

THE STATE OF ENTERPRISE COMMERCE: SUPPLIERS' POINT OF VIEW

Key findings from JAGGAER's global supplier survey

SUPPLIERS LIVE IN A MANUAL WORLD.

9%
+90%

Only 9% of suppliers' commerce experiences are fully automated

More than 90% still struggle with cumbersome or tedious processes



HIGH FRICTION AND BACK-END PROCESSES HOLD SUPPLIERS BACK.

65%

Have to manage multiple platforms at once

39%

Rely on manual processes and communication with buyers

43%

Use more than 10 marketplaces to connect with buyers

32%

Spend more than 25 hours per week on buyer communications, RFPs and RFIs



33% lack information and data flow between systems



27% lack skilled personnel



28% have limited insight into customer demand



11% have limited insight into inventory

SUPPLIERS SEE THE VALUE IN AUTOMATION, BUT PROGRESS LAGS.

43%

Cited responding to RFPs as most valuable to automate

43%

Cited invoice management and collection as most valuable to automate

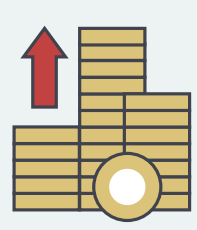
89%

Yet, 89% haven't fully automated responding to RFPs

84%

Yet, 84% haven't fully automated invoice management and collection

THERE'S AN URGENT NEED TO TRANSFORM.



Disruptions are hitting suppliers fast and hard:



Suppliers say automation-driven efficiency gains would advance their priorities:

73%

SHORTAGES

74%

GROW THE BUSINESS

69%

INFLATION

72%

STRENGTHEN CUSTOMER RELATIONSHIPS

62%

TALENT CRUNCH

59%

INCREASE PROFITABILITY AND REDUCE COSTS

50%

GEOPOLITICAL RISKS

SUPPLIERS URGENTLY SEEK THE FOLLOWING CAPABILITIES TO IMPROVE THEIR EXPERIENCE:

59%

A centralized hub that provides access to a large universe of buyers

48%

Automated workflows that improve collaboration

57%

Data on how they stack up against competitors

39%

AI that recommends suppliers to buyers looking for their capabilities

LEARN MORE ABOUT THE STATE OF THE SUPPLY SIDE.
[CHECK OUT THE FULL REPORT HERE](#)

** Data sourced from JAGGAER's 2022 State of the Supply Side Report.