ISG Provider Lens®

Specialty Analytics and AI Services — Supply Chain

A research report comparing providers' competitive differentiators for decision-makers

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Global supply chains operate in a dynamic environment defined by market shifts, complexity, regulatory changes, fluctuating costs and sustainability mandates. Traditional rule-based models and siloed decision-making are impeding the efficiency and effectiveness of supply chains, as they lack scaling and real-time responsiveness to predict, monitor and mitigate risks. Supply chain decision-makers are recognizing the need to modernize their ecosystem with data and AI. This transformation blends applied AI techniques, such as predictive analytics, computer vision, digital twins and GenAI, to build resilient, adaptive and future-ready supply chains.

As supply chain disruptions become the new normal, AI is becoming crucial for planning and operations. With highly dynamic demand patterns, the advancements in AI significantly optimize inventory, transportation, routing, production scheduling, procurement and warehousing.

Globally, organizations are facing challenges to collect, integrate and synthesize data generated by the supply chain ecosystem spanning across the shop floor, fleets, suppliers, warehouses and other supply chain sections. With a large influx of data from ERP systems, PLC/SCADA systems and IoT devices, enterprises face a multitude of challenges associated with data unification, quality and relevance that often slow the development of AI and ML use cases. Despite these limitations, enterprises are accelerating the adoption of nuanced AI solutions that fuse multisource data, optimize workflows and augment supply chain execution.

Supply Chain Analytics Services

■ Clusters ■ Workloads and Use cases ■ Enablers

Operations and Monitoring Analytics	Supply Chain Orchestration	Demand Forecasting	Disruption Forecasting	Innovation (IP — Accelerators)	Partnerships (Tiers — Types)	Competency and Talent (Resources — Certifications)	Industry Expertise	Experience and Engagement
	Control Towers	Digital Twins	Sustainability Analytics					
Shipping and Logistics Analytics	Supply Network Design	Transportation Management	Freight Analytics / Fleet Analytics					
	Logistics Network	Returns Management	Fulfillment Intelligence / Smart Transportation Planning					
Inventory and Warehousing Analytics	Demand Sensing & Planning	Warehouse Execution & Management	Space and Floor Planning					
	Inventory Optimization	Robotics/Automated Machines	Workforce Analytics					
Distribution Analytics	Route Planning and Optimization	Supply Planning	Replenishment and Distribution Planning					
	Distribution	Scheduling	Order Management					
Manufacturing and Procurement Analytics	Production Forecasting	Quality Control Analytics	Supplier Performance & Risk / Procurement Planning					
	Contract Management	Predictive Maintenance & Downtime Analysis	Capacity Planning / Factory Performance Metrics					

The study offers insights into the market **trends and competitive dynamics** of supply chain analytics and AI service providers in 2026.

Simplified Illustration Source: ISG 2026

Specialty Analytics and AI Services — Supply Chain

Definition

The ISG Provider Lens® Specialty Analytics & AI Services – Supply Chain 2026 study offers the following to business and IT decision makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness
- Focus on the global market

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.

Specialty Analytics and AI Services — Supply Chain

Definition

In this quadrant, ISG evaluates portfolios of providers offering AI and analytics services that integrate supply chain data and applied AI with industry contexts for clients in the supply chain function. These providers deliver domain-specific solutions to resolve critical supply chain challenges, enabling clients to enhance risk understanding, improve planning and predict future events. This approach centers on a cognitive-led AI ecosystem, integrating data from warehouses, shopfloors and fleets to equip control towers with real-time data and forecasts for informed decision-making and proactive actions.

Providers should showcase expertise in facilitating AI-based decision engines across the supply chain ecosystem, covering logistics, transportation, inventory, warehousing, distribution, manufacturing and procurement, empowering business leaders to build resilient supply chains.

This quadrant does not include large service providers and platform vendors with supply chain analytics solutions.

