

2023

Technology in metals survey results

Preliminary results

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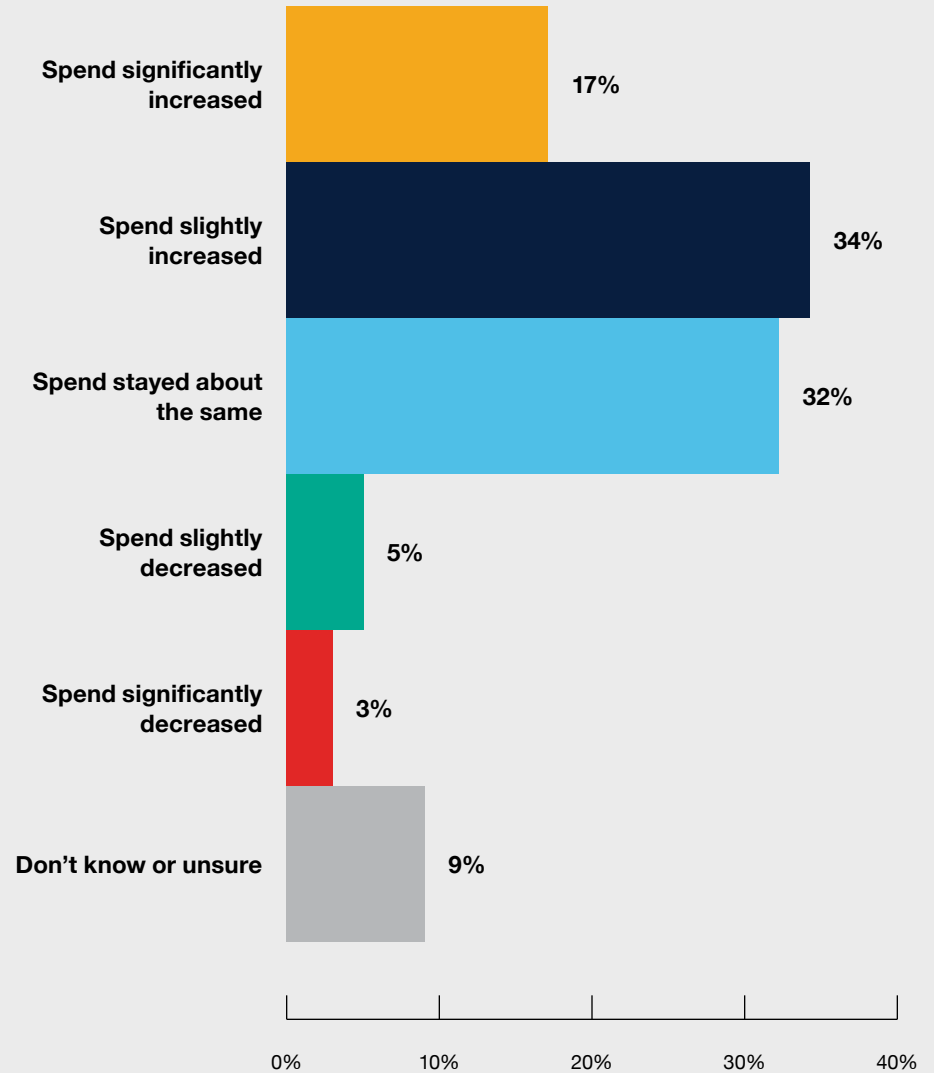
Part 1

01

Digital technology investments

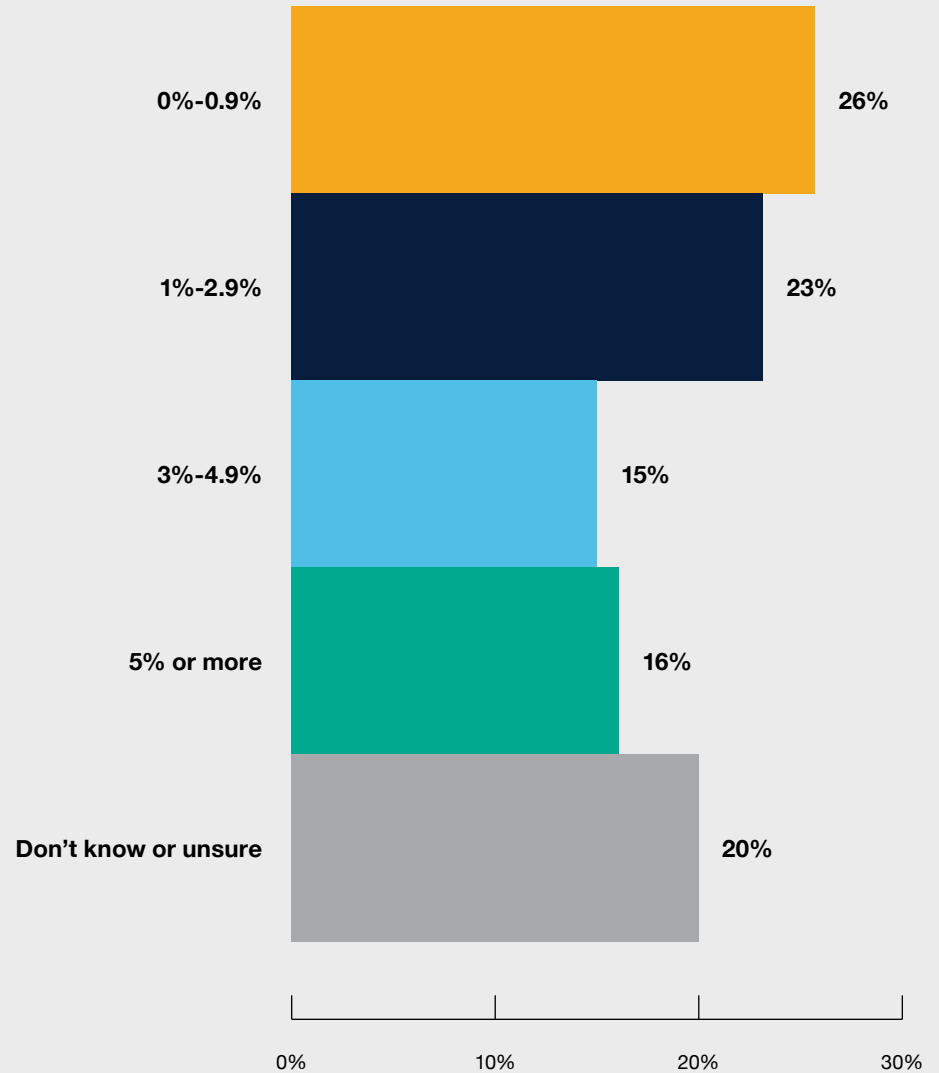
Question 1

How have you adjusted your technology and software investment plan spend for 2023 compared to 2022?



