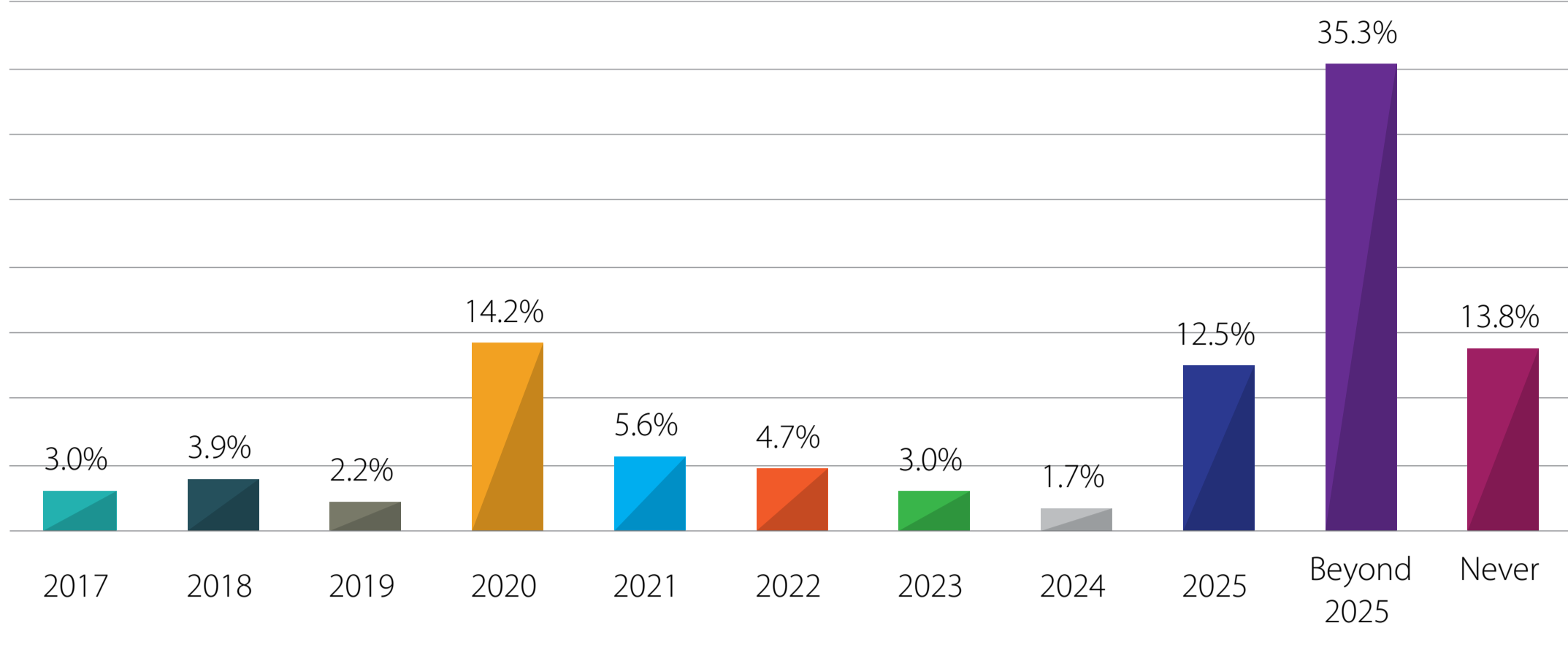


# Innovation + Automation Infographic

## Driverless Trucks

When do you expect to see driverless trucks appear in your operations?



## Robots and Chatbots

Do you have robots in your organization?

