANIES

Reaping the Benefits of Digital Transformation

Integrate vertical and horizontal value chains. Develop new digital business models through data analytics. Manage increasing cost pressures. These new requirements—which are vital to remaining competitive—are fundamentally transforming the transportation and logistics industry.

Data from a recent global survey[1] shows how transportation and logistics companies are responding to these challenges through digital transformation and measuring the business impact of their efforts.

Embracing digital transformation

- **83%** defined a new vision for a digital enterprise
- **83%** embraced digital technologies to redefine how they run their businesses
- **87%** are hiring the right talent
- **62%** are disrupting their industry with advanced digital initiatives

Adopting key technologies and practices

- **88%** implemented agile; 31% have scaled it across the company
- **91%** using DevOps; 43% have integrated it into their IT culture
- **69%** using APIs for development; 38% using them to drive revenue
- **84%** report that identity-centric security is critical to the business

Significantly improved business results

The survey of 1,770 global business and IT decision makers (133 from transportation and logistics) measures the impact of organizations' digital transformation efforts with a Business Impact Scorecard, which uses a set of key performance indicators to quantify results. Here's how transportation and logistics companies are measuring their success.

GREATER BUSINESS AGILITY	**47%** faster time to decision/ action with agile	**34%** faster speed to market with DevOps	**41%** higher partner satisfaction with APIs
HIGHER BUSINESS GROWTH	**72%** report identity-centric security has expanded digital reach	**38%** higher new business revenue with DevOps	**36%** higher transaction volumes with APIss
BETTER CUSTOMER FOCUS	**83%** report better customer experience with agile	**39%** improvement in customer satisfaction (Net Promoter Score) with DevOps	**62%** report improved customer retention with identity-centric security
IMPROVED OPERATIONAL EFFICIENCY	**37%** improvement in quality/ # of defects with agile	**41%** decrease in data breaches due to identity-centric security	**36%** lower IT costs with APIs

Learn more about the Business Impact Scorecard and improving the impact of digital transformation in your organization. Download the full report at **ca.com/digitaltransformationresearch.**

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