Question 2

What is your company's current investment in enterprise technology and digital solutions as a percentage of annual revenue?

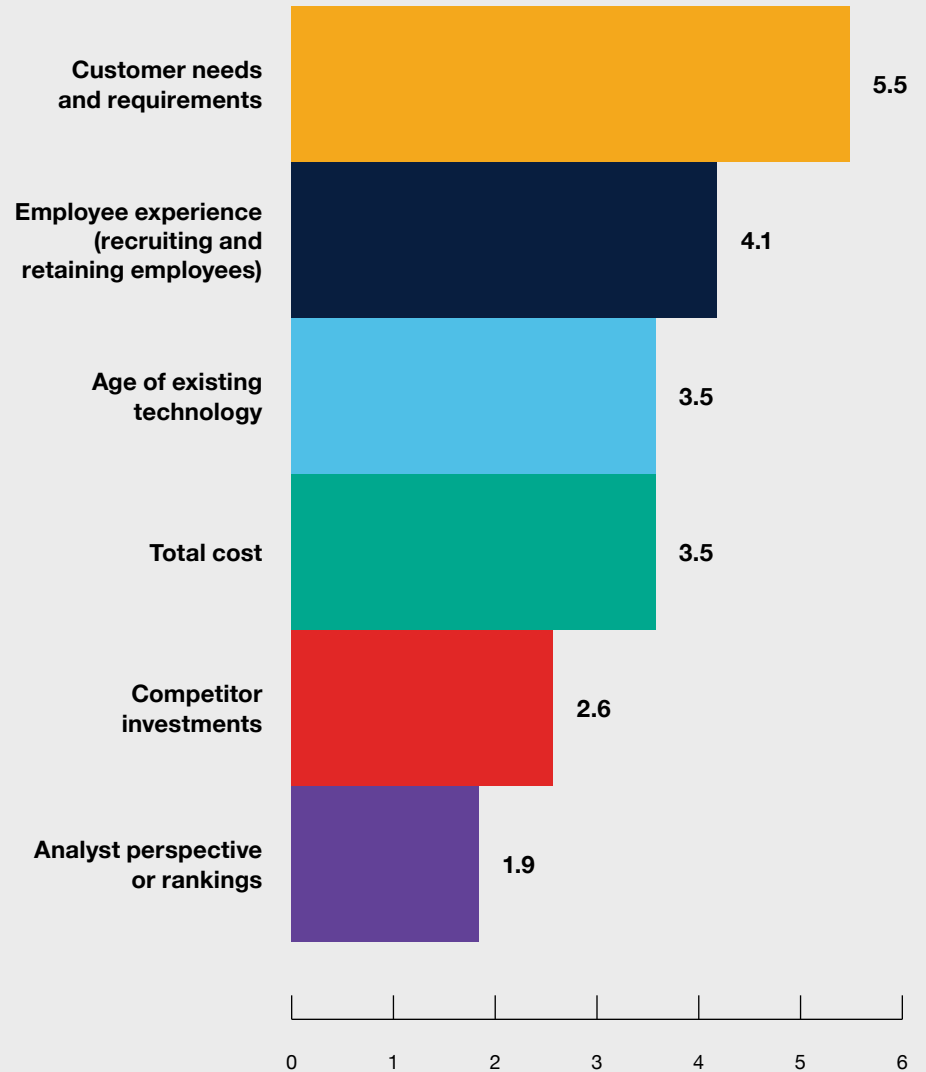


Question 3

Please rank the importance of the following factors when it comes to making decisions about technology investments.

(1 = least important,
6 = most important)

The data shows an average of respondents' rankings.

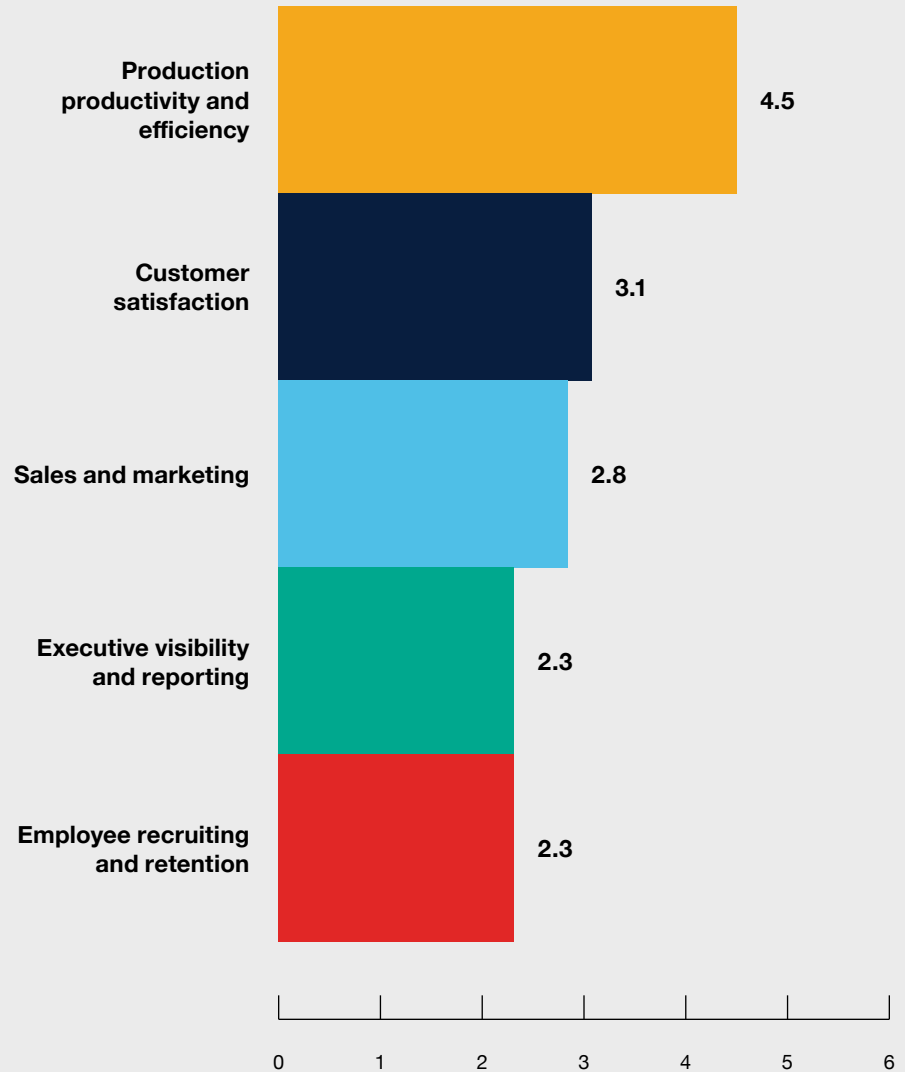


Question 4

Please rank the following areas of the business according to where you believe technology can have the greatest impact.