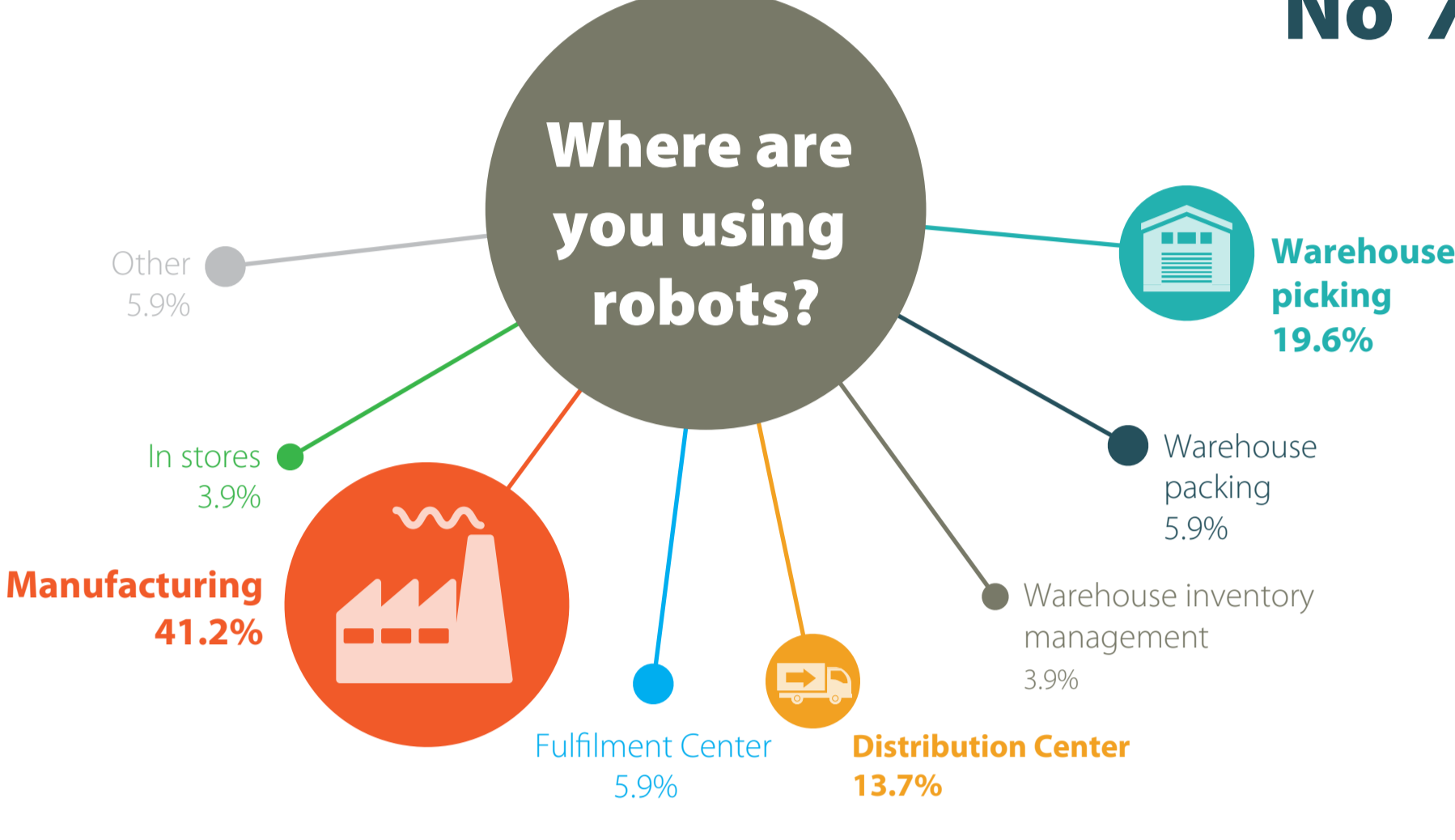


Yes 24%

Only 24% of respondents have robots in their supply chain



No 76%



Is your organization using Chatbots in any capacity?

