

2024 TM TECH REPORT

TRANSPORTATION MANAGEMENT TECHNOLOGY

RateLinx + Supply Chain NOW

Respondent Sizes and Revenue



ENTERPRISE
> 1000 employees
> \$1B in revenue



SMBs
< 1000 employees
< \$1B in revenue

Industries



47%

manufacturing



22%

distribution



18%

other



9%

retail



4%

eCommerce



Systems Managing Parcel

53%

2-3 systems

25%

7-10+ systems

13%

4-6 systems

5%

1 system

4%

NA



Systems Managing LTL / TL

48%

2-5 systems

34%

1 system

9%

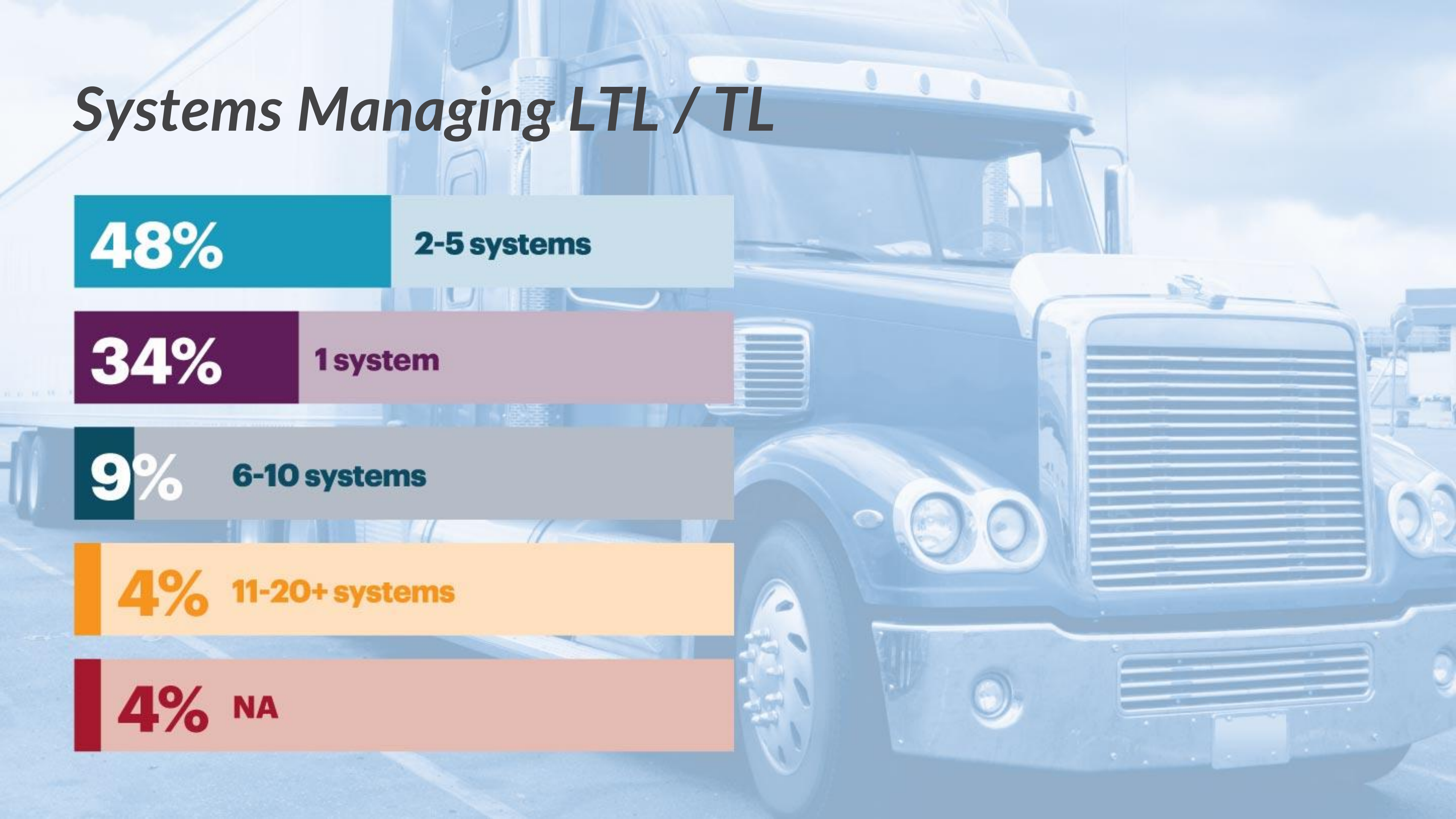
6-10 systems

4%

11-20+ systems

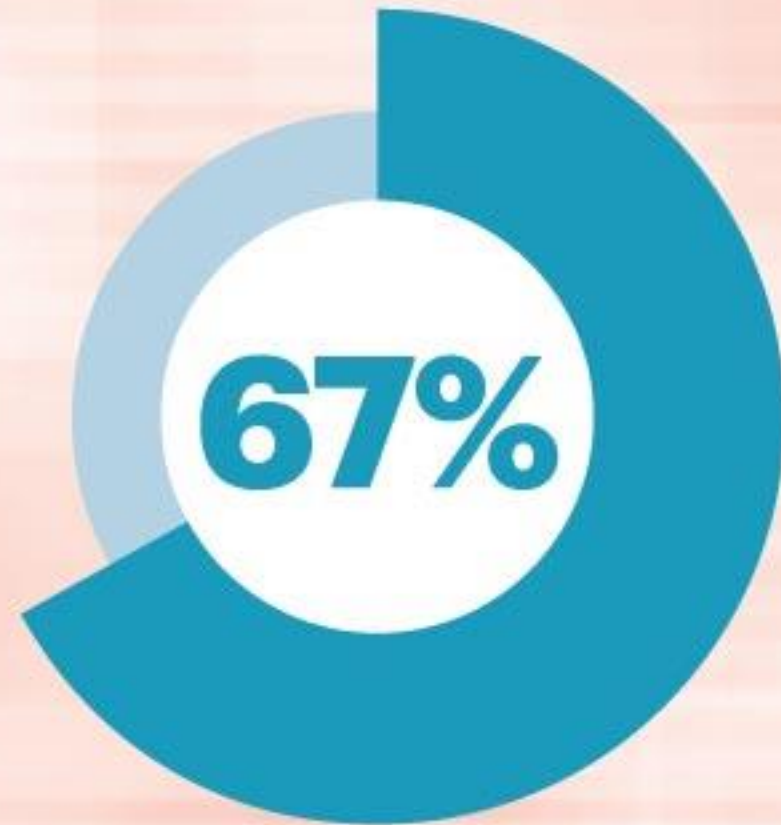
4%

NA



Top 3 Criteria for TMS Purchase

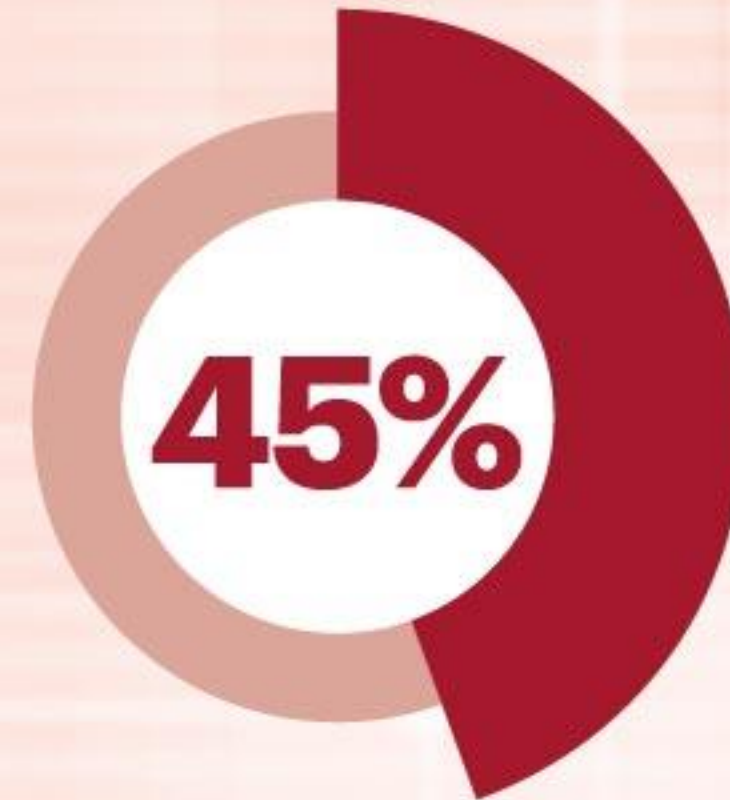
Visibility, analytics, and ease of use



VISIBILITY



ANALYTICS



EASE OF USE / SIMPLICITY



SCALABILITY



INTEROPERABILITY



USER EXPERIENCE



INTERNATIONAL CAPABILITIES