(1 = least impactful, 5 = most impactful)

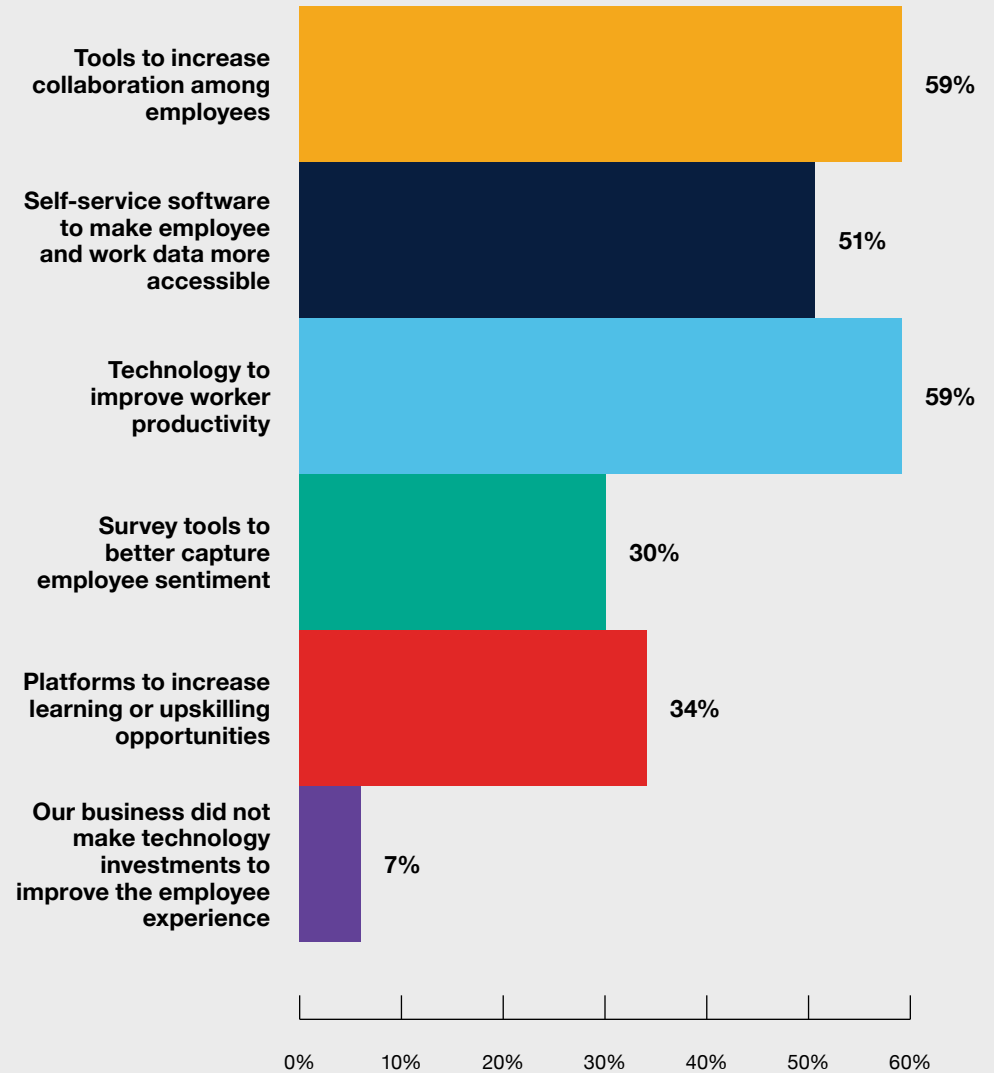
The data shows an average of respondents' rankings.



Question 5

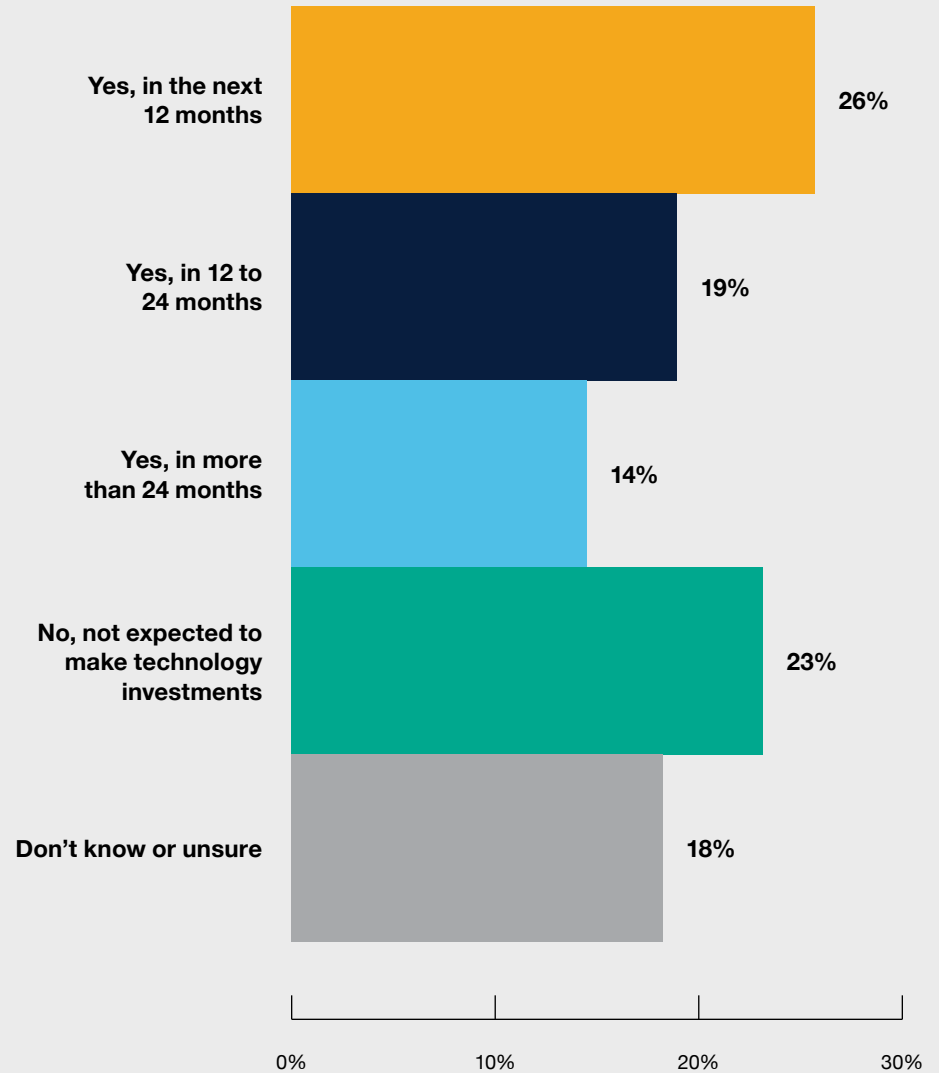
What kinds of technology investments have you made over the past one to two years to improve employee experience, if any?

