

CASE STUDY

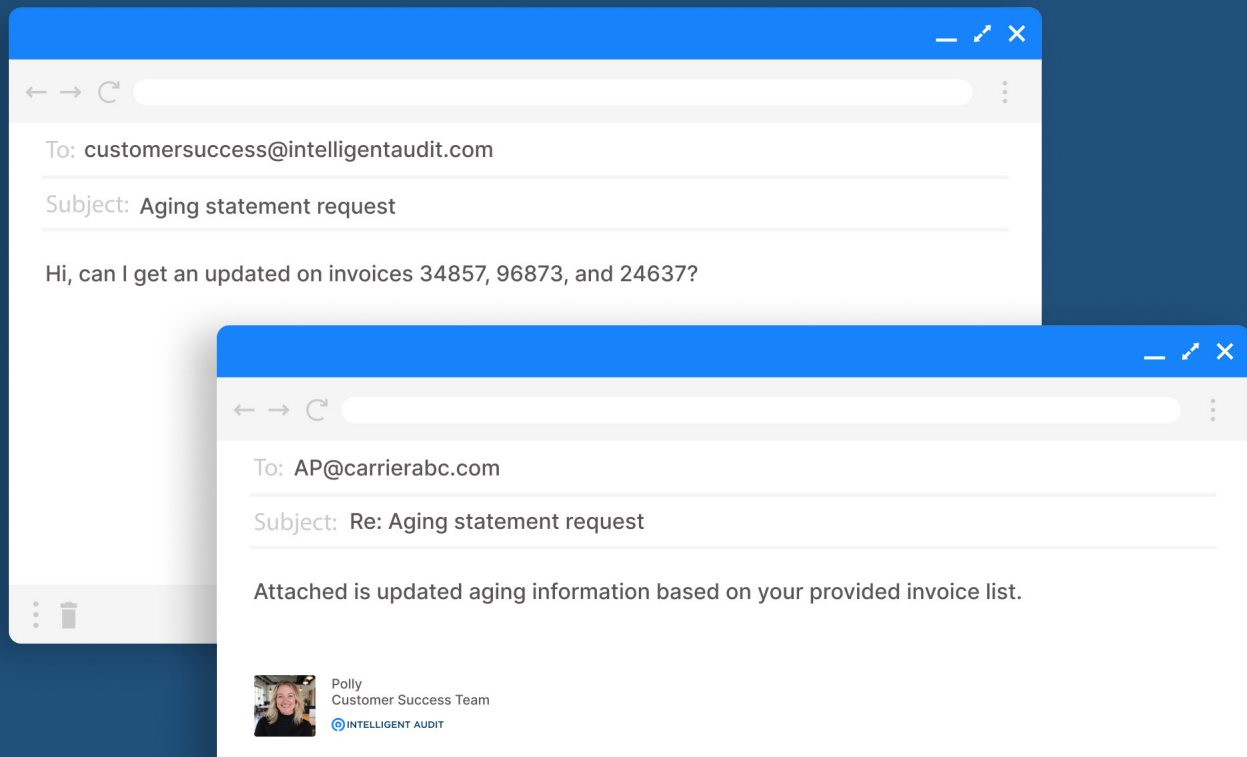
▶ Polly™ The AI assistant for end-to-end carrier communications

Along Came Polly ✨

Driving ROI Through Automated Carrier Communication

Carrier communication is a critical but historically inefficient part of logistics and audit operations. Manual inbox monitoring, delayed responses, and repetitive follow-ups consume valuable time across both shipper and carrier operations teams.

Polly, IA's agentic AI assistant, was built to solve this problem. By autonomously managing carrier emails and **responding in 1-3 minutes instead of hours**, Polly delivers measurable ROI through time savings, faster resolution, and scalable operations.



THE PROBLEM Manual carrier communications at scale

Before Polly, carrier communication required significant manual effort:

- Operations teams continuously monitored shared inboxes
- Each carrier email required review, context gathering, and response drafting
- Follow-ups were tracked manually across long email threads
- Response times stretched from hours to full business days

The operational impact was significant:

- 10–20 minutes of staff time per carrier email
- High email volume translated directly into higher labor costs
- Delayed responses increased back-and-forth and resolution time
- Scaling volume required additional headcount

This burden existed on both the carrier side and the shipper side, compounding inefficiency across the entire workflow.

THE SOLUTION Polly

Polly is an agentic AI assistant purpose-built to manage carrier communication end-to-end. Key capabilities include:



Monitors inbound carrier emails in real time



Consumes unstructured formats and requests from each carrier



Replies in 1–3 minutes, 24/7



Understands intent using shipment and audit context



Responds autonomously with accurate, consistent messaging



Escalates only true exceptions to human teams



ROI & IMPACT

Measurable gains across speed, cost, and scale

Time savings & faster resolution

- ✓ Eliminates 10–20 minutes per carrier email
- ✓ Reduces response times from hours to minutes
- ✓ Minimizes follow-up to accelerate resolution

Lowered costs

- ✓ Decreases labor needed to manage carrier inquiries
- ✓ Lowers overall cost per carrier interaction

Scalable, always-on operations

- ✓ Supports higher carrier volumes without added staff
- ✓ After-hours and peak-period coverage
- ✓ Delivers consistent, compliant responses at scale

Manual vs. Polly AT A GLANCE

Metric	Manual Process	Polly™
Response time	Hours to 1+ business day	1-3 minutes
Effort per email	10-20 minutes	Near zero
Scalability	Requires added staff	Automatic
Consistency	Varies by user	Standardized