EXTENSIBILITY

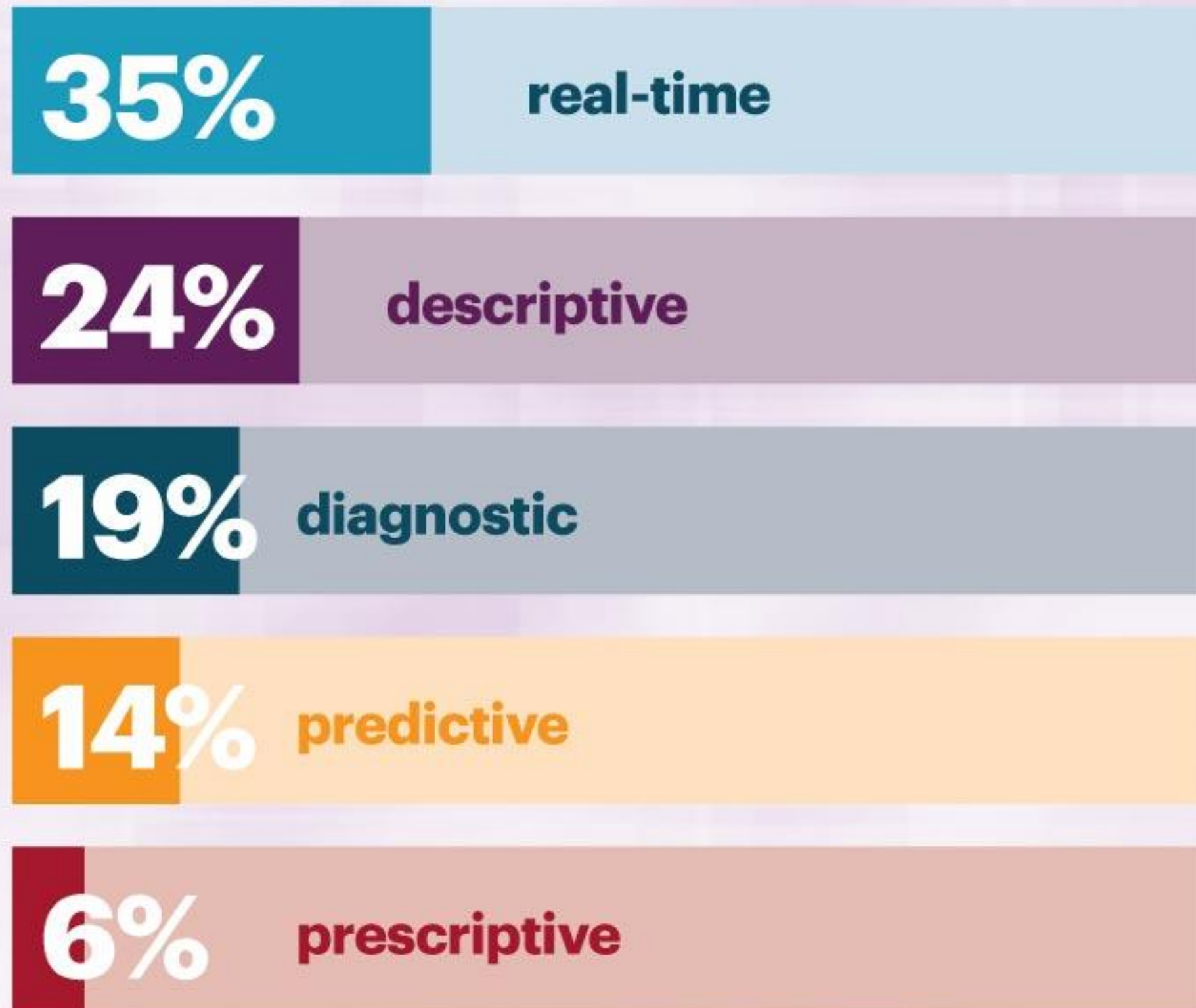
Importance of Analytics Types

Respondents ranked types of transportation management data analytics based on value and use



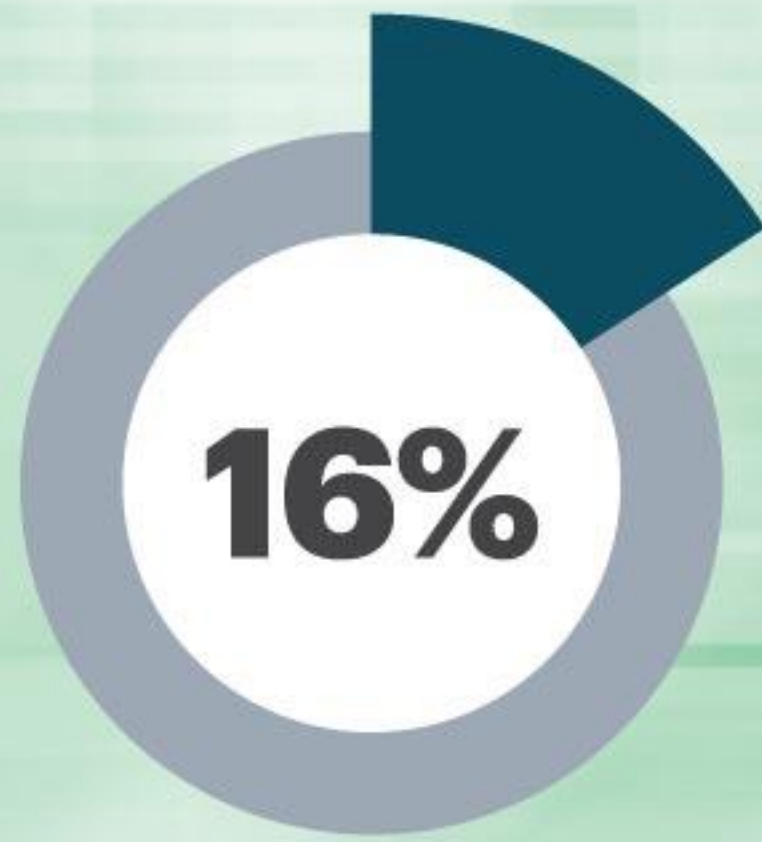
Types of Analytics Used Today

Analytics most commonly used by respondents match their responses regarding importance

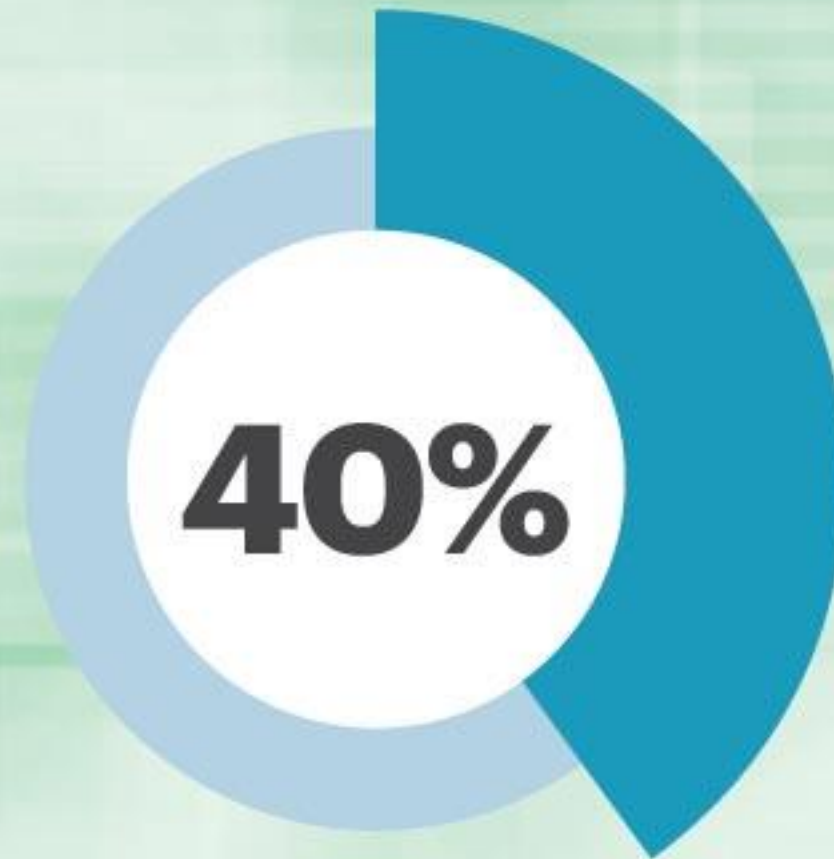


2% replied 'not applicable'