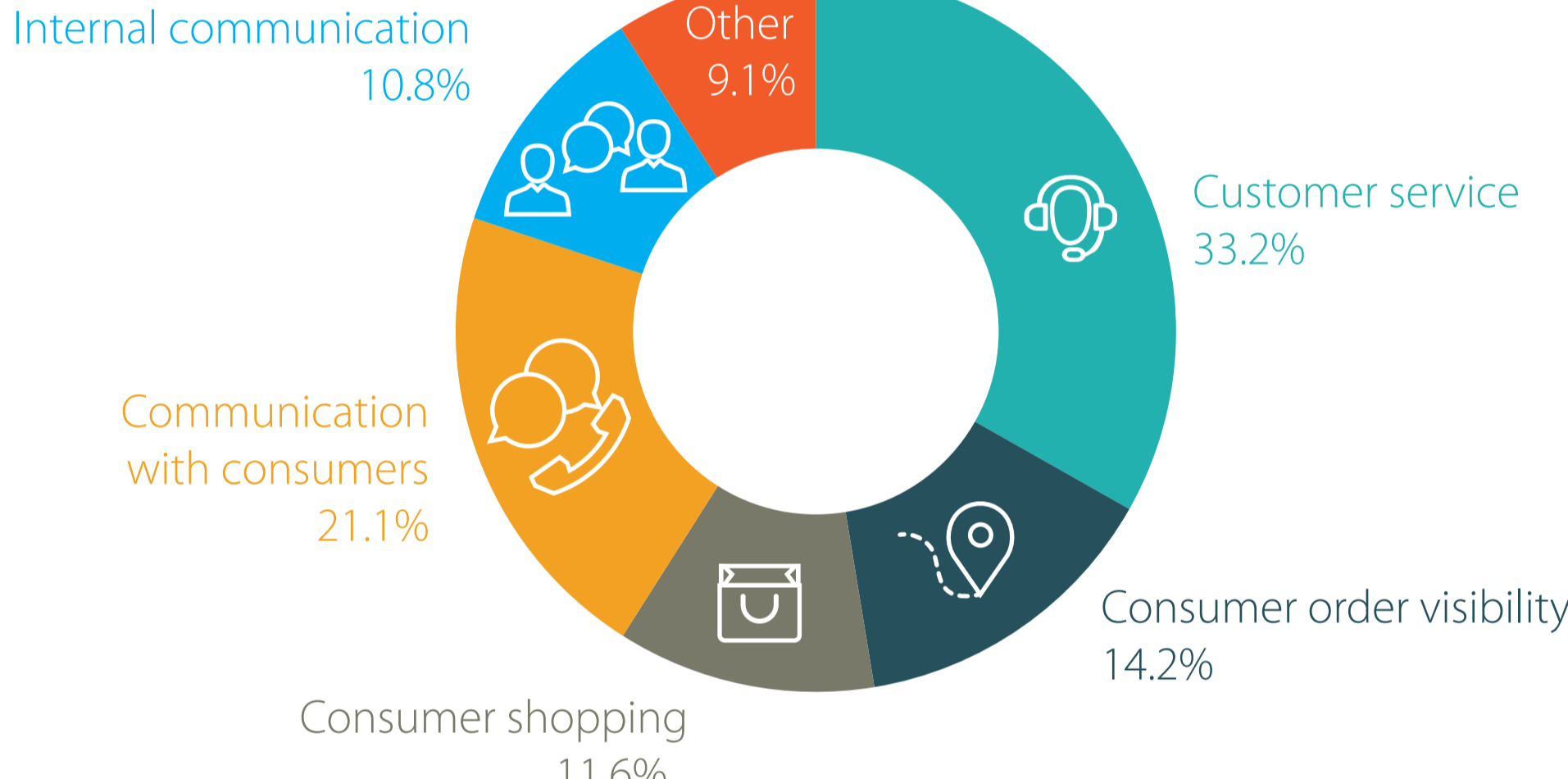


Yes 7%

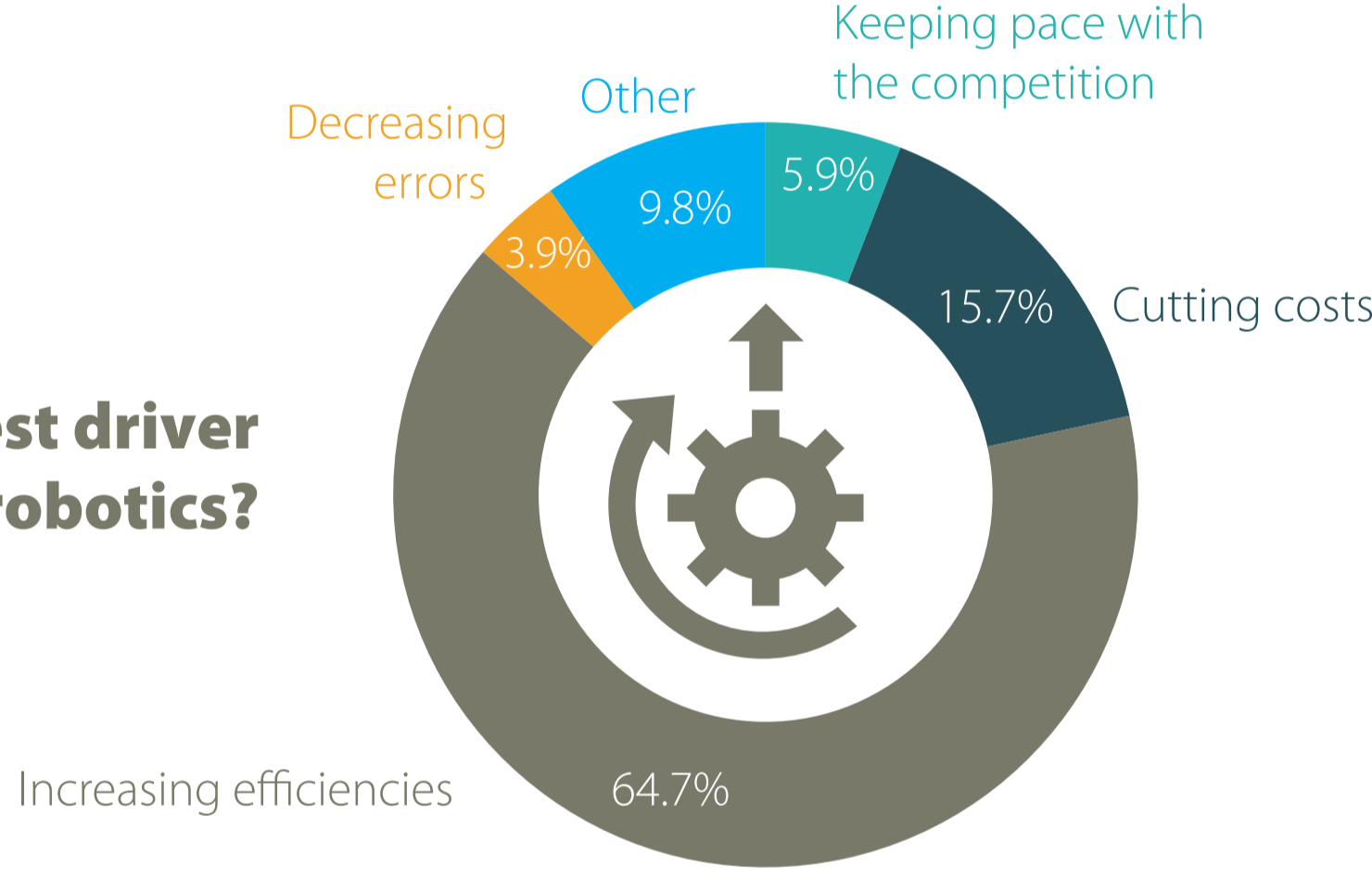
Chatbots are only used by 7% of the industry

No 93%

Where do you think Chatbots might have the greatest impact on the supply chain?



What is the biggest driver for you to invest in robotics?



Where are you looking to invest in robotics?

**Manufacturing 25.5%**

Not looking to invest 3.9%

Warehouse inventory management 3.9%