(Participants could select multiple responses.)



Question 6

Do you expect to make specific technology investments to address company sustainability and environmental goals?



Part 2

02

Challenges and risks

Question 7

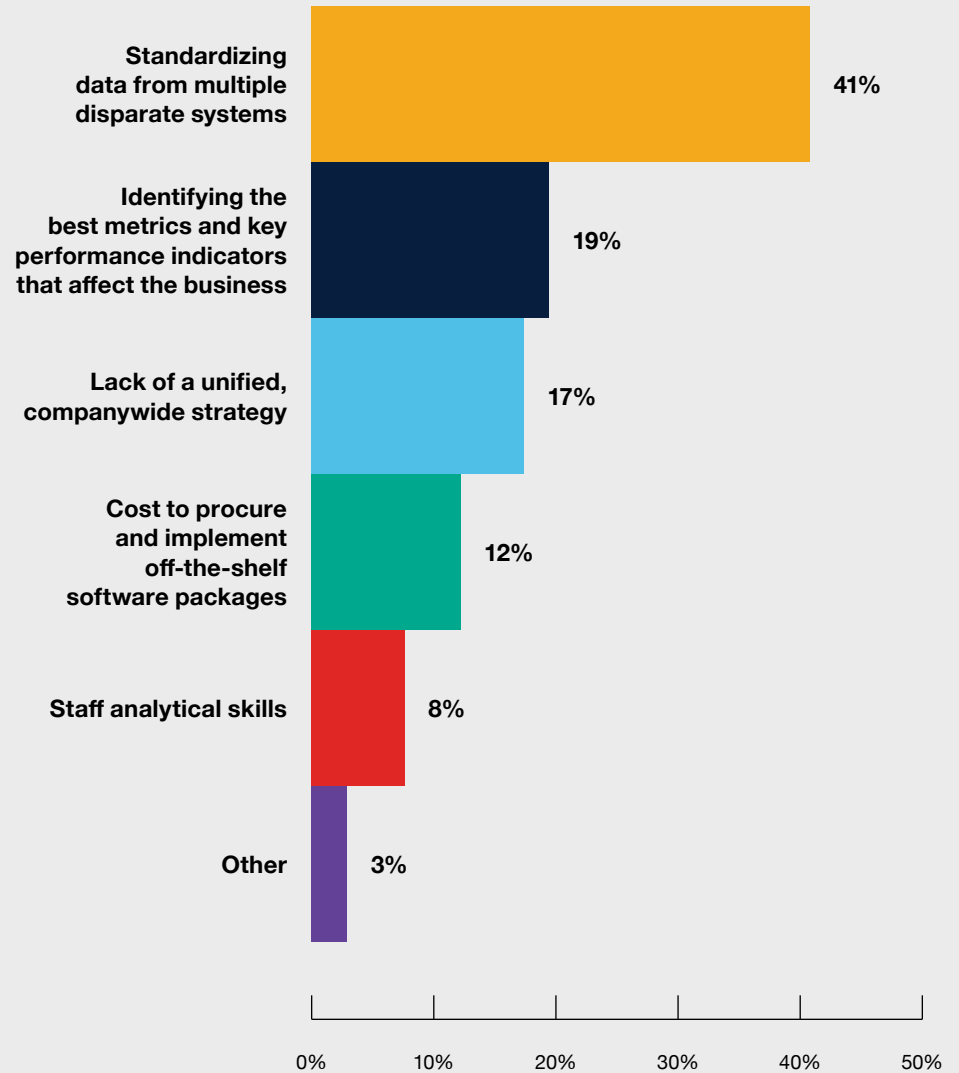
What are your company's biggest digital transformation and technology challenges?

Respondents used different words to describe their biggest challenges, but several key themes emerged among the answers.



