

# Round Table

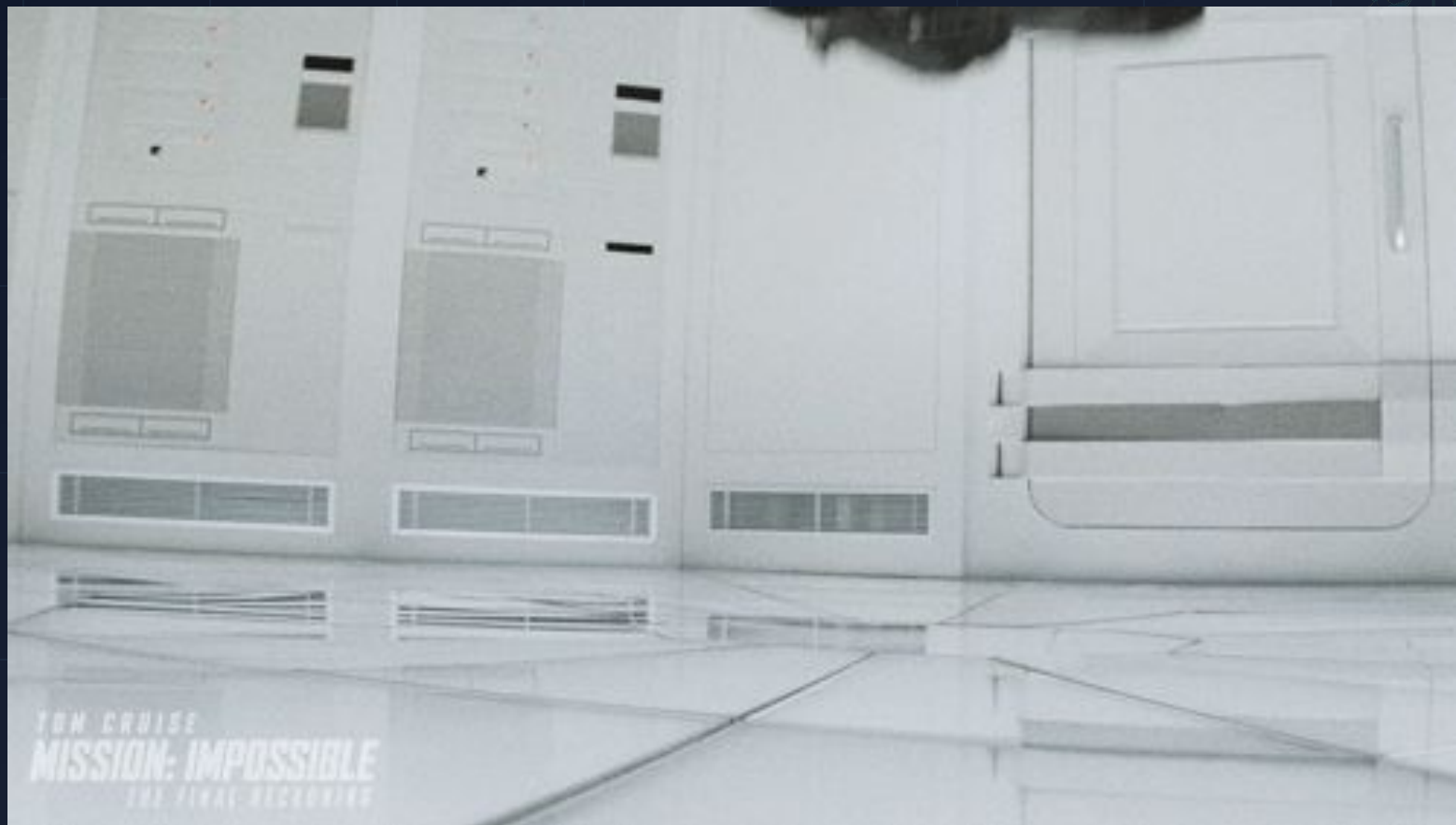
## Designing the Future AI Workforce

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007

MY NAME'S BOND.



TOM CRUISE  
**MISSION: IMPOSSIBLE**  
THE FINAL RECKONING

# Today it's all About



# Logistics Complexity Has Outpaced Traditional Execution Models



“Most enterprises modernized logistics incrementally — not architecturally.”

# AI Has Crossed the Experimentation Phase

AI is rapidly moving from experimentation into operational decision-making across supply chain and last-mile operations.

## Market Acceptance

# 80-90%

Enterprise organizations are actively investing in or exploring AI



AI adoption has accelerated sharply over the last 24 months

## Supply Chain Target

# 78%

of APAC operators are entering the AI maturity ladder



Cost, Speed, and CX now need to be solved simultaneously.

