

Three ways to defy disruption in distribution

How operations leaders can build agile, future-ready processes



Distribution COOs are facing pressure from all sides: labor shortages, climbing costs, supply chain unpredictability, and evolving customer expectations leave little time to focus on improving operations.

But there's a path forward. By working smarter with technology investments, you can improve supply chain management and turn operational excellence into a competitive advantage.

Obstacles to operational excellence

76%

of logistics transformations fail to meet KPIs.¹ Unreliable operations negatively impact timely, accurate deliveries.

1/5

name workforce turnover as their top challenge.² Reflecting internal instabilities that lead to inconsistencies and difficulty training new hires.

90%

say speed is a top priority in last mile delivery.³ Making balancing operational speed and quality essential.

Working smarter to boost agility

Here are three strong steps you can take to defy disruption.

1



Optimize your talent

Automate time-consuming, manual tasks with role-based screens to optimize limited talent resources and **deliver impact where it matters most**. The result? Highly efficient operations and high quality customer service with a human touch.



Stay in control at the last mile

Prevent costly, unexpected delays by leveraging data-powered insights via an ERP system to **better anticipate and prepare for disruption**, leading to smoother end-to-end operations and increased customer satisfaction.

2

3



Meeting expectations OTIF

Deliver on time and in full (OTIF) by using AI to power hyper productivity and **ensure maximum efficiency**, building lasting customer loyalty that drives revenue and profit.

How Infor AI drives productivity for Endries

Premier global distributor, [Endries International](#), eliminated the need for part-matching skills with Infor AI. The solution saved 50% of operational time during a period of unprecedented growth, freeing up their strained teams to focus on delivering valuable customer experiences.



Ready to make possible happen in your distribution organization?

Discover how you can use technology to build agile operations that keep customers happy.

[Learn more](#)

1. Gartner, 'Gartner says 76% of logistics transformations fail to meet critical performance metrics' (2024). Available at: www.gartner.com/en/newsroom/press-releases/2024-08-01-gartner-says-76-percent-of-logistics-transformations-fail-to-meet-critical-performance-metrics
 2. McKinsey, 'Operational efficiency: A clear path to outperformance in distribution' (2023). Available at: www.mckinsey.com/industries/logistics/our-insights/operational-efficiency-a-clear-path-to-outperformance-in-distribution
 3. Gartner, 'Leverage Last-Mile Delivery Technology for Supply Chain Efficiency' (2024). Available at: www.gartner.com/en/articles/last-mile-delivery