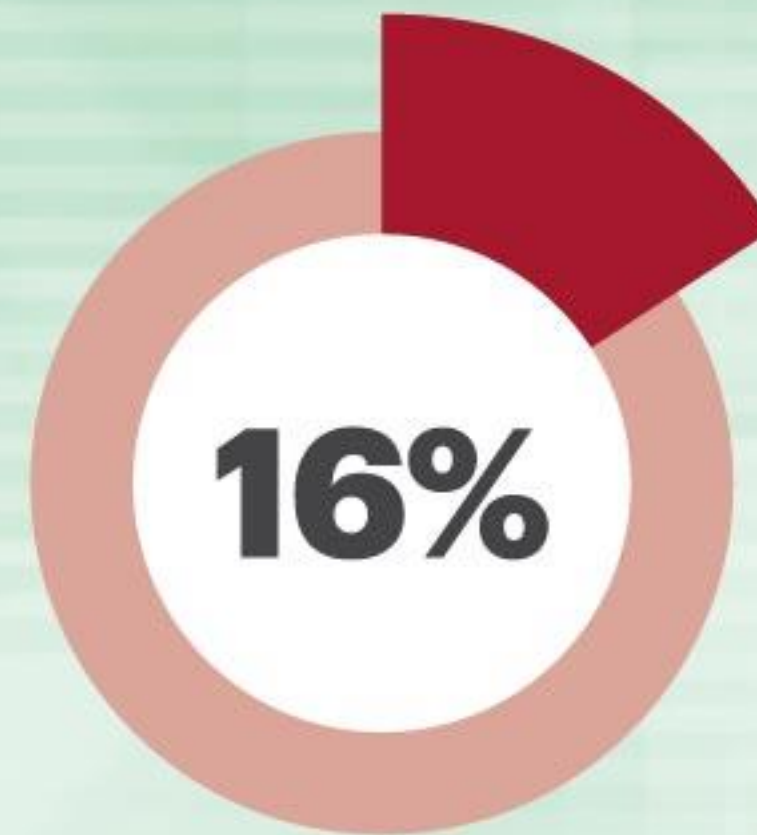
Carrier Additions to TMS



1 DAY



1 WEEK



1 MONTH



MORE THAN A MONTH

11% replied 'not applicable'

Rate Shopping

Respondents' limited approaches to rate shopping impacts cost efficiency, as industry reports indicate that effective rate shopping can lead to reductions in freight expenses of 5% to 15%.



7% replied 'not applicable'

Spot Quote Management Industry Trends

- Spot freight is about 25% of total freight volumes
- McKinsey indicates that around 85% of companies have faced challenges in digitizing their supply chains
- Growth of AI and machine learning quickly provides spot quote options and streamlines operations and allow logistics teams to focus on strategic planning

