


Chapter 6

Transforming Digital Supply Chains With Gamification and Metaverse Integration

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ABSTRACT

The evolution of digital supply chains is one of the most significant transformations within modern business operations. As global markets and technological capabilities continue to evolve, businesses have been forced to adapt to new demands, operational complexities, and technological advancements. Initially, supply chains were

DOI: 10.4018/979-8-3693-8886-0.ch006

traditionally managed through manual processes, spreadsheets, and basic Enterprise Resource Planning (ERP) systems. These systems offered limited automation, often leading to inefficiencies, delays, and a lack of visibility across the entire supply chain. However, the rise of digital technologies in the late 20th and early 21st centuries introduced a paradigm shift in how supply chains functioned. These early advancements laid the foundation for a new era in supply chain management—one driven by interconnected, real-time systems that could monitor and manage the flow of goods, services, and information with greater precision and efficiency.

INTRODUCTION

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