

2025 PPAI 100: Distributor Innovation Survey

(untitled)

1. Who is Taking this Survey *

First and Last
Name

Title

Company Name

Company PPAI
#

Email Address

2. I certify that all answers I provide are accurate and truthful to the best of my knowledge. *

Yes

3. If you are not the **contact** for the PPAI 100, please provide the contact details of the person who is.

Name

Title

Email Address

Integration Related Metrics for Exchanging Data

4. Is your ERP or order management system receiving inventory feeds from 10 or more suppliers?

- Yes
- No
- I Don't Know/Other (please explain)

Online Payment Options

5. Do you offer a secure online payment portal for customers to pay bills securely?

- Yes
- No
- I Don't Know/Other (please explain)

6. Do you have multi-factor authentication implemented across your systems?

- Everywhere
- Most
- About half
- Some
- None
- I Don't Know/Other (please explain)

Security-Related Metrics

7. Do you have a cybersecurity rating from an external provider such as SecurityScorecard? (select one):

If yes, what is your score?

Provider (if not SecurityScorecard):

We Don't Have One

I Don't Know/Other (please explain)

Cloud Services Utilization

8. Do you have an ERP application that operates as a single source of truth for managing business transactions?

Yes

No

Other (please explain)

IT Governance and Compliance

9. How does your firm ensure compliance with relevant IT governance and data protection regulations? (Select all that apply):

- Regular compliance audits
- Data protection officer or equivalent role
- Employee training on data protection and privacy
- Use of compliance management software
- Other (please specify):

Digital Transformation Readiness

10. Does your firm have a formal digital transformation strategy? (Select one):

- Yes; it is documented in writing/presentation with periodic check-ins
- Yes, but it is undocumented/informal
- Currently In Development
- No

For Publication Purposes | Non-Scoring

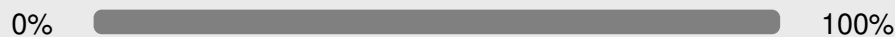
11. What digital transformation or IT-related successes or developments have been most impactful to your firm since the beginning of 2024?

IT Support, Cost & Turnover

12. What is the average ratio of your IT support employees to internal users? (Please provide this as a ratio, e.g., 1:50, representing 1 IT support person for every 50 internal users/employees.)

13. What percentage of your total annual revenue is allocated to all IT costs (tech, people, etc.)? (Use slider)

% of total revenue allocated toward IT



Please select one only **if you did not answer the above question.**

- I don't know
- I don't wish to share

14. What was your IT staff turnover rate in the last year? (Please provide the percentage of IT staff who left the company.)

- 81% - 100%
- 61% - 80%
- 41% - 60%
- 21% - 40%
- 0% - 20%
- I Don't Know/Other (please explain)

Adoption of Emerging Technologies

15. Which of the following emerging technologies has your firm adopted or is planning to adopt within the next year? (Select all that apply):

- Artificial Intelligence (AI) and Machine Learning (ML)
- Blockchain
- Internet of Things (IoT)
- Augmented Reality (AR) / Virtual Reality (VR)
- 3D Printing
- Other (please explain)

- None

16. What are the top challenges in implementing a digital transformation strategy in your firm?

- Budget constraints
- Lack of expertise
- Resistance to change
- Other (please specify)