Method of Spot Quote Management

Outdated methods persist



54%

emails



29%

TMS or shipping software



3%

phone calls



2%

load boards

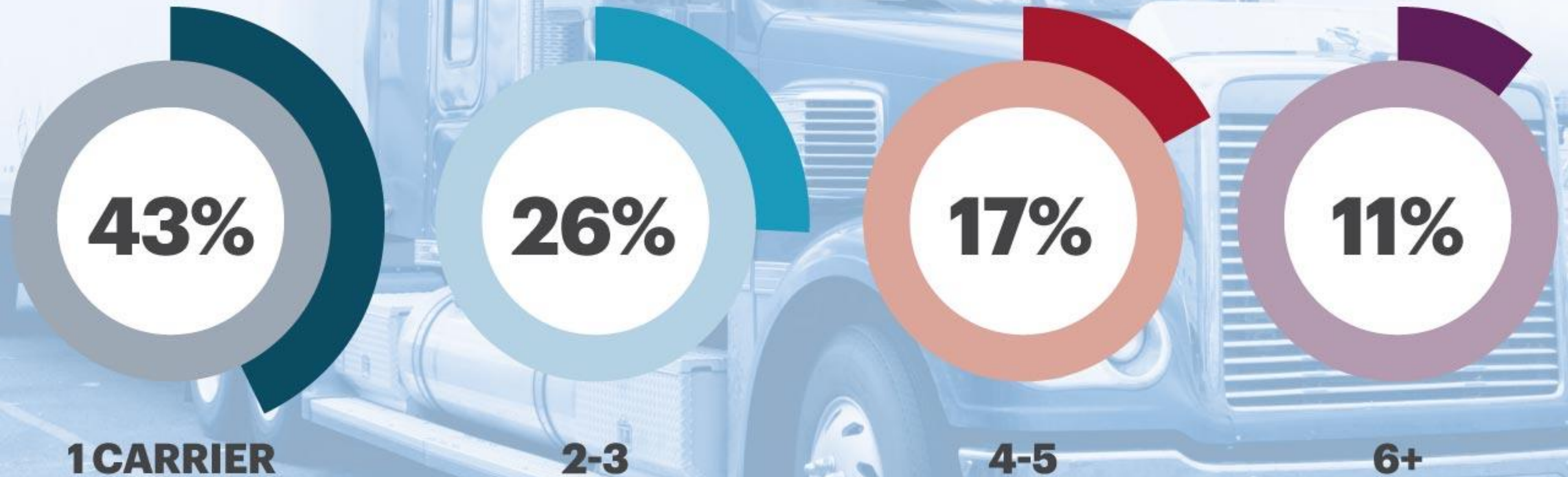


1%

text messages

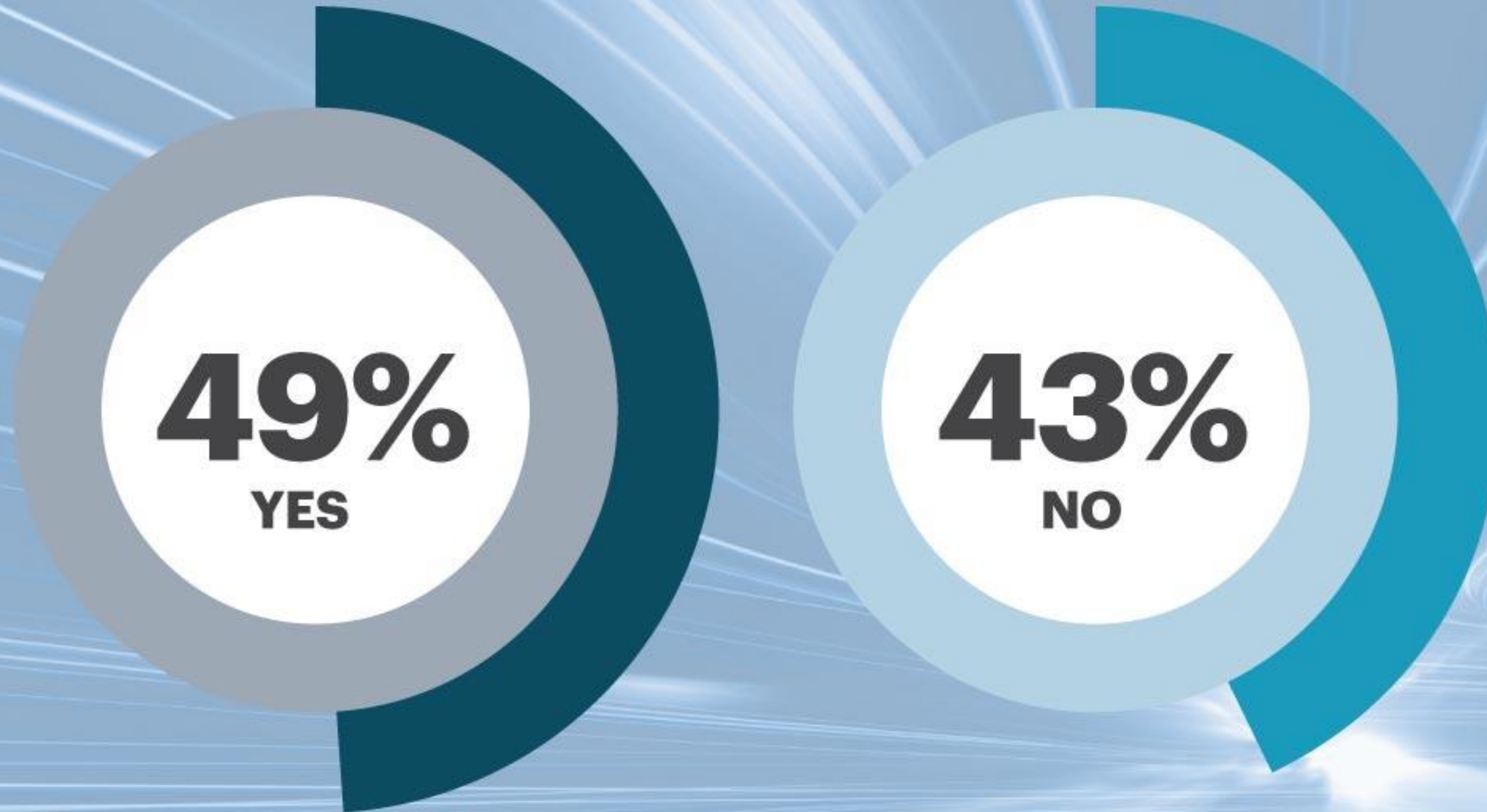
11% replied 'not applicable'

