

# The Benefits of Real-Time Visibility and Process Automation

The pursuit of perfection in manufacturing operations is no longer optional – the real-time enterprise is a telltale sign of a successful organization.



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## Most Important KPIs for Manufacturers

Quality, efficiency, and productivity remain key metrics to assess operations over the next 12 months:



44%

Product quality



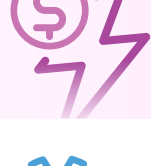
41%

Productivity/efficiency of operations



32%

Employee productivity/efficiency



32%

Energy efficiency/costs



28%

Reliability of equipment/operations

n = 864; Source: IDC's Future of Operations Survey, August 2023

## Operational Data and Visibility Are Attributes of Leading Manufacturers

Followers are 2.5X more likely than leaders to be challenged in operational monitoring capabilities.

Is access to data and real-time operational visibility a challenge for your organization?

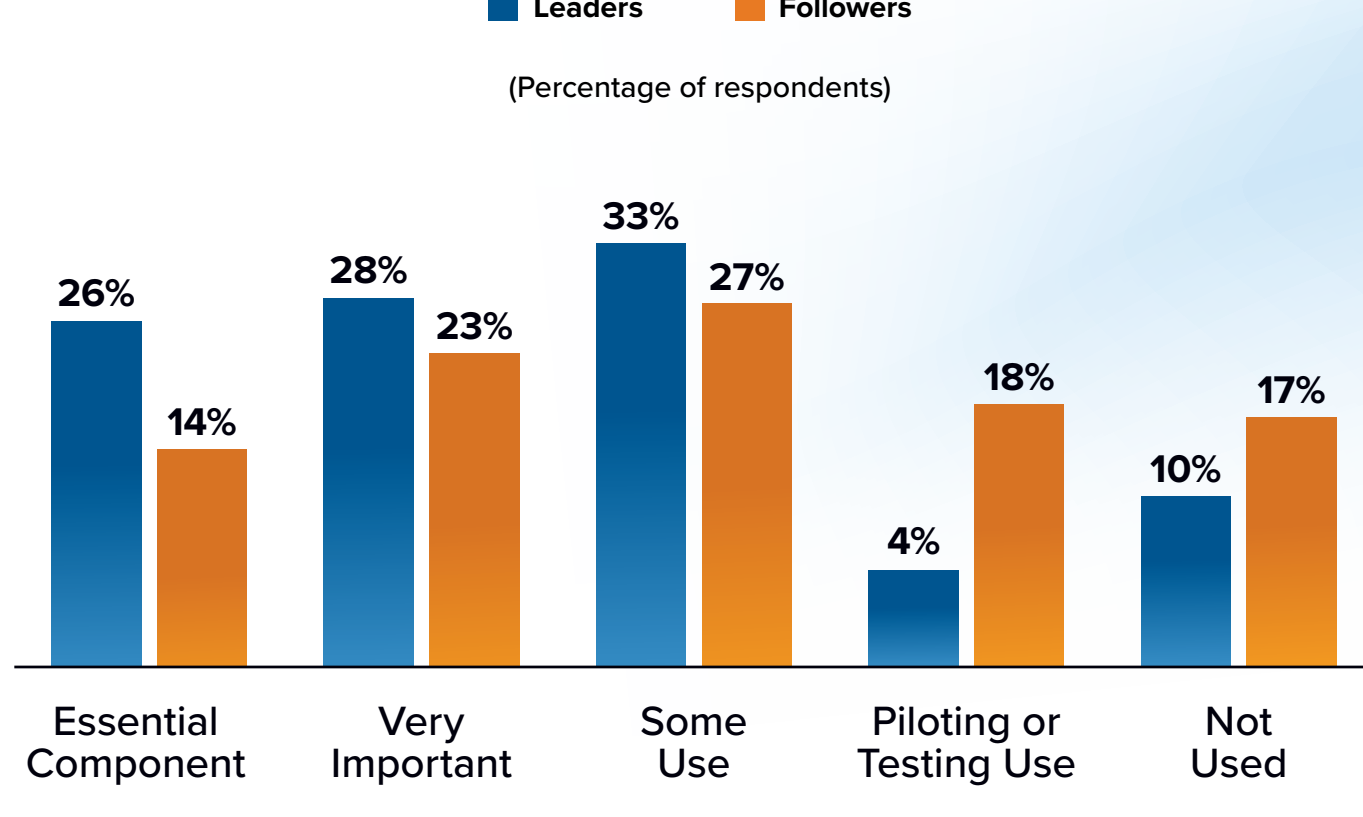


n = 864; Source: IDC's Future of Operations Survey, August 2023

## Investments in Automation Paying Off for Leaders

Manufacturing leaders are more likely to embrace process automation as a crucial component of their operations.