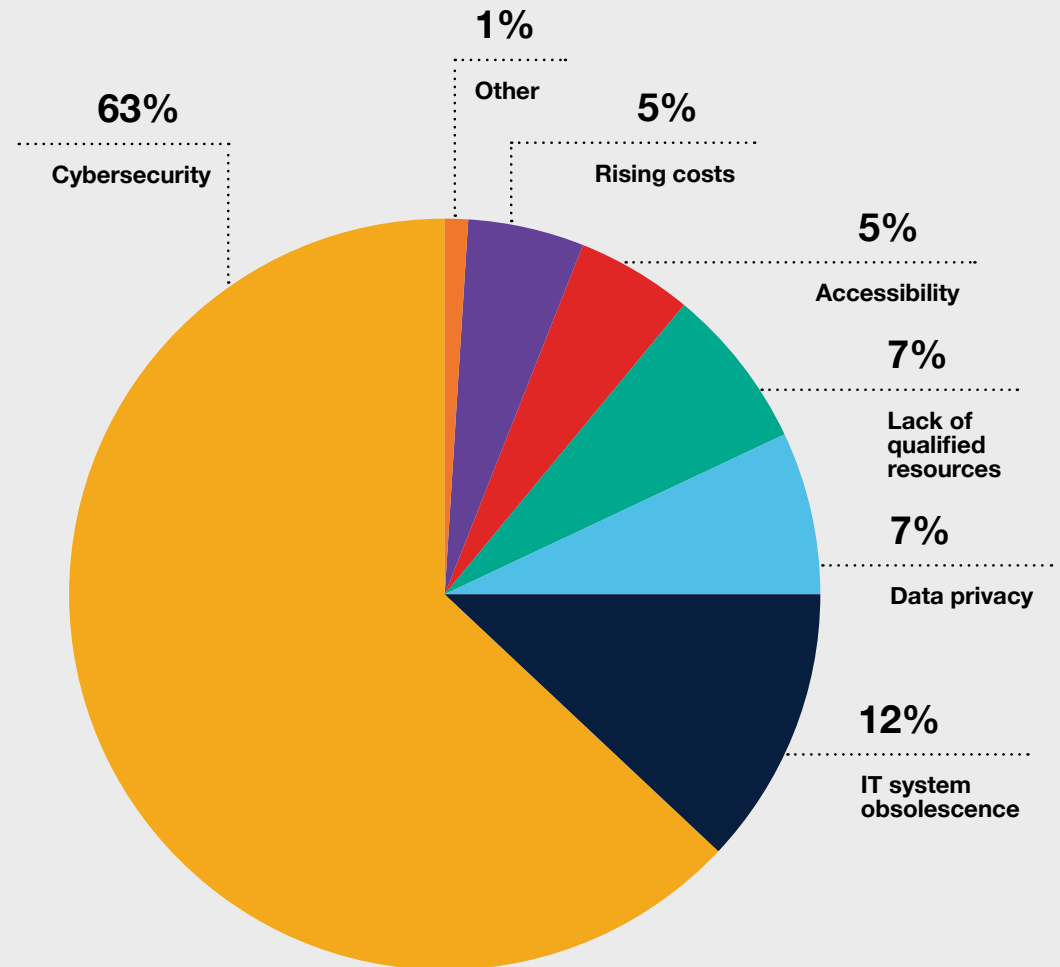
Question 8

What is the single biggest business intelligence challenge for your company?



Question 9

What do you believe is your single most significant IT-related business risk in the next three years?



Part 3

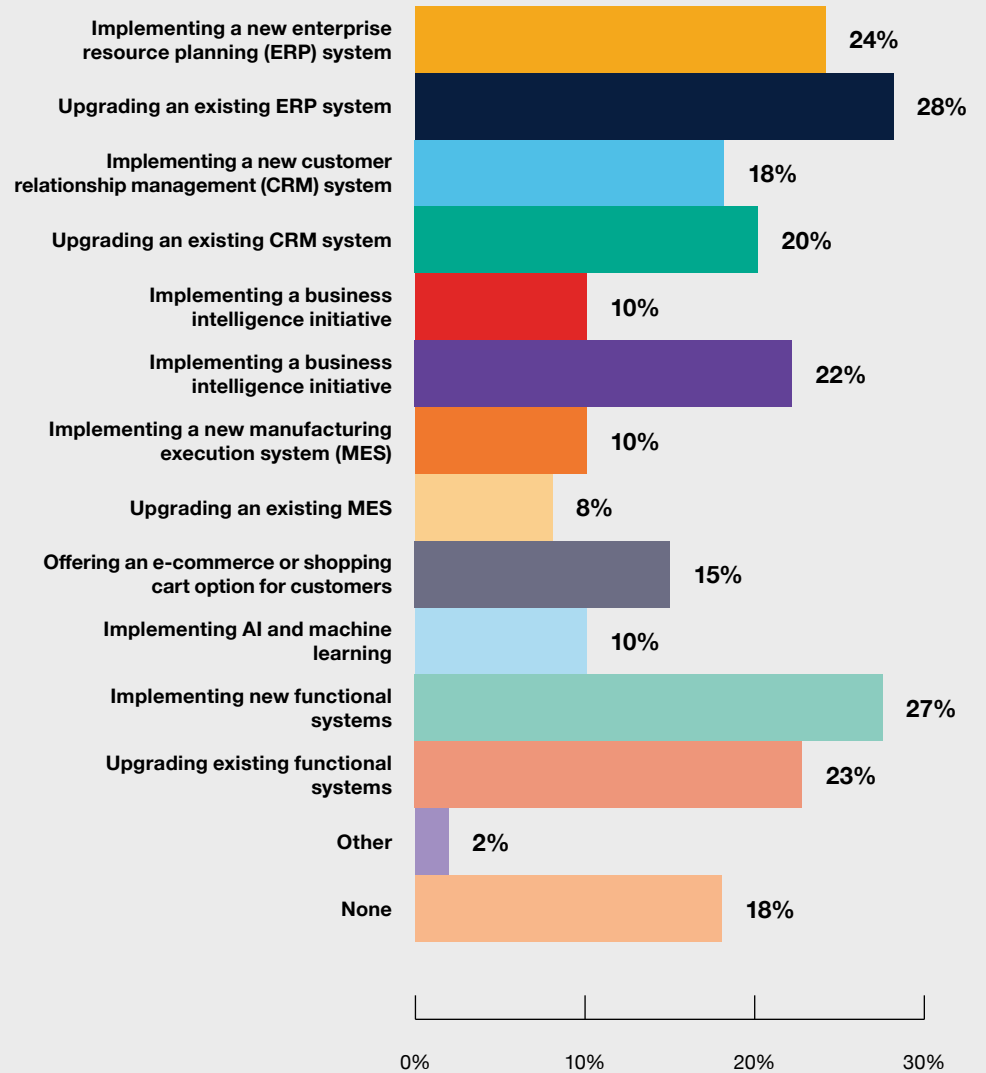
03

IT and enterprise systems

Question 10

Which of the following IT projects do you currently have in progress?

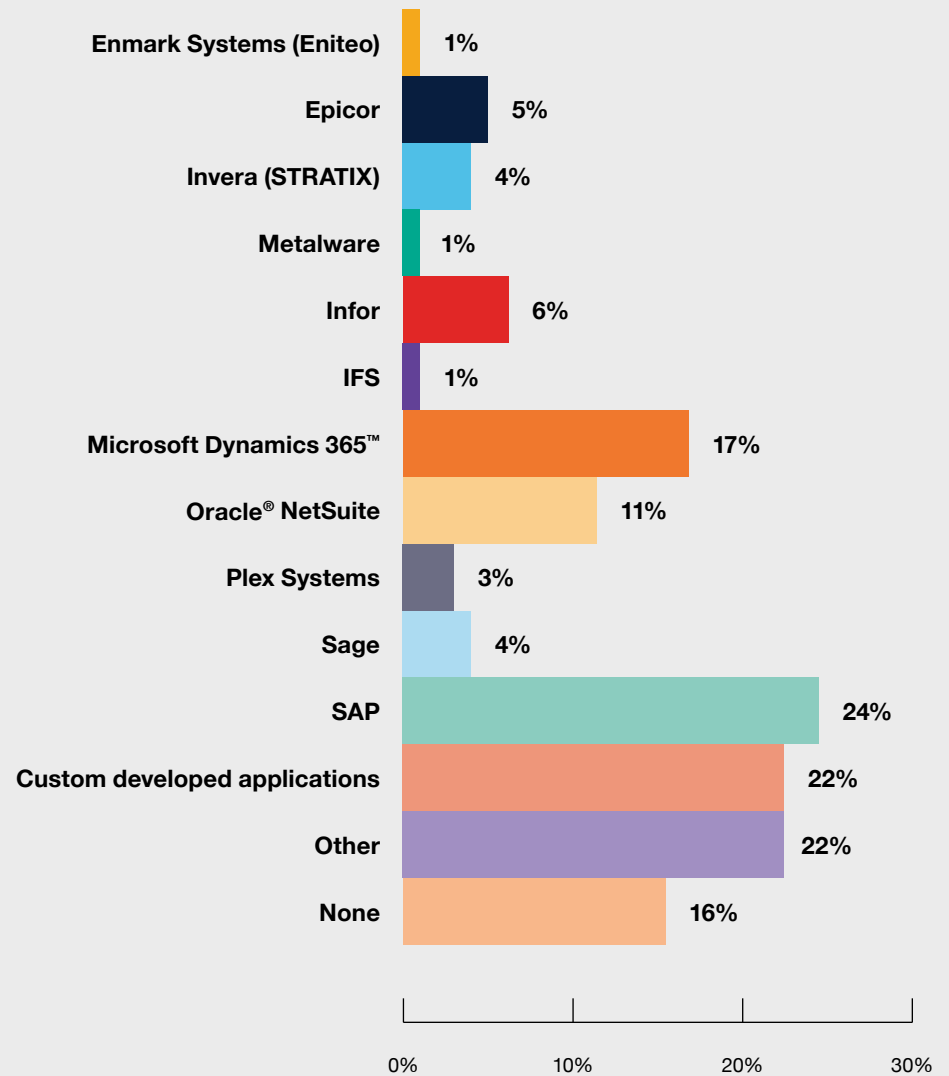
(Participants could select multiple responses.)