Number of Carriers Per Spot Quote



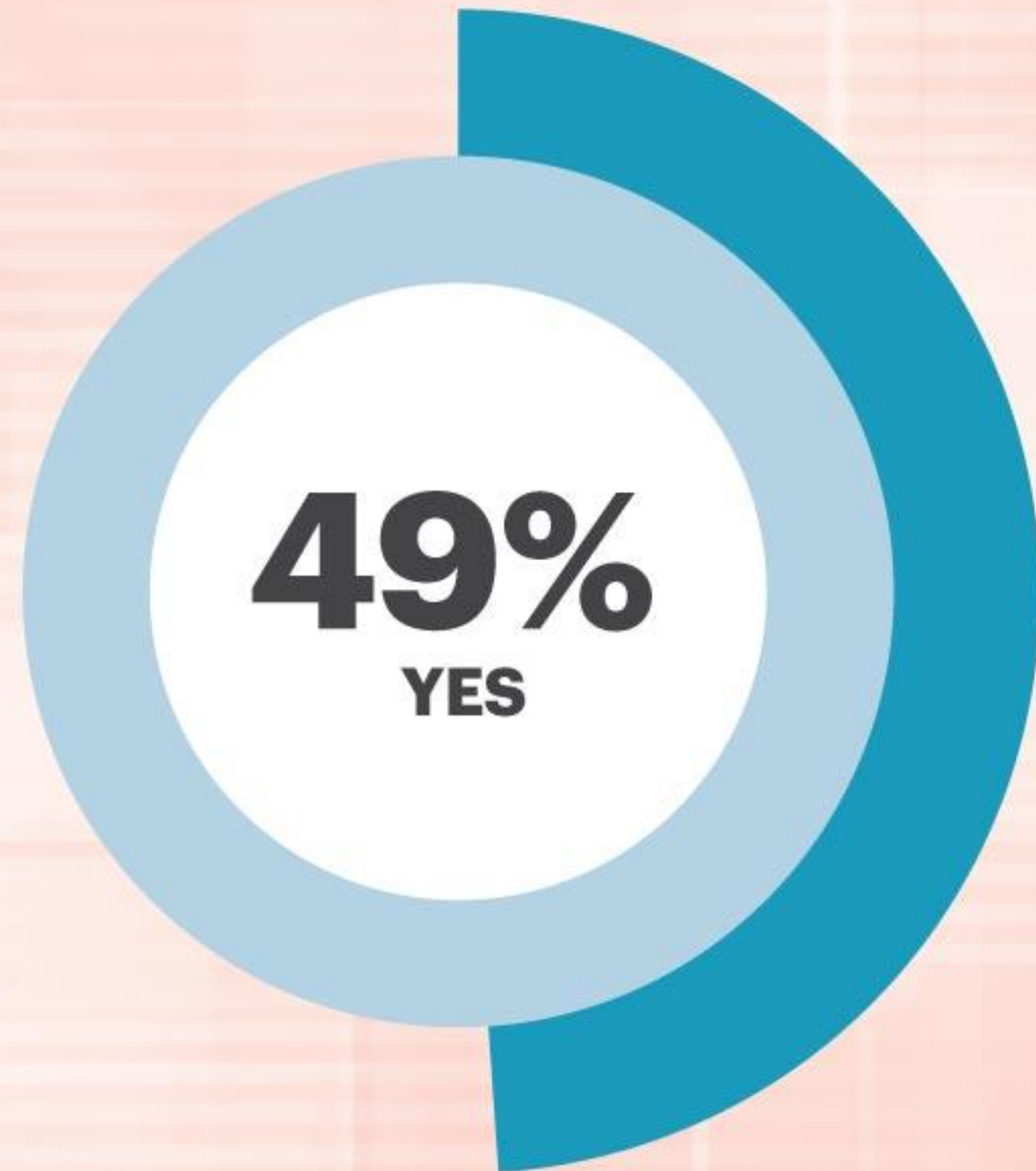
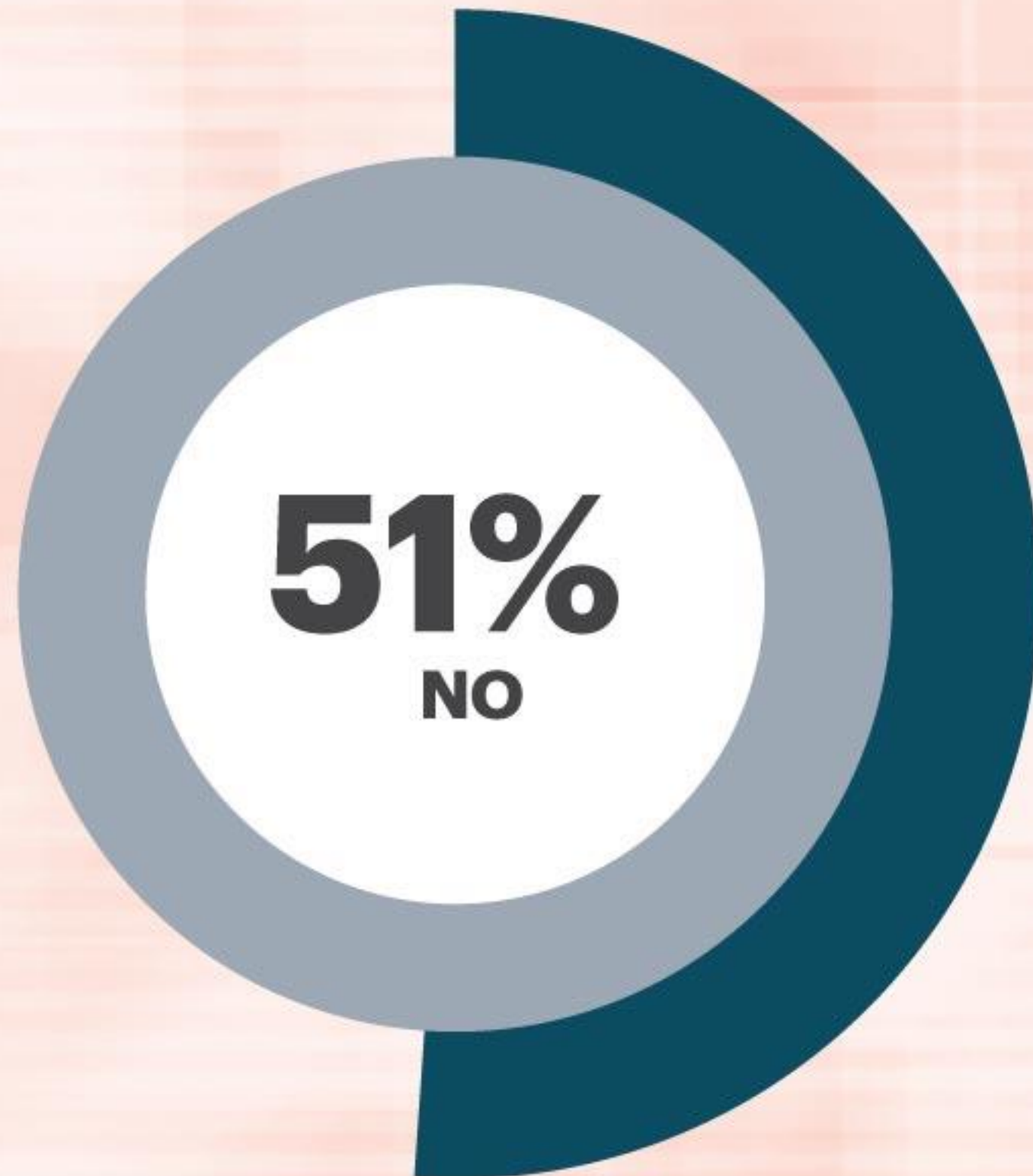
3% replied 'not applicable'