What role does process automation have in your organization's operations?



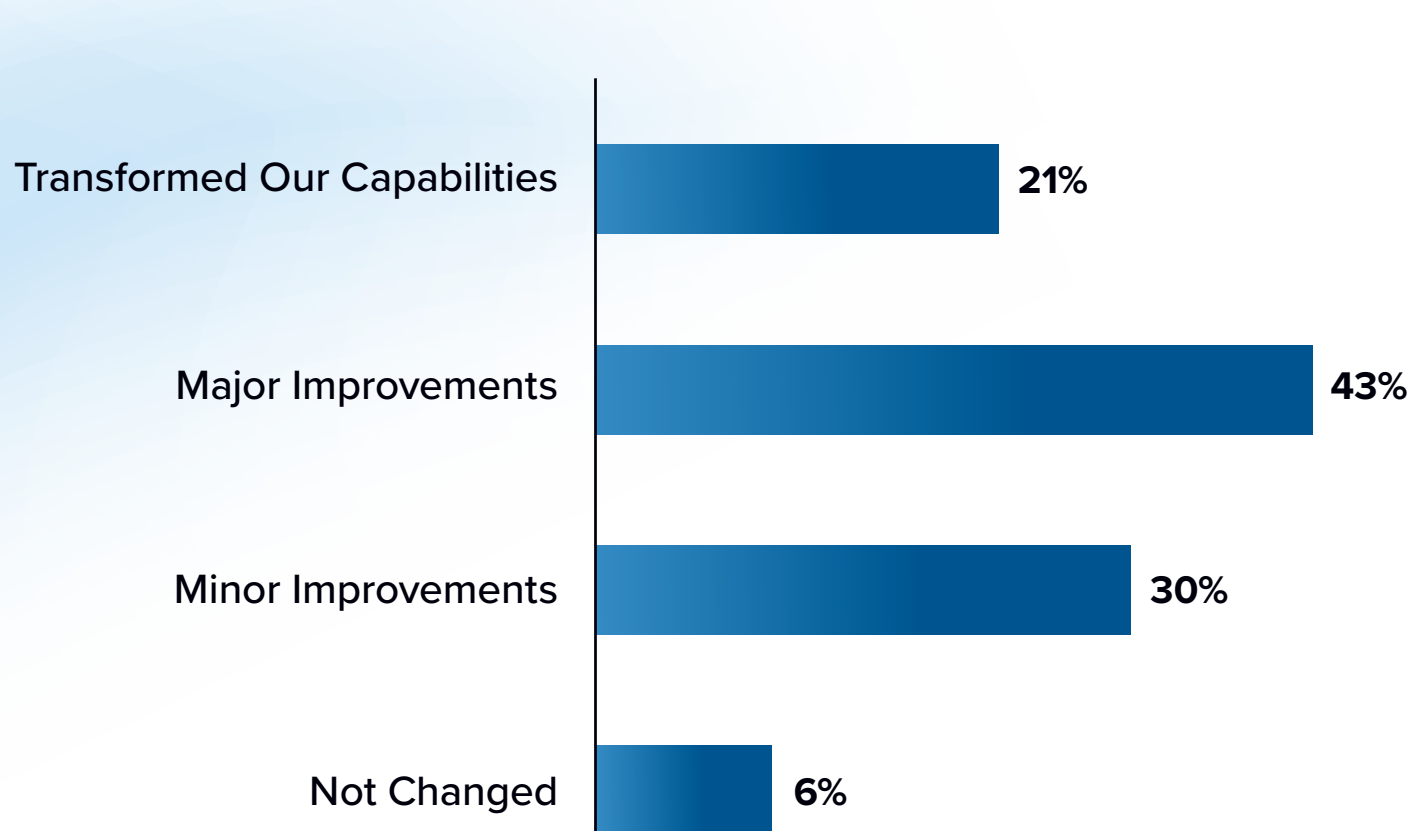
n = 864; Source: IDC's Future of Operations Survey, August 2023

## Importance of Data and Visibility for Predictable Operations

Manufacturers cited investments in technology for major operational performance improvements.

