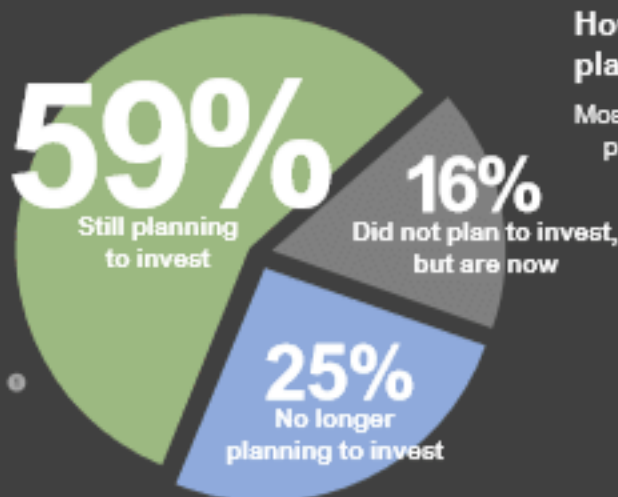


Ultra Insights

COVID-19 and the food & beverage industry

How has the pandemic changed the way food and beverage manufacturers and processors operate?



How have your technology investment plans changed due to COVID-19?

Most food and beverage manufacturers say they still plan to invest in enabling technologies.

And a significant number of companies that had not planned to spend on technology are budgeting for it now.

34% said they are considering upgrading or purchasing CRM software. Other solutions high on the list: HR management software (25%), quality management systems (22%) and supply chain software (21%).



Changes driven by COVID-19, such as the shift to ecommerce, as well as the importance placed on food safety and supply chain traceability, are going to be lasting.”

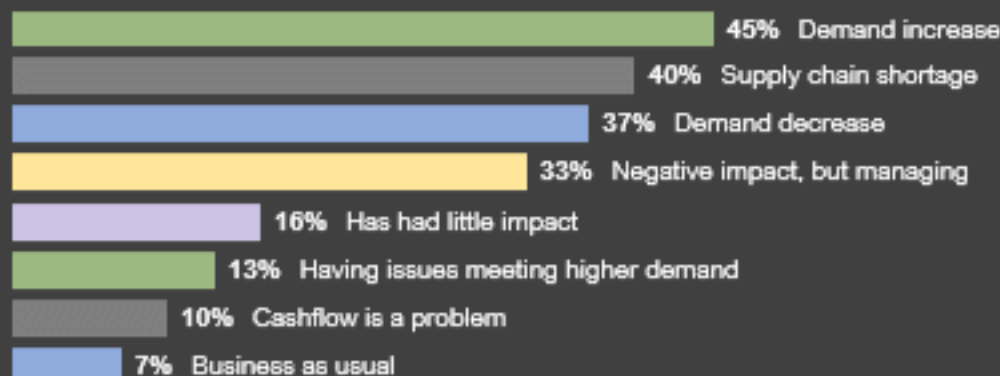
The Top 8: Which applications are most valuable during the pandemic?

1. Supply Chain Management (SCM)
2. Customer Relationship Management (CRM)
3. Human Resources (HRMS/HCM)
4. Accounting
5. Warehouse Management System (WMS)
6. Quality Management System (QMS)
7. Materials Requirements Planning (MRP)
8. Business Intelligence (BI)



85% said ERP software was very important or somewhat important.

How has COVID-19 affected your business and operations?



It's impossible to be agile and nimble – not to mention achieve full traceability, comply with food safety compliance requirements and deliver quality products – when you're managing your manufacturing operations on paper with manual processes and outdated systems.