

Supply Chain Analytics Services – Specialist Providers

A research report comparing provider strengths, challenges and competitive differentiators to assist decision-makers in Analytics Services



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The complexities of global supply chains, macroeconomic uncertainties and geopolitical tensions constantly disrupt supply chain operations at an elevated cost. Forward-looking CXOs with a strategic focus on supply chain imperatives emphasize transitioning toward a globally connected network driven by the transformative capabilities of AI and advanced analytics. Incremental advancements in next-generation technologies, including GenAI, NLP, deep learning and other advanced analytics technologies, enhance organizational risk resilience. Supply chain systems have facilitated embedding a cognitive-led approach to making data-driven business decisions and achieving a lean supply chain across shipping, logistics, transportation, distribution, inventory, warehousing, operations and monitoring. The rise of next-generation AI-enabled solutions has digitally integrated the supply chain network, centralized value chain processes and enabled accurate forecasts for intelligent planning.

Organizations face data consistency challenges, including but not limited to, data veracity, data silos and granularity, which hinder the full utilization of AI and analytics in supply chain operations. Despite these challenges, organizations increasingly invest in and adopt advanced AI and ML to streamline processes, connect data across devices and sources, and automate supply chain operations.

Enterprises across industries now view outsourcing as a supplementary resource and for strategic support, seeking expertise, bandwidth and technological guidance from external providers.



Supply Chain Analytics Services - Foundational Blocks

Operations and Monitoring Analytics	Supply Chain Digital Platform	Demand Forecasting	Space & Floor Planning	Predictive Maintenance	Operations Diagnostics & Analytics	Innovation (IP – Accelerators)	Partnerships (Tiers – Types)	Competency and Talent (Resources – Certifications)	Industry Expertise	Experience and Engagement
	Supply Chain Control Tower	Disruption Forecasting	Supplier Performance	Performance optimization						
Shipping & Logistics Analytics	Network Design	Transportation Management	Freight Analytics	Fleet Analytics						
	Logistics Network	Returns Management	Fulfillment Intelligence	Smart Transportation Planning						
Inventory & Warehousing Analytics	Demand Planning	Warehouse Management	Capacity Planning							
	Inventory Optimization	Warehouse Execution								
Distribution Analytics	Route Planning & Optimization	Supply Planning	Replenishment and distribution planning							
	Distribution	Scheduling	Order Management							

■ Supply Chain Clusters ■ Workloads & Usecases ■ Enablers



This report offers insights into the **evolving market trends** and **competitive dynamics** of **supply chain analytics** service providers in 2024

Simplified Illustration Source: 2024

Supply Chain Analytics Services – Specialist Providers

Scope of the report

The ISG Provider Lens™ Supply Chain Analytics Services – Specialist Providers 2024 **study offers the following to business and IT decision-makers:**

- Transparency on the strengths and weaknesses of relevant providers.
- A differentiated positioning of providers on their competitive strengths and portfolio attractiveness.
- Focus on the global market.

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.



Supply Chain Analytics Services – Specialist Providers

Definition

In this quadrant, ISG evaluates portfolios of providers offering AI and analytics services to integrate scientific methods with business context for their enterprise clients within the supply chain function. These providers resolve critical business challenges by combining domain knowledge and supply chain expertise and enable clients to uncover patterns and generate insights. They aim to enhance risk understanding, reduce costs, improve planning accuracy and predict future events. This approach involves utilizing an intelligent data ecosystem, incorporating datasets from IoT devices and empowering control towers through AI- and cognitive-enabled self-learning systems.

Providers should showcase expertise in facilitating self-service analytics for decision-making across the supply chain, covering areas such as supply chain control, operations, monitoring, shipping, logistics, transportation, inventory, warehousing and distribution. They should demonstrate proficiency in advanced automation, data lakes, modeling and customizing AI and ML models, algorithms

and workflows using best-of-breed analytics technologies to deploy their services efficiently. Providers must exhibit end-to-end capabilities in architecting, implementing, deploying and scaling AI and analytics projects across the supply value chain to empower business leaders with actionable insights, value and data-driven decisions.

Large service providers, analytics platform vendors with supply chain modules and supply chain platform vendors with analytics solutions featuring are excluded from this category.

Eligibility Criteria

1. Demonstrate capabilities in synthesizing data from multiple sources across the value chain and applying **AI and ML models to generate real-time, data-driven, actionable insights** to help enterprises enhance supply chain adaptability while minimizing uncertainties and risks
2. Exhibit **supply chain functional expertise** and analytics competence to leverage ML-based predictive solutions to **foresee demand and optimize and reclassify inventory planning and distribution**, contributing to streamlined operations
3. Show expertise in developing analytics solutions in **shipping, logistics and monitoring**, covering areas such as **network design, fleet analytics, disruption forecasting and floor planning**
4. Highlight proficiency in **distribution, inventory and warehousing analytics**, covering aspects such as **route optimization, order management and capacity planning**



Quadrants by Region

As part of this ISG Provider Lens™ quadrant study, we are introducing the following quadrant on Supply Chain Analytics Services – Specialist Providers 2024:

Quadrant	Global
Supply Chain Analytics Services – Specialist Providers	✓



The research phase falls in the period between February and March 2024, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in August 2024.

Milestones	Beginning	End
Survey Launch	Feb 28, 2024	
Survey Phase	Feb 28, 2024	Mar 29, 2024
Sneak Previews	June 2024	July 2024
Press Release & Publication	Aug 2024	

Research Production Disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2024 research agenda

Access to Online Portal

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!



ISG Star of Excellence™ – Call for nominations

The Star of Excellence™ is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.”

The Star of Excellence™ is a program, designed by ISG, to collect client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence™ will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence™ [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:

ISG.star@isg-one.com



ISG Star of Excellence



Contacts For This Study

Study Sponsor



Namratha
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Selvaraj
Data Analyst



Yeshashwi
Nagarajan C
Project Manager



ISG Provider Lens Advisors Involvement Program

ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's quality and consistency review team (QCRT). The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

ISG Advisors to this study



Gowtham
Sampath

**Assistant Director and
Principal Analyst**



Olga
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**Principal Consultant,
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Ryan
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**Principal Consultant,
Manufacturing**



Invited Companies

If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.

Algonomy	Siemens Digital Logistics
Analytics8	Sigmoid
Course 5i	Solvoyo
Data Forest	Tiger Analytics
Factspace	Tredence
Fractal	ZS Associates
Ganit Inc	
InData Labs	
LatentView Analytics	
Lingaro Group	
Mosaic Data Science	
Nexocode	
Polestar	
Predik Data	
QuantZig	



*ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this [webpage](#).

*ISG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research™ subscriptions, please email contact@isg-one.com, call +1.203.454.3900, or visit research.isg-one.com.

*ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 900 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis.

Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,600 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

For more information, visit isg-one.com.



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