

Keynote

AI in Last Mile

Beyond the hype: Where intelligence actually moves the needle

Gautam Kumar (GK)
Co-founder & COO, FarEye



5 STAGES OF AI ADOPTION

TOM
FISH
BURNE

I'll never
use AI.



denial

I'm tired
of being
pushed to
use AI.



anger

I guess AI
can help
with some
things.



bargaining

How will
my work
change
with AI?!?



depression

How will
my work
change
with AI?!?

AI Great
question!
Here are
5 ways...



acceptance

© marketoonist.com

Shippers are about to **take the wheel**

BY 2035, DRIVEN BY AGENTIC AI

50%

of shippers will directly orchestrate their assets digitally, instead of relying on 3PLs as intermediaries.

- Preference for in-housing** is concentrated in managed transportation and control towers.
- 4PLs will reposition as AI infrastructure providers**, offering technology platforms, integration, and data support.
- Invest in agentic AI platforms and tools** that enable direct digital orchestration of assets and operations.

Source: Gartner Supply Chain Study | Eye on The Last Mile APAC 2026

The **Price of Intelligence** is Going Up

BY 2030

+40%

overall TCO increase for logistics applications, driven by advanced AI capabilities.

Source: Gartner Supply Chain Study | Eye on The Last Mile APAC 2026

- AI Infrastructure Costs** are currently not being transferred, to end-users
- Top 2 future concerns from companies:** high infrastructure investment costs and availability of supply chain IT talent.
- Include structure that allow you to **link payment to direct outcomes** & consumption of AI.

Multiagent goes from **Edge Case to Default**

BY 2030

35%

of enterprise workflows will be executed by cross-functional multiagent systems with minimal human approvals.

TODAY · Only **3%** of workflows



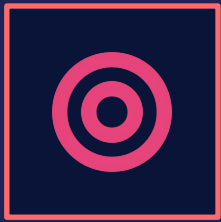
BY 2030 · **35%** of workflows

Source: Gartner Supply Chain Study | Eye on The Last Mile APAC 2026



In an era of agentic AI, **talent matters more than ever** – the real advantage comes from people who can **design, govern, and guide** agentic AI systems.