Eligibility Criteria

1. Demonstrate capabilities in **synthesizing data** from **multiple sources** across the value chain

2. Apply **AI and ML** models to generate real-time, **data-driven and actionable insights**

3. Help enterprises enhance supply chain **adaptability** while minimizing uncertainties and risks

4. Exhibit **functional expertise in supply chain** and competence in AI to develop predictive solutions to **foresee demand**

5. **Optimize and reclassify inventory planning and distribution,** streamlining operations

6. Ability to develop **functional control towers, integrated supply chain control towers and command centers** for operations monitoring and agile decision making

7. Showcase expertise in developing AI solutions in **shipping, logistics and monitoring,** covering areas such as **network design, fleet analytics, disruption forecasting and floor planning**

8. Demonstrate proficiency in **distribution, inventory, warehousing, manufacturing and procurement analytics,** covering aspects such as **route optimization, order management, capacity planning and predictive maintenance**

Quadrants by Region

As part of this ISG Provider Lens® quadrant study, we are introducing the following quadrant: Specialty Analytics & AI Services — Supply Chain

Quadrant	Global
Specialty Analytics and AI Services — Supply Chain	✔

The research phase falls in the period between January and April 2026, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in May 2026.

Milestones	Beginning	End
Survey Launch	January 12, 2026	
Survey Phase	January 13, 2026	March 3, 2026
Sneak Preview	April 2026	April 2026
Press Release & Publication	May 2026	

Collecting client testimonials via the Star of Excellence™ Program requires early client referrals (no official reference needed) because CX scores have a direct influence on the provider's position in the IPL quadrant and the awards.

Please refer to the link to view/download the ISG Provider Lens® 2026 research agenda.

Access to Online Portal

You can view/download the questionnaire from here using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

Buyers Guide

ISG Software Research, formerly "Ventana Research," offers market insights by evaluating technology providers and products through its Buyers Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the Specialty Analytics and AI Services — Supply Chain IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2026. For more information, refer to the Buyers Guide research schedule.

Research Production Disclaimer:

ISG collects data for the purposes of conducting research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens® reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.

Client Feedback Nominations

ISG Star of Excellence™ — Call for nominations

The Star of Excellence is an independent recognition of excellent service delivery based on the Voice of the Customer concept. ISG has designed the Star of Excellence program to collect client feedback about service providers' success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts are continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in its practitioner-led consulting approach.

Providers are invited to nominate their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

Our vision for the Star of Excellence is to become acknowledged as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement, please use the "Nominate (for Providers)" section on the Star of Excellence website.

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:
star@cx.isg-one.com

ISG Star of Excellence

Methodology & Team

The ISG Provider Lens® 2026 – Specialty Analytics and AI Services — Supply Chain study analyzes the relevant software vendors/service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens® program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of January 2026 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

All revenue references are in U.S. dollars ($US) unless noted otherwise.

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ISG Provider Lens® Advisors Involvement Program

ISG Provider Lens® offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three consultant advisors participate as part of each study's quality and consistency review process. The consultant advisors ensure each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the consultant advisors' group and contribute at different levels depending on their availability and expertise.

The consultant advisors:

- Help define and validate quadrants and questionnaires,

- Advise on service provider inclusion, participate in briefing calls,

- Give their perspectives on service provider ratings and review report drafts.

ISG Advisors for this study

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Invited Companies

If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.

66 Degrees	Lingaro*
Aays*	MathCo*
Affine	Mu Sigma
Aptus Data Labs	Nexocode*
C5i*	Polestar Solutions*
Crunch Analytics	QuantZig*
DataForest.AI	Sigmoid*
Evalueserve*	Straive*
Fractal Analytics*	Tiger Analytics*
Ganit Inc*	Tredence*
HARMAN*	Unit8*
InData Labs*	ZS
Infocepts*	
Innover Digital*	
LatentView Analytics*	

About Our Company & Research

ᶦSG Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners. ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this webpage.

ᶦSG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: Public Sector.

For more information about ISG Research™ subscriptions, please email contact@isg-one.com, call +1.203.454.3900, or visit research.isg-one.com.

ᶦSG

ISG (Nasdaq: III) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit isg-one.com.

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