

HOW DO YOU MANAGE THE NEED FOR MORE WAREHOUSE SPACE?

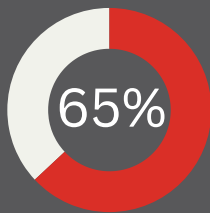
CAPACITY



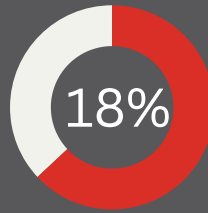
- Utilize temporary space in short-term facilities **37.9%**
- Focus on space optimization, such as slotting, cubing, etc. **25.8%**
- Incentivize unprofitable clients to move to another provider **22.7%**
- Use storage trailers & temporary storage at our facilities **13.6%**

DO YOU SERVICE E-COMMERCE CUSTOMERS?

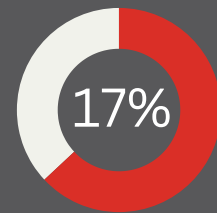
E-COMMERCE



YES



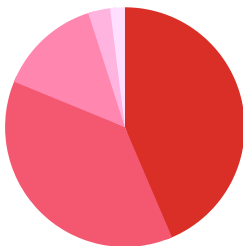
NO



We are looking to add those capabilities

WHERE DO YOU STAND ON AUTOMATION & ROBOTICS IN YOUR OPERATIONS?

ROBOTICS
AUTOMATION



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

75% OF SHIPPERS SAY TECHNOLOGY IS A KEY SELECTION CRITERIA FOR 3PL PARTNERS. WHERE DO YOU STAND?

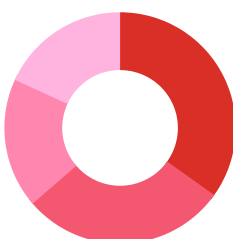
TECHNOLOGY AS A
DIFFERENTIATOR



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

HOW ARE YOU ANALYZING THE DATA IN YOUR WMS?

DATA
VISIBILITY



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