Multimodal TMS Usage



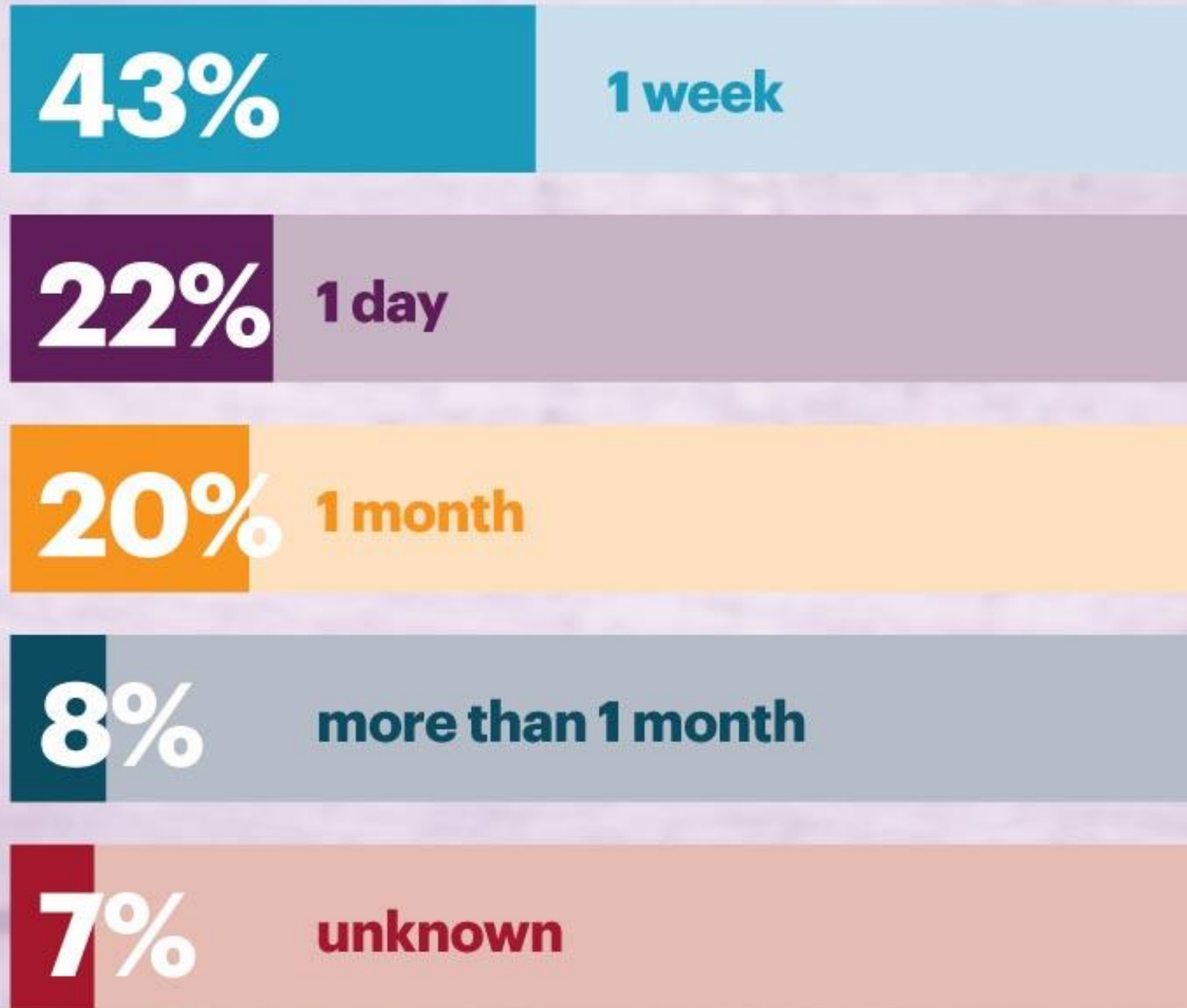
8% replied 'not applicable'

Carrier Selection by Lowest-Cost Carrier



Delays Assessing Shipping Costs Trends

Are Costs Up or Down?



Shipping Challenges During Peak Season

Due to Volume or Software Limitations



40%
NO

A donut chart with a grey outer ring and a dark teal inner segment. The chart represents 40% of the total.



60%
YES

A donut chart with a light blue outer ring and a teal inner segment. The chart represents 60% of the total.