How have investments impacted your organization's ability for predictable operational performance?

(% of respondents)



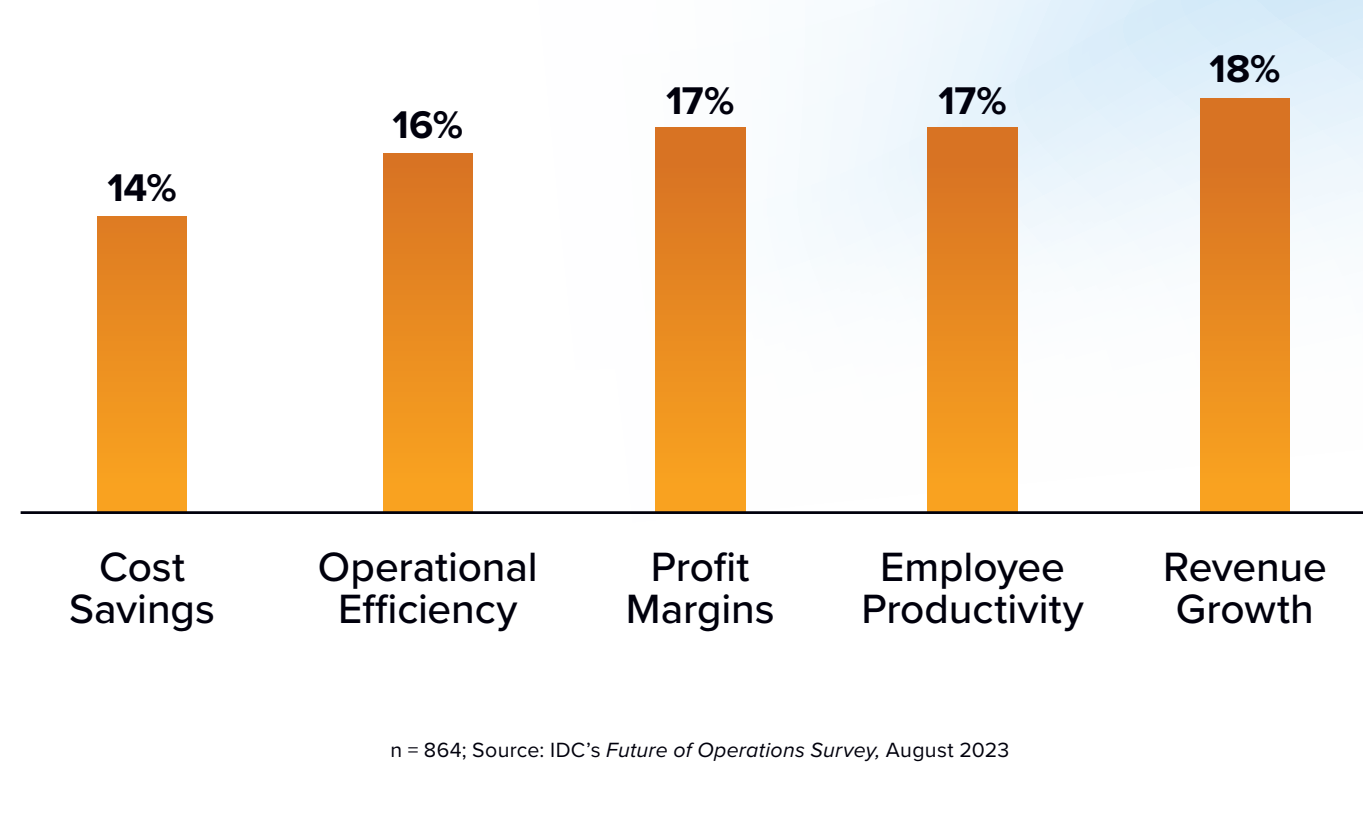
n = 864; Source: IDC's Future of Operations Survey, August 2023

## Investments in Operations Deliver Results

The benefits of operational investments span multiple business areas. For example, leaders are 26% less likely to face talent/labor issues.

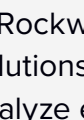
Over the past 12 months, what percentage change has your organization experienced because of your operational investments?

(% Improvement)



n = 864; Source: IDC's Future of Operations Survey, August 2023

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