

Agentic AI-Powered Logistics Exception Management

Business Problem



- Limited visibility into shipment disruptions across carriers, warehouses, and logistics partners
- Manual exception handling slowed response times and increased operational effort
- Delayed issue identification resulted in missed SLAs and higher expediting costs
- Fragmented coordination across operations and customer service teams hindered resolution

Solution



- Deployed Agentic AI to continuously monitor shipment milestones, carrier feeds, ETA changes, and warehouse events in real time
- Automated detection of delays, missed handoffs, route deviations, and SLA risks
- Enabled AI-driven root cause analysis using TMS, WMS, order, and carrier data
- Recommended next-best actions such as rerouting, warehouse reprioritization etc. while keeping humans in control of critical decisions

Value Delivered



- ✓ **25—35% reduction** in shipment exception resolution time through automated monitoring and triage.
- ✓ **10—15% reduction** in expediting and SLA-related penalty costs through proactive intervention.
- ✓ **10—18% improvement** in on-time delivery performance by identifying disruptions earlier and acting faster.
- ✓ **5—10% improvement** in customer service metrics through timely updates and more reliable delivery execution.
- ✓ **30—40% reduction** in manual tracking effort for logistics operations teams.



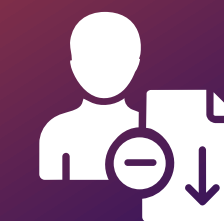
35%

Faster Exception Resolution through Automated Monitoring and Triage



18%

Better On-Time Delivery through Earlier Disruption Detection



40%

Lower Manual Tracking Effort for Logistics Operations Teams