

Summary

Intelligent business process management services are key to transforming operations in the shipping and logistics industry, says IDC in its Vendor Spotlight paper. As digitization becomes core to driving innovations across key processes, service providers are leveraging big data analytics, artificial intelligence and robotic process automation along with new delivery models to offer value beyond just cost reduction. Services, enabled by emerging technologies, are providing efficiencies in areas such as supply chain operations, and improving productivity.

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