Question 11

What ERP providers and systems are currently in use within your company?

(Participants could select multiple responses.)



Part 4

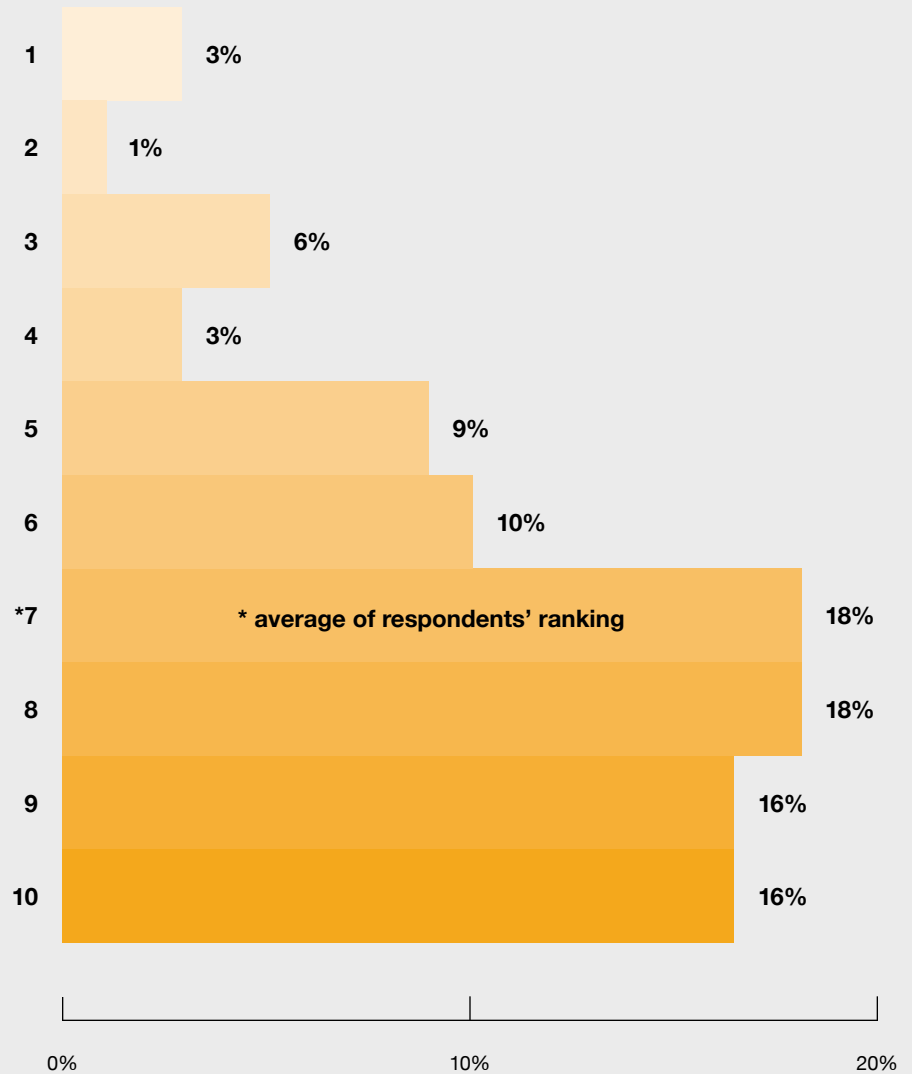
04

AI, automation, and data

Question 12

On a scale of 1 to 10, how often does your metals company use existing data when making business decisions?