Prepare for the **Agentic AI** Future



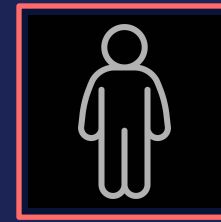
MOVE 1

Look for the AI agent sweet spot



MOVE 2

Align skills to your agent technology stack



MOVE 3

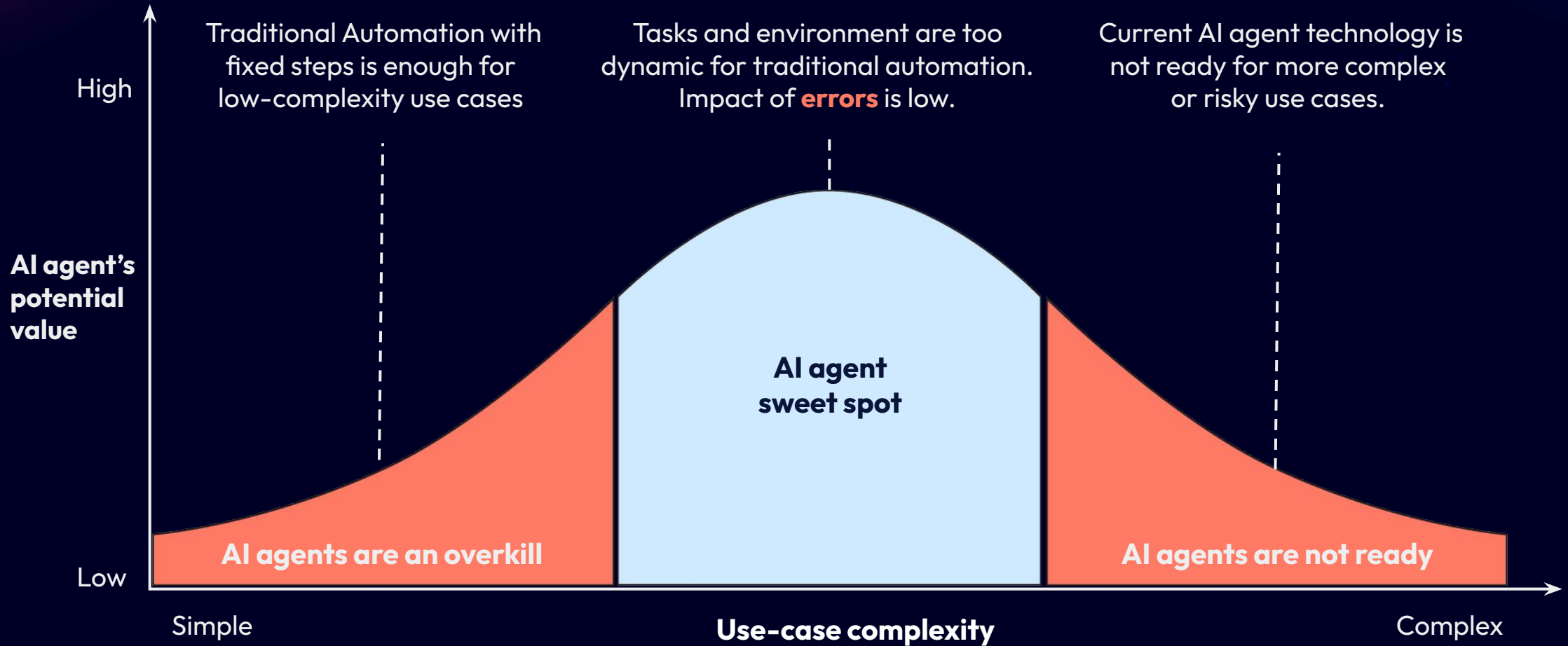
Include Humans in AI Agent Strategy



MOVE 4

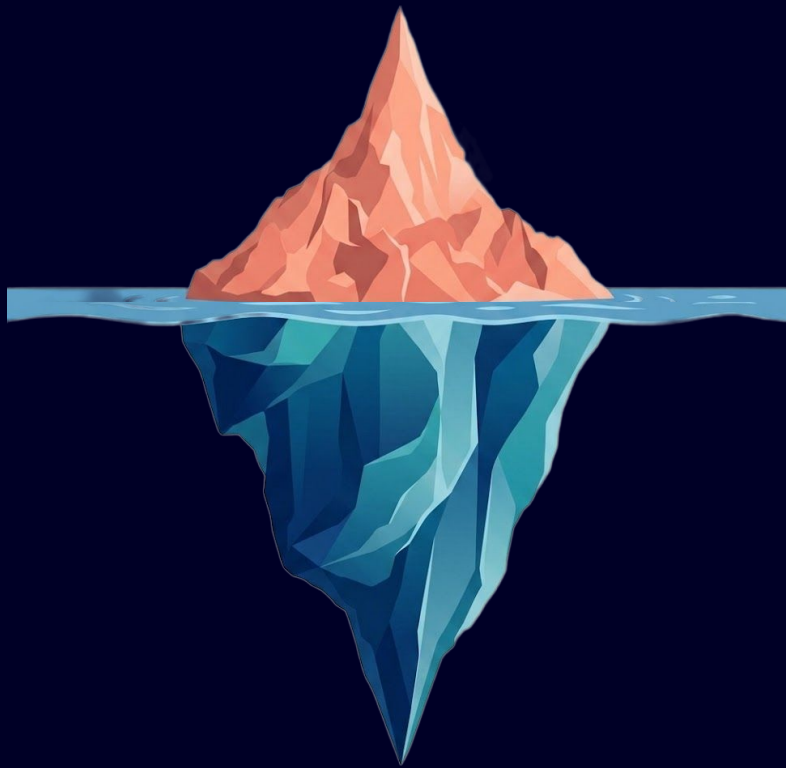
Build your data control strategy

Look for the AI Agent **Sweet Spot**



Source: Gartner

Align Your **Organization Skills** With the Agentic AI Technology Stack



