Tool: Identify Transportation Management System Vendor Candidates

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Initiatives: Technology and Solutions for Supply Chain and Operations

Identifying TMS solutions that meet an organization's transportation requirements and complexity takes time and resources as the number of available solutions increase. Supply chain technology leaders responsible for transportation can use this Tool to develop an initial list of potential vendors.

Overview

Investment in transportation management systems (TMS) continues to increase and has become an investment priority for many organizations. Transportation and logistics leaders at shippers and third-party logistics (3PLs) are turning to TMS solutions to increase process automation, reduce costs, streamline activities and lower the impacts of disruptions to the supply chain. Identifying and selecting TMS solutions has become a more complex process. As more vendors have entered the market and increased their capabilities, it has become increasingly difficult for supply chain and logistics leaders to narrow down their search of available TMS solutions. With more solutions on the market offering more varied capabilities, it can be a bit overwhelming to try to sort through all the options to find the best fit for your organization's needs.

There are several steps involved in selecting a new or replacement TMS. One of the more challenging steps can be developing an initial vendor list of potential solutions. Trying to identify TMS solutions that have customers in your geographic regions, support your industry and that meet your specific transportation requirements can be time-consuming. This Tool supports Step 3 in the step-by-step process outlined in Figure 1 by providing an Excel file that contains various criteria and capabilities to help you create an initial TMS vendor list for further evaluation.

Figure 1. Requirement, Evaluation and Selection Process for TMS
It should be noted that the vendors represented in this Toolkit may have added functionality, regional support or other features since this research was collected as part of the research process for the 2020 Magic Quadrant for Transportation Management Systems. Gartner recommends using the results provided by this Tool as part of the overall vendor evaluation and selection process. It is recommended to use this Tool in conjunction with the research in the “Recommended by the Authors” section.

**Directions for Use**

Step 1: In the Vendor Information tab, start with Column B and use the Excel data filters to select the criteria and capabilities that are applicable for your company.

Step 2: For the criteria “Regions with Existing Customers” and “Deployment Options,” click on the filter and select “YES” for each desired criteria.

Step 3: For the criteria “Industry Focus,” click on the filter and select all industries of interest from the list. Note that we have provided the vendors’ “Primary,” “Secondary” and “Other” industry focus options.

Step 4: For all other remaining criteria and capabilities, click on the corresponding filters and select “YES,” “NO” or “PARTNER.”

Step 5: Once all criteria and capabilities have been selected from the corresponding filters, scroll back to Column A to review the list of “Potential Vendors for Further Evaluation.”
Step 6: To reset and start the process over, make sure to clear all filters.

Note: If you are only interested in seeing a specific vendor’s capabilities, simply select that vendor from the filter in Column A.

**Recommended by the Authors**

Key Considerations for Supply Chain Leaders Evaluating Transportation Management Systems

Magic Quadrant for Transportation Management Systems

Critical Capabilities for Transportation Management Systems

Gartner’s Model for Holistic Multimodal Transportation Management Systems: Core Capabilities

Gartner’s Model for Holistic Multimodal Transportation Management Systems: Extended Capabilities

Toolkit: TMS Vendor Demonstration Evaluation Scorecard

How to Lead an Effective TMS Vendor Demonstration and Consistent Evaluation Process

**Evidence**

1. Thirty-six software vendors that support transportation management completed a survey and shared:
   - TMS functional capabilities offered
   - Vertical and industry focus
   - Regional coverage
   - Deployment options

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