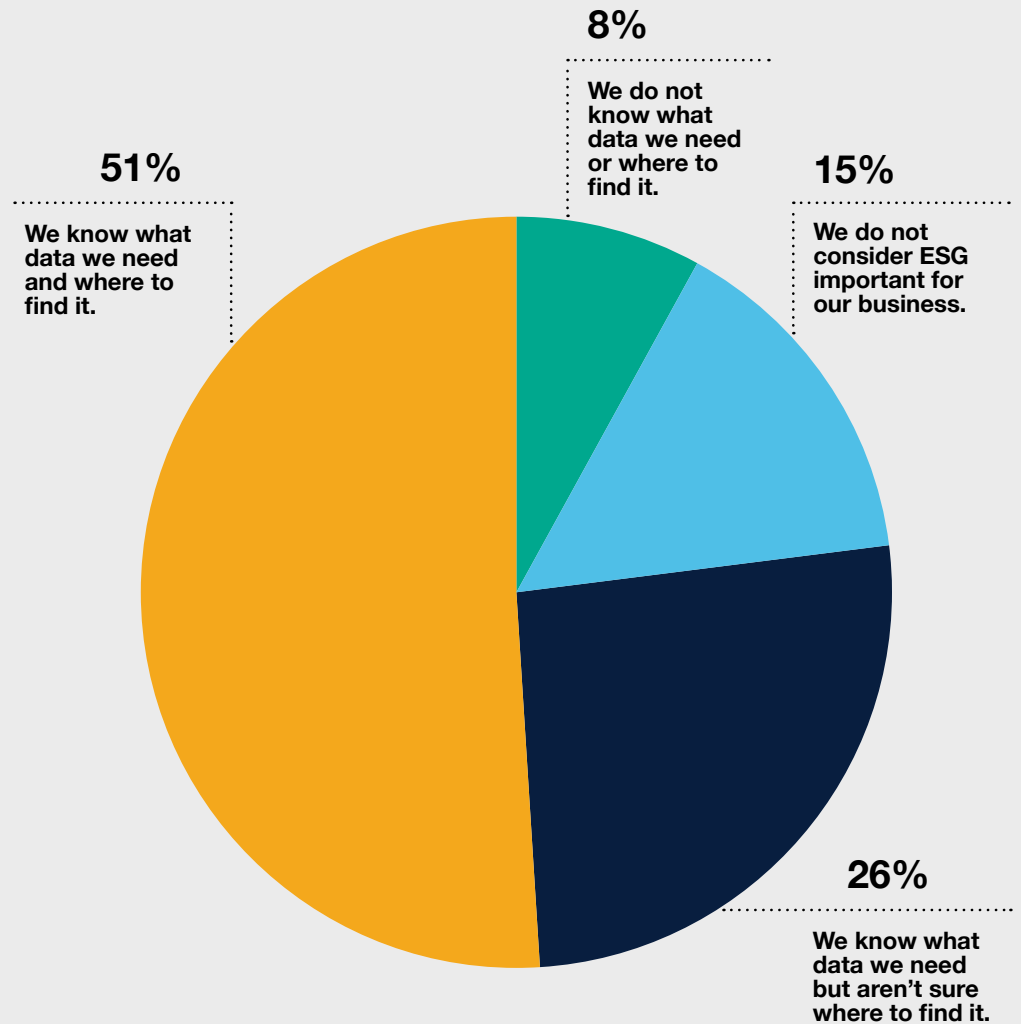
(1 = Never, 10 = Always)



Question 13

Data is central to many of the environmental, social, and governance (ESG) reporting and regulatory requirements.

How ready and available do you think your data is?



Question 14

What are the most common business issues or challenges your company has that you would like to see addressed with technology?

Respondents used different words to describe their biggest challenges, but several key themes emerged among the answers.

“Automation and efficiency”

“What ERP and CRM can do”

“Visibility”

“Employee training”

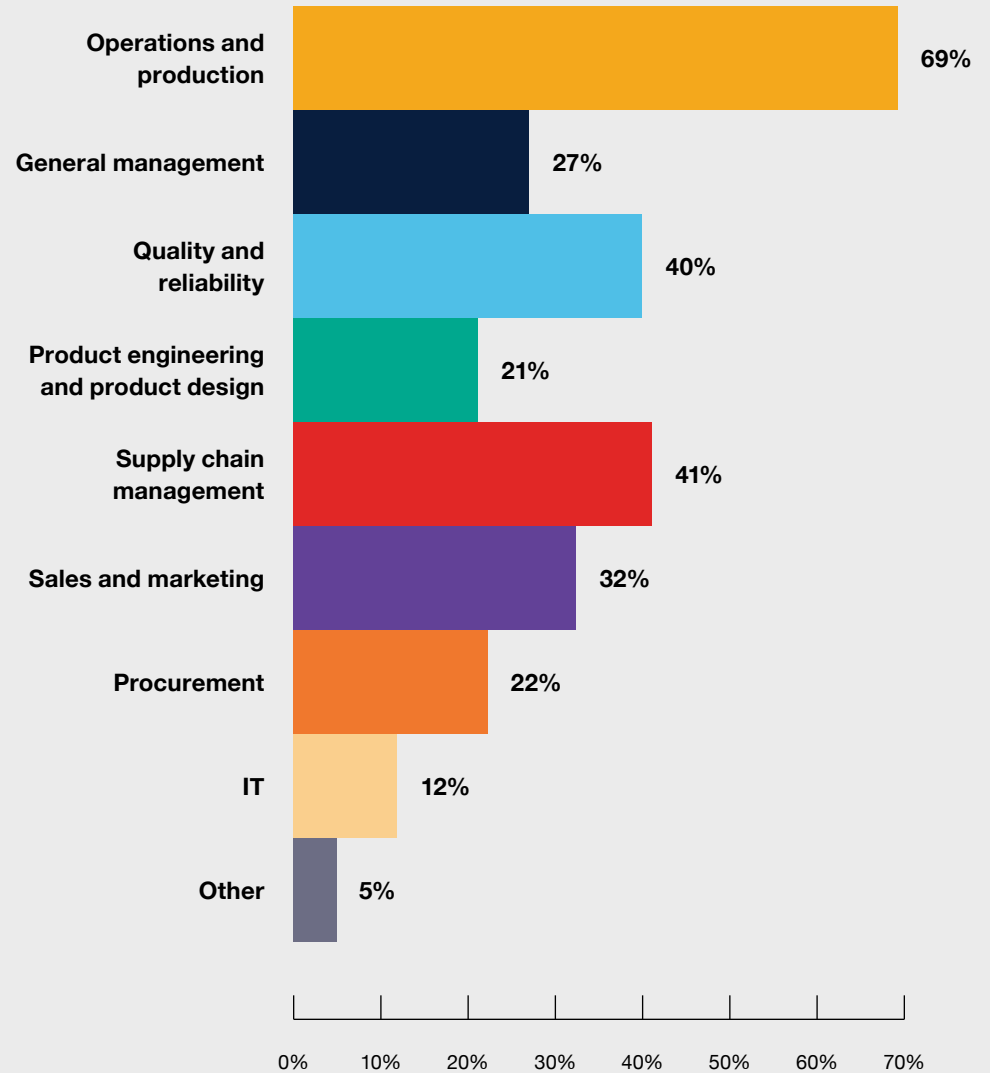
“Labor shortages”

“Cybersecurity”

Question 15

Please select the top three areas where you think automation could have the greatest impact on your business.

(Participants could select multiple responses.)