Packaged agent products

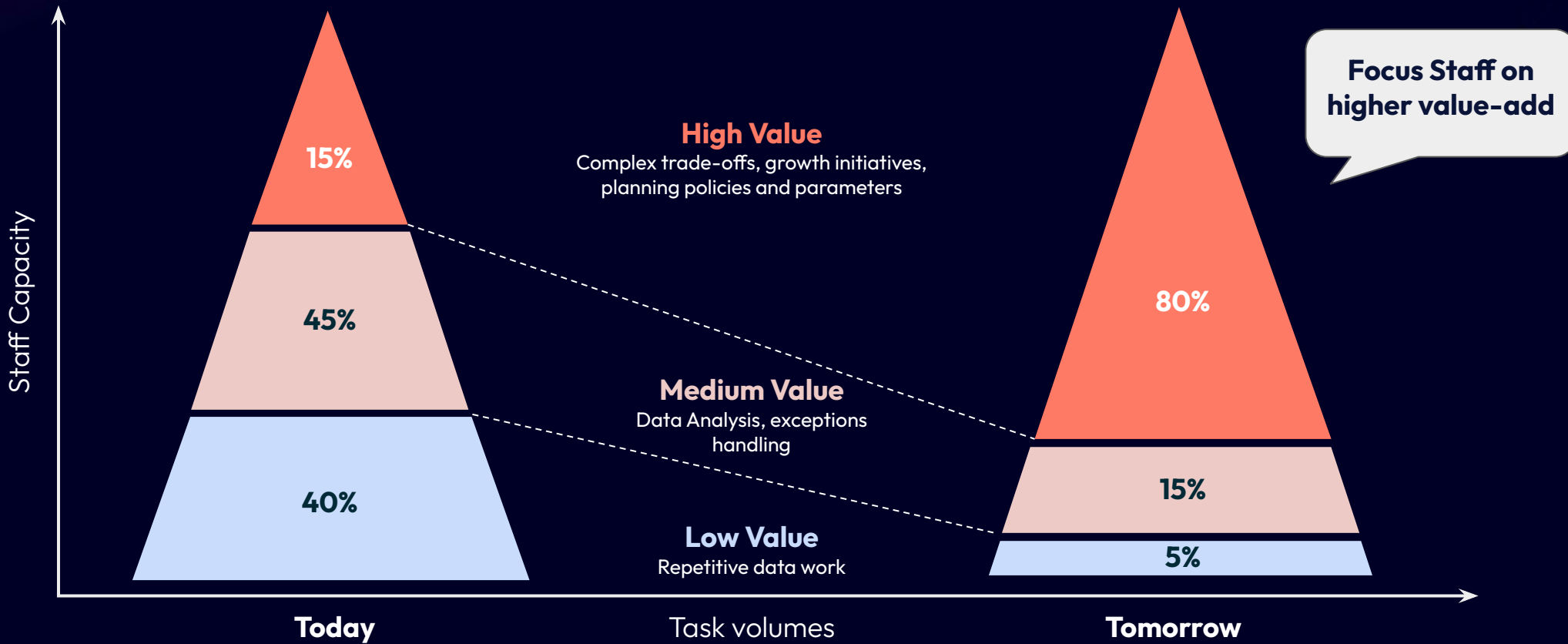
- Vertical agents
- Generic agents

More agents tech stack

- Agent hosting & serving
- Agent frameworks
- Agent memory
- Agent tool library
- Agent simulation env

Source: Gartner

Leveraging Humans towards **Higher Value** Activities



Source: Gartner

Data Control is key to AI Strategy

What we're hearing from logistics leaders

“

We spend more time reconciling logistics data than analyzing performance.