## The Next Advantage

# 98.3%

do NOT consider trust to be the primary AI barrier

- AI adoption is now mainstream
- AI pilots are accelerating across logistics
- Massive investment in AI-led operations

AI adoption is no longer the challenge. Operational readiness is.

*AI value is now proven. Execution maturity is the new differentiator*

# Everyone Is Starting AI. Very Few Are Scaling It.

AI adoption is accelerating rapidly — but enterprise-scale execution remains rare.

# 40%

**AI agent initiatives may fail by 2027**

Gartner

- Most organizations underestimate operational complexity
- POC success does not guarantee enterprise scale

# 15%

**Organizations have achieved extensive AI adoption**

EOTLM APAC 2026

- Most companies remain stuck between POC and production
- Scalable AI execution is still rare

**Scaling AI requires operational discipline, not just technical capability**

# AI Decisions in Logistics Happen Across Four Operating Layers

Scalable AI is not created through isolated automation — it emerges when operational, customer, and financial decisions work together in real time.



## Planning & Dispatch

- Route orchestration
- Capacity allocation
- Workforce balancing
- Dynamic scheduling



## Operational Control

- Exception management
- Real-time visibility
- SLA monitoring
- Predictive alerts



## Customer Experience

- ETA communication
- Delivery recovery
- Self-service support
- Proactive notifications



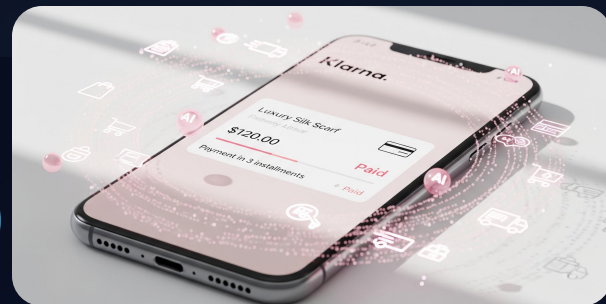
## Financial Governance

- Cost-to-serve visibility
- Billing validation
- Margin governance
- Financial optimization

**“The challenge is no longer deploying AI in one workflow. The challenge is orchestrating AI decisions across the logistics operating model.”**

# How Klarna Built an AI Operational Agent

From Customer Support Chatbot → Autonomous AI Workforce



- 150M+** Users
- 500K+** Retail Partners
- Global Leader** Fintech Brand
- 45+** Countries



*“This was not just a chatbot. It acted as an operational AI agent capable of understanding, deciding, and executing.”*

**BUSINESS IMPACT**

- 2.3M** Conversations Handled
- 66%** Queries Automated
- 11m → 2m** Resolution Speed

AI agents are evolving from support tools into operational digital teammates

# Designing AI Agents for Logistics

A Collaborative Session to Define the Next Generation of AI-Driven Logistics Operations

# Where Do You See the Strongest Opportunity for AI to Transform Logistics?



Participants identify and discuss the areas where AI can create the highest operational impact within their organization.

# Designing the Next Generation of AI Logistics Agents



Each group will design an AI operating agent by identifying decisions, capabilities, and data requirements.



**Your Mission:** Design the AI capabilities required to operationalize and scale intelligent logistics decisions.



# Groups Identification Process

# Roundtable Focus Groups

Group by shared AI Operational Priority



Group 1:  
**Planning & Dispatch**




Group 2:  
**Operation Control**




Group 3:  
**Customer Experience**




Group 4:  
**Financial Governance**




**15 Mins Timer**



# Group Presentation

# My 90-Day AI Readiness Commitment



## My 90-Day AI Readiness Commitment

One process I will shortlist :

One data gap I will fix:

One AI use case I will evaluate with measurable business impact:

Name / Email



### 01. Reflect Individually

Participants complete their commitment card based on today's discussions and readiness insights.



### 02. Define Actionable Priorities

Focus on process standardization, data readiness, and high-impact AI opportunities.



### 03. Exchange Commitments

Pair with a leader from another organization and exchange commitments for peer feedback.



### 04. Create Accountability

Build peer accountability and future collaboration opportunities for cross-industry learning.

*"AI readiness is not a technology initiative — it is an execution capability."*

From prioritization → readiness → measurable action

# Roundtable Focus Groups

Group by shared AI Operational Priority



## Group 1: Planning & Dispatch

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## Group 2 Operation Control

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## Group 3: Customer Experience

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## Group 4: Financial Governance

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**Thank You**

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