**Fulfilment Center 13.7%**

**Distribution Center 19.6%**

Warehouse packing 9.8%

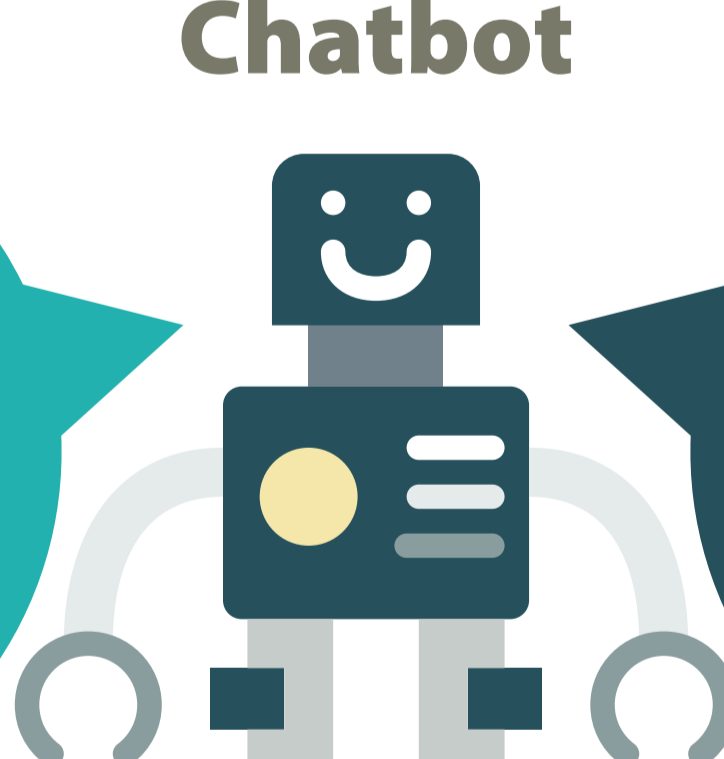
Other 9.8%

**Warehouse picking 13.7%**

### Chatbot

#### Pros

- More interaction
- Increased user engagement
- Direct communication



#### Cons

- Expensive if complex
- All complexities can't yet be met
- Aren't quite human

## The Rise of the Innovation Center

Do you have an innovation center at your organization?



