How do you manage the need for more warehouse space?

- 37.9% Utilize temporary space in short-term facilities
- 25.8% Focus on space optimization, such as slotting, cubing, etc.
- 22.7% Incentivize unprofitable clients to move to another provider
- 13.6% Use storage trailers & temporary storage at our facilities

Do you service e-commerce customers?

- 65% Yes
- 18% No
- 17% We are looking to add those capabilities

Where do you stand on automation & robotics in your operations?

- 44% Actively researching robotics & automation
- 38% No plans to add robotics & automation
- 14% Reviewed options and plan to integration with our operations
- 3% Reviewed and we do not plan to add to our operations
- 2% Fully embraced automation and robotics across our facilities

75% of shippers say technology is a key selection criteria for 3PL partners. Where do you stand?

- 42.42% It's a competitive differentiator & clients choose us for our IT strengths
- 40.91% Slightly behind, but plan to implement new tech in the next 12 months
- 16.67% We struggle in this area and are behind our competition

How are you analyzing the data in your WMS?

- 34.85% We use custom reports to do complex analysis of data
- 28.79% We do basic analysis with system lookups and simple reporting
- 18.18% We export data and use office tools for analysis
- 18.18% We have a fully integrated BI suite