

Shifting Toward a Customer-Centric Future: The Logistics Outlook for 2030

Retailers and manufacturers no longer view Logistics Service Providers as transport facilitators but as collaborators who can amplify their growth potential, lead the charge in innovation, and provide a steady hand amid market uncertainties.

Growth Partners

Growth Partners drive client success by helping them overcome scaling challenges and achieve their growth goals as if they were their own.

Expansion Allies

Empower clients with tools and strategies to enter new markets, scale operations swiftly, and navigate evolving market dynamics.

88%

of eCommerce leaders say having an international presence will be essential for their company's success in the next five years.

VISA



Revenue Catalysts

Transform from a service provider to a growth partner, championing innovation, leveraging emerging trends, and optimizing demand fulfillment.

85%

of organizations that are more mature at using data-driven insights to detect market trends outperform less mature peers in terms of annual sales growth.

Incisiv



End-to-End Champions

Comprehensively manage clients' logistics enabling them to concentrate on core business and innovation.

91%

of companies acknowledge that customers are now seeking end-to-end logistics services from a single provider.

DHL



Innovation Leaders

Innovation Leaders drive change, utilizing cutting-edge technologies and fostering an unwavering commitment to excellence, shaping the logistics industry's future.

Agility Architects

Enable clients with a flexible logistics network positioning them as agile industry leaders.

67%

of organizations consider meeting customer expectations for speed of delivery as a critical force impacting the structure and flow of their supply chains over the next 12-18 months.

KPMG



Sustainability Champions

Guide clients toward eco-friendly logistics bolstering brand image and loyalty.

87%

of executive leaders expect their investment in sustainability initiatives to increase over the next two years.

Gartner

Commerce Solution Architects

Help clients thrive in the modern digital marketplace by offering flexibility, insights, and integration ensuring consistency.

61%

of B2B buyers reported higher expectations for personalized services and tailored delivery options, mirroring the demands of individual consumers.

Incisiv



Stability Anchors

Stability Anchors provide consistency and reliability, acting as trusted beacons in turbulent markets to ensure continuity.

Supply Chain Guardians

Provide clients with resilient supply chain solutions to manage disruptions ensuring trust and continuity.

49%

of respondents in a food shipper study identified **labor/talent management** as their top most supply chain challenge.

Food Shippers of America



Complexity Simplifiers

Simplify the complexities of logistics for clients by offering solutions that turn challenges into growth opportunities.

67%

of shippers stated that using a 3PL contributed to reducing their overall logistics cost, while **83%** said using a 3PL has improved their service.

Infosys

Profit Maximizers

Deliver innovative strategies for clients that optimize costs, unearth revenue streams, and turn data insights into enhanced profitability.

3.2%

is the annual growth boost in earnings before interest and taxes that companies can expect by digitizing their supply chains.

McKinsey & Company



Dig Deeper

As retailers and manufacturers adapt to an evolving marketplace, their logistics needs change, making their partnership with LSPs a strategic cornerstone. To get in-depth insights into how LSPs can evolve into agents of change, fueling growth, and maintaining unwavering reliability for their clients, download the report.