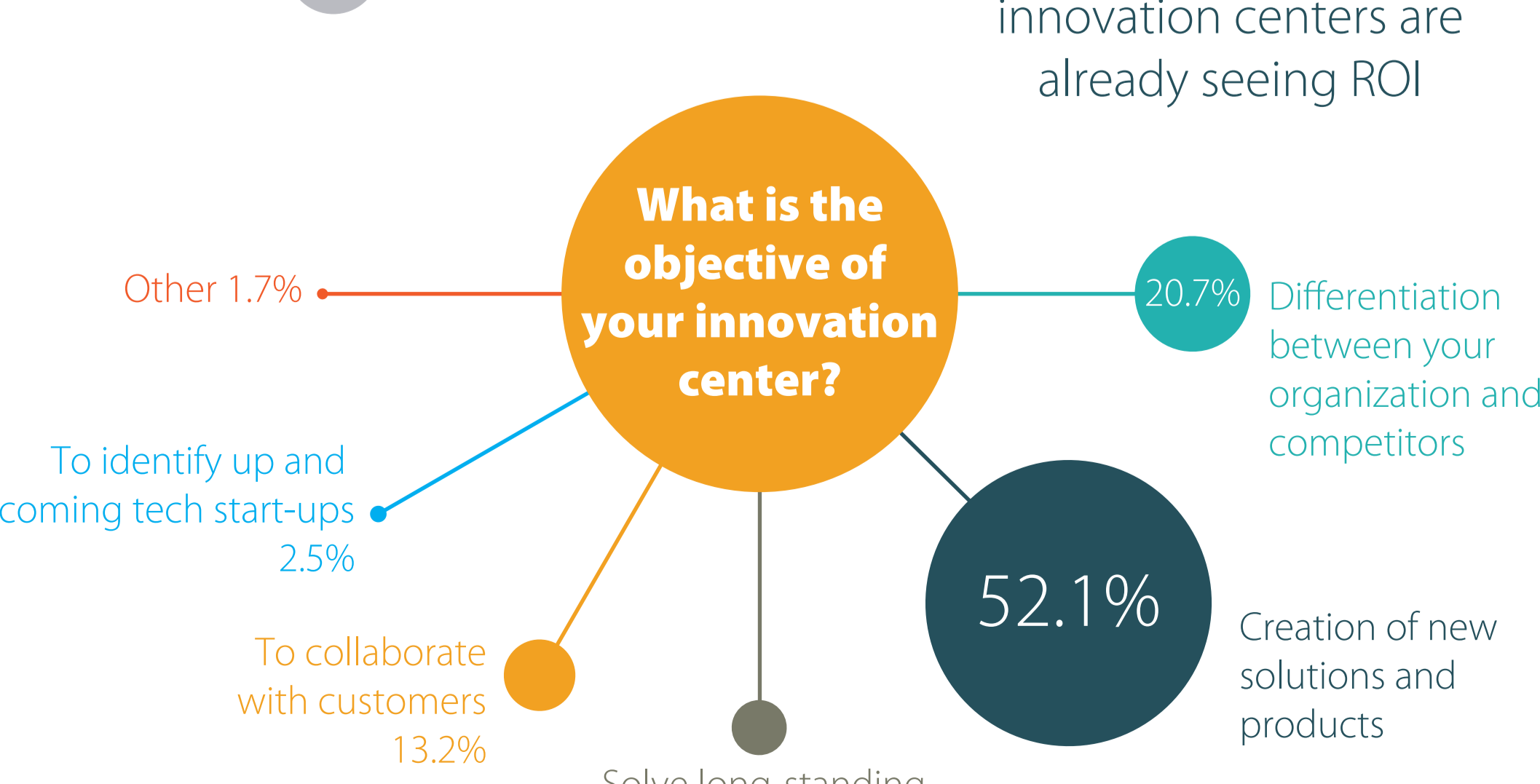
Most are using their innovation center for creating new solutions or products



Yes 54%

No 46%

20% of those with innovation centers are already seeing ROI



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