Frequency of Shipping Issues During TMS Downtime

Leading to Slower or Interrupted Operations

37%

less than once / year

27%

quarterly

14%

monthly

9%

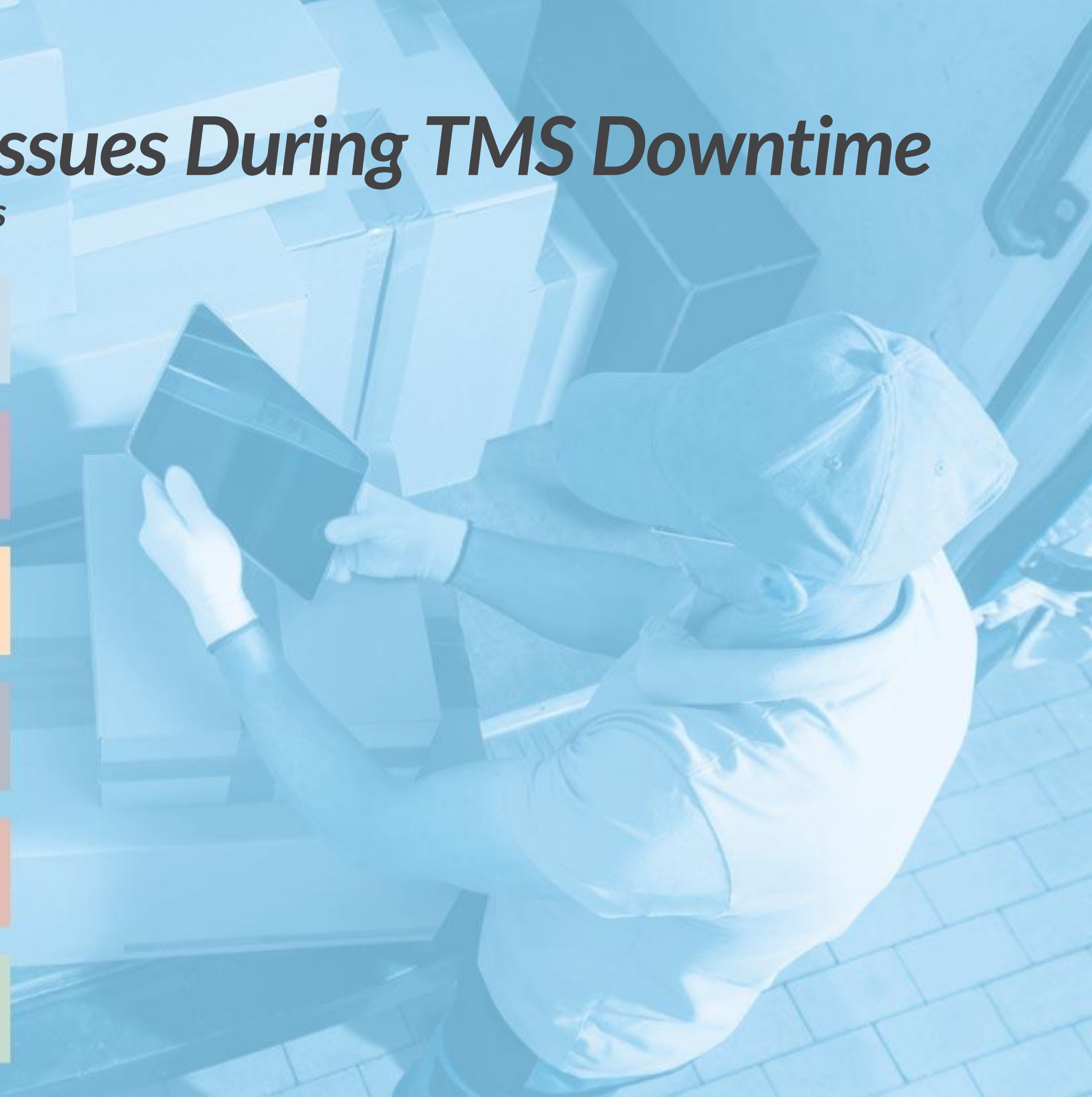
never

8%

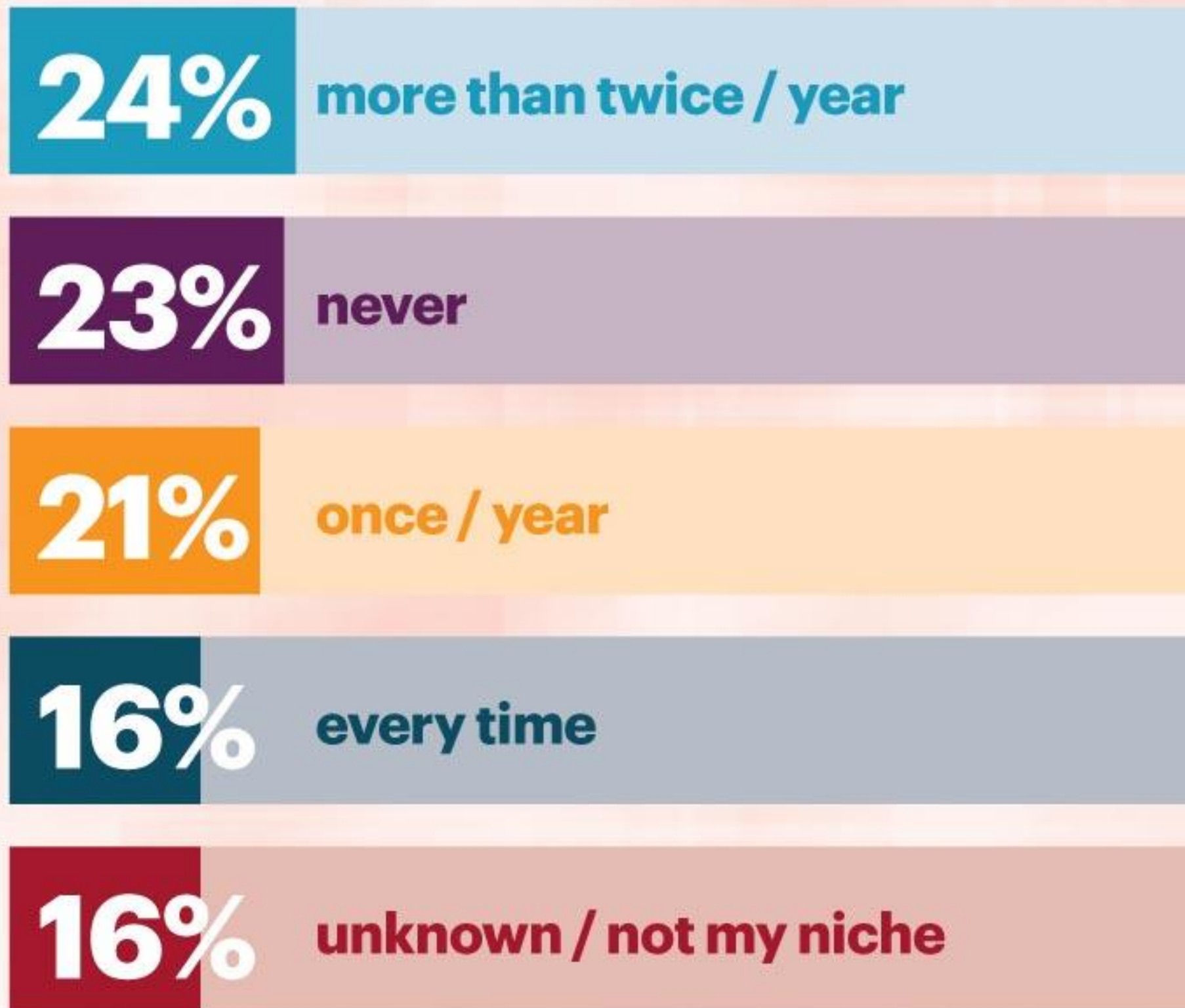
weekly

5%

daily



TMS Disruption with ERP Updates



Difficulty in Modifying TMS Workflows

28%

moderately difficult

16%

no workflow use

15%

easy workflow creation

15%

lack of responsibility / knowledge

12%

limited workflow autonomy

8%

vendor-dependent flow changes

3% replied 'high difficulty' and 3% replied 'expensive consultant intervention'

Freight Audit Invoice and Payment Accuracy

47%

76-100% confident

19%

51-75% confident

14%

1-25% confident

9%

26-50% confident

7%

outside of duties / not measured

4%

no confidence



Predictions for Future of the TM Tech Industry



Real Time Visibility



User-Centric Design



Advanced Analytics
Integration



Data Management



Prescriptive Analytics
Growth



Interoperability
and Scalability

Contact



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RateLinx + **Supply Chain NOW**

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