



Adapting to Operational & Maintenance Pressures in Supply Chain in 2025





The Imperative

Amid tariff changes in global trade policies that could impact production and manufacturing, transportation companies are also addressing digitalization challenges to boost operational efficiency in logistics and supply chain.

According to [KPMG](#)

“ In 2025, achieving the business value of their operations will likely require leaders to get very granular about the supply chain’s cost-to-serve, to deeply understand the environmental and social practices of their suppliers, and to pragmatically assess how their technology is delivering on these needs.”

Companies must know:

- 1 Adopt predictive solutions for operations and maintenance to navigate geopolitical pressures and supply chain disruptions
- 2 Meet the requirements of the privacy and data management compliance regulations
- 3 Deliver supply chain and procurement functions more efficiently and make workers adapt to the new technologies
- 4 Maintain real-time data flows across fragmented systems
- 5 Meet ESG targets of the whole product lifecycle under tightening regulation

Failing to modernize these areas leads to slower response times, operational gaps and increased cost-to-serve.



Trends to Watch out for in 2025

1 Quality Target

Customer service and workforce quality of life go hand in hand. Improve the level of service delivery aligning with operational excellence and regulatory expectations.

- Sharing harmonized best practices, a common language and unified knowledge
- Ensuring regulatory compliance and traceability to increase security levels
- Improving customer service while optimizing costs

2 Automation Complexity

The increase in systems has created fragmented data and duplicated effort.

- Integration between core platforms eliminates manual re-entry and increases operational efficiency
- Real-time visibility reduces the need to switch between tools
- Operations rely less on spreadsheets and more on live data

3 Demand for Real-Time Data

Customers now expect to know what's happening at every stage of the delivery process.

- Connecting activity tracking directly to internal systems
- Triggering automated updates with every status change
- Eliminating manual follow-ups by enabling mobile-based updates for teams

4 Supply Chain Agility

Agility is about the ability to see the change coming and being ready for it. When your supply chain can quickly and efficiently adapt to changes and disruptions, everything gets easier – less waiting, faster rollouts and stronger margins.

- Leveraging real-time data and advanced technologies to optimize routes
- Managing and optimizing inventory globally
- Responding to customer demands swiftly



Trends to Watch Out For in 2025

5 AI-driven supply chain intelligence

Logistics and transportation emerged as the primary area benefiting from AI, with almost 40% of respondents reporting improvements, according to the recent joint study from supply chain technology companies. AI-driven solutions can reduce transportation costs by 5%-10%, improve delivery reliability by up to 20%, and reduce logistics costs by 15%.

- Reducing data overload in operations
- Cutting costs and driving measurable ROI from planning, execution and analytics phases
- Help to overcome data silos

6 Workflow Automation

Routine exchanges, such as order confirmations or delivery notices, are being fully automated.

- Human intervention is removed from predictable steps
- Event-driven workflows accelerate transaction cycles
- Fewer errors, faster processing and time saving

7 Sustainability Targets

Emissions tracking is moving from annual reports to daily operations.

- Route and load planning prioritize fuel efficiency
- Excess inventory and unnecessary trips are actively reduced
- Emissions data is monitored alongside cost and time

8 Resource Productivity

Resource productivity covers everything from workforce planning to transport equipment performance, with a goal to keep assets active, aligned and contributing value across operations.

- Improving availability management by replacing manual planning with logic-based allocation
- Reducing idle capacity through advanced scheduling tool
- Optimizing resource usage by implementing mobile applications



Pain Points in Logistics Operations



Lack of Planning and Forecasting

Companies are unable to anticipate potential disruptions.



Lack of Shipment Visibility

Clients contact support for basic status updates



No Operational Sustainability Data

Companies can't track their environmental performance in real time



Workforce Disruption Due to Industry

Rapid industry transformation demands continuous reskilling



Manual Processes

Every order or update requires human review



Disjointed Systems

Teams waste time gathering data from multiple platforms

Where to Focus...

Five Priorities for Digital Innovation in Logistics

Area

- AI-driven Analysis
- IoT Real Time tracking
- Automation
- Cloud Computing
- Green Supply Chain Management

Outcome

- Enhance decision making
- Better management of resources and quicker response time
- Improve productivity and reduce operational costs
- Improve integration, collaboration, flexibility, scalability, security
- Optimized Scheduling and Energy Performance Management

...And What to Watch out for

Five Signs Your Logistics Systems Will Create More Problems than they Solve:

- No mobile interface for frontline workers
- Limited integration across operational systems
- Manual handling of standard workflows
- Difficult or vendor-dependent configuration
- Inability to track emissions or route-level efficiency

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