WHITE PAPER

Agentic AI: A Real Game-Changer for Supplier Collaboration

WINDDLE

ARTIFICIAL INTELLIGENCE CONTINUES TO RESHAPE HOW BUSINESSES OPERATE, AND ONE OF ITS MOST PROMISING FORMS IS NOW GAINING TRACTION: AGENTIC AI.

Unlike traditional AI solutions, autonomous intelligent agents don't just analyze or suggest. They act. They detect events and perform tasks independently, without needing constant oversight.

And according to Gartner, this is just the beginning. By 2028, one in three enterprise applications will include this type of agent, compared to less than 1 percent today.

But what does that really mean for businesses? More importantly, how can these agents be put to good use in complex environments like supply chain operations? Let's take a closer look.

USE CASES ALREADY WELL ESTABLISHED ACROSS MULTIPLE FUNCTIONS

Far from being just experimental, AI agents are already at work across many areas of the business. They often take the form of virtual assistants or specialized micro-services, able to interact with existing systems like ERPs, CRMs, or business portals. Here are a few real-world examples.

CUSTOMER SERVICE

Chatbots handle straightforward requests like refunds or order tracking, while directing more complex issues to human teams. The result: time saved for employees and higher customer satisfaction.

FINANCE

Some agents automate invoice matching and generate alerts when discrepancies arise. They can also gather missing supporting documents, speeding up the monthly closing process.

SALES & MARKETING

Agents personalize offers in real time, optimize email campaigns, and automatically update product listings based on market trends.

What all these applications have in common is that they free up teams to focus on their core work by handing off repetitive, time-consuming, and low-value tasks to AI.

AN UNTAPPED OPPORTUNITY: SUPPLIER COLLABORATION

Yet one strategic area is still largely untouched by this wave of intelligent automation: supply management and supplier collaboration.

Industrial and retail companies face growing complexity — increasing volumes of transactions, scattered partners, ever-changing regulations, and shifting customer demands. In this environment, much of the day-to-day management still relies on manual processes: supplier follow-ups, status updates in the ERP, document matching...

These repetitive tasks are prone to errors and consume a lot of time, while delivering little value. This is exactly where agentic AI can make a real impact.

HOW AI AGENTS CAN TRANSFORM THE SUPPLY CHAIN

By embedding autonomous intelligence at the core of management processes, AI agents can:

- Automate supplier follow-ups and tracking
- Detect delays or anomalies earlier
- Improve data quality and completeness
- Streamline communication with partners
- Cut processing times and reduce error risks

A COLLABORATIVE PLATFORM AS THE FOUNDATION FOR PERFORMANCE

For AI agents to work effectively, they need:

✓ Seamless access to structured business data (ERP, TMS, WMS, etc.)

✓ The ability to interact with all stakeholders, both internal and external

And above all, an architecture designed specifically for the supply chain

REAL-WORLD EXAMPLES OF AI AGENTS IN THE SUPPLY CHAIN

Agentic AI is already being put to work in supply chain operations. These agents are designed to integrate with existing tools and automate specific tasks where high volume, repetition, or tight deadlines make human intervention inefficient. Here are some common use cases:

1. PROCESSING SUPPLIER DOCUMENTS

The agent automatically analyzes received documents (purchase orders, certificates, packing lists, etc.), extracts relevant information, flags inconsistencies, and pre-fills the required fields. The result: significant time savings and improved data quality.

2. AUTOMATED FOLLOW-UPS

When a delivery date hasn't been confirmed on time, the agent sends a personalized follow-up to the supplier. If there's no response, it escalates the request to the appropriate contact. This process helps ensure commitments are met and cuts down on avoidable delays and oversights.

3. DISCREPANCY DETECTION

By analyzing shipping statuses, supplier updates, and logistics flows, this agent spots potential discrepancies (delays, shortages, quantity mismatches) and alerts the relevant teams. It can also recommend corrective actions like rescheduling or adjusting logistics.

A STRATEGIC OPPORTUNITY FOR SUPPLY CHAIN LEADERS

Beyond operational gains, agentic AI really shifts the way supply chain leaders approach their work:

- Move from reactive management to proactive control
- Break down silos to strengthen cross-company collaboration
- Better handle disruptions without adding process complexity

Supply chain leaders see clear benefits: increased visibility, reliability, and agility — all driving better on-time delivery performance.

According to Deloitte, companies that adopt AI in a structured way achieve an average 20% productivity boost on targeted tasks.

CONCLUSION

Agentic AI is no longer just a theoretical promise. It's already transforming key business functions, and supplier supply chains are next in line for major impact.

But to truly unlock its potential, you can't just plug an AI agent into a rigid process. You need the right foundation: a collaborative, connected, and adaptable platform built around real business needs.

That's exactly what Winddle is aiming for — making innovation accessible, practical, and immediately valuable for Supply Chain teams.

WINDDLE

COLLABORATIVE PLATFORM
FOR AGILE SUPPLY CHAIN MANAGEMENT

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ABOUT WINDDLE

Founded in 2015, Winddle is a collaborative Supply Chain Management platform that streamlines end-to-end product flow management.

By combining TMS and SRM modules, it centralizes communications, tracks operations in real time, and enables fast, sustainable decision-making. Connecting suppliers, carriers, and internal teams, Winddle ensures visibility, coordination, and performance across all flows.
Trusted by over 8,000 professionals and recognized as one of the most innovative Supply Chain solutions, Winddle supports companies in agile and responsible supply chain digitalization.