

# THE DATA ECONOMY IS POWERING PROFITS. **MAXIMIZING DATA INSIGHTS**

IN RETAIL AND CPG

Big data will transform the retail and CPG industry – if its businesses can rise to the opportunity.

Is this sector ready for the data economy? We surveyed 1,000 senior business and technical leaders across eight countries and five industries to find out.

Our research shows that retail and CPG is falling behind most other industries, and its businesses are among the least likely to be classed as Data Economy Leaders.

Why is that? And what can retail and CPG firms learn from the ones that are getting it right?

### THE RETAIL AND CPG INDUSTRY HAS HIGH HOPES FOR DATA

46%

41% plan to do so in the next 12 months

of retail and CPG firms are already using data to reveal new market opportunities

### **MOST BELIEVE THEIR DATA IS** TRUSTWORTHY AND SECURE

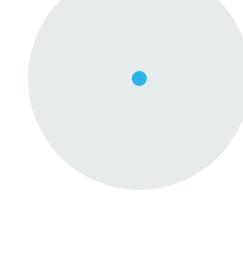


#### of retail and CPG executives are confident in

**NEARLY TWO-THIRDS** 

the accuracy of their data and have established a robust level of security to protect it

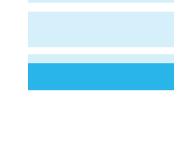
## **BUT NOT ENOUGH FIRMS ARE USING** DATA INSIGHTS STRATEGICALLY



#### say they are using data "to a great extent" to achieve strategic business goals

**Just 4%** 

and



#### say the majority of their decisions

are informed by data

**LESS THAN A THIRD** 

WHAT'S HOLDING THEM BACK?



of executives say a lack of talent is their top barrier to using data to advance their strategic goals—the highest of any industry in the research

**18%** 

**22%** 



14%

blame IT barriers

cite cultural and leadership challenges

#### **36**% of retail and CPG firms say poor data management has cost them strategic

business opportunities

SOME ARE STRUGGLING WITH

POOR DATA MANAGEMENT



Providing unimpeded access to their data, no matter where data

Using data to inform all or most of their business decisions, and to

### users reside Sharing data securely within their enterprise and with

external partners

"Data is going from being

**CPG FIRMS DO DIFFERENTLY?** 

**6**% of organizations are outperforming their peers in the data

economy. Here's what these Data Economy Leaders are doing right:

structure and advance strategic business goals

something that's guarded in a company to becoming a robust platform to becoming a service. Having information is powerful,

snowflake°

FIND OUT HOW DATA IS TRANSFORMING RETAIL AND CPG

PepsiCo Delivers Personalization and Marketing ROI

- MANI GOPALAKRISHNAN,

**VP Digital Transformation, Kraft Heinz** 

for sure, but sharing information

can be even more powerful."

#### DoorDash: Dinner is Served in the Data Cloud Kraft Heinz Meets Demand in the Data Cloud

• Putting Data in Your Shopping Cart with Dustin Pearce, Vice President of Infrastructure at Instacart

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