Part 5

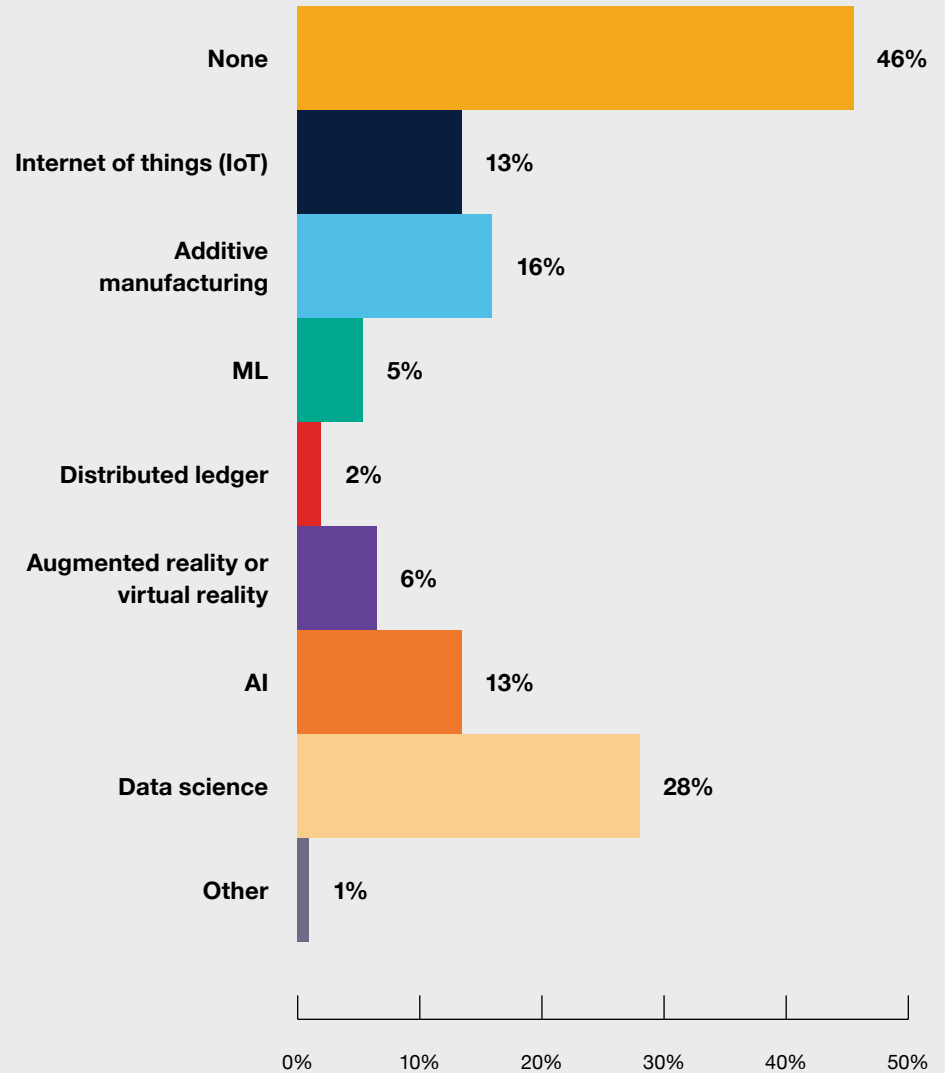
05

Evolving technology

Question 16

Which of the following technologies and approaches are currently in use at your company?

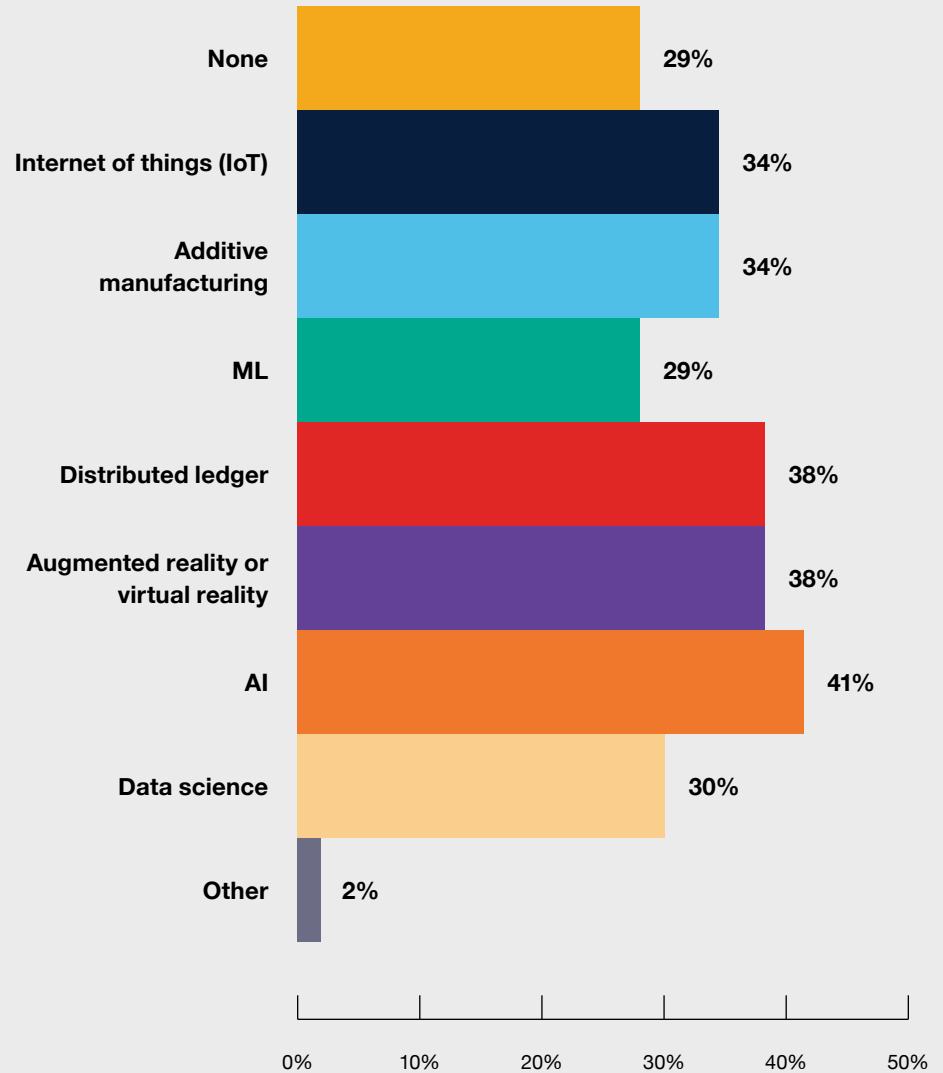
(Participants could select multiple responses.)



Question 17

Which of the following technologies and approaches are currently not in use at your company that you plan to put in place within the next five years?

(Participants could select multiple responses.)



About the survey

This year's online survey elicited nearly 200 responses from senior executives and managers across the global metals industry. Respondents represented various metals-based companies, including manufacturers, service centers, mills, scrap recyclers, producers, and processors, with annual revenues from less than \$25 million to more than \$1 billion.

Have questions?



I'll do my best to answer those for you. Get in touch with me today.

Get in touch

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