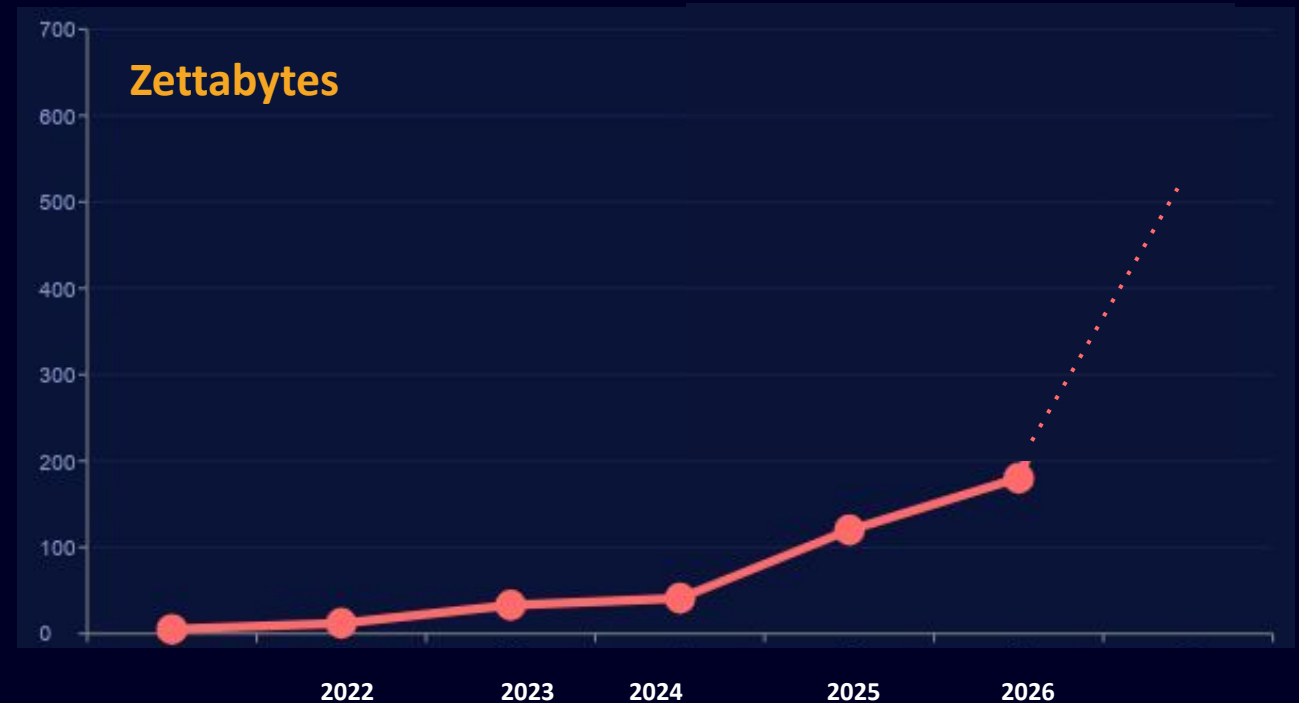
“

Cost-to-serve analysis depends on data we don't fully control.

“

We are negotiating rates - but not negotiating data. That is becoming a big problem for us.

The total data driving supply chain decisions is exploding



Source: IDC

Execution can be outsourced. Data control cannot.

If you don't own how your data is captured, formatted, accessed and scaled then you don't own your AI strategy.

DIMENSION	TYPICAL OUTSOURCED REALITY
Data ownership	Data owned and controlled by providers
Data quality	Limited, delayed or filtered access
Data standardization	Inconsistent formats across partners
AI and automation readiness	Limited ability to scale AI beyond isolated cases

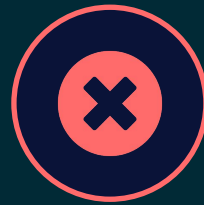
Just as importantly, when AI shouldn't be used

The fastest way to lose trust in AI is to deploy it where it doesn't belong. Three situations to walk away from.



01

**When you'd be ignoring
operational nuance**



02

**When you have low data
integrity**



03

**When the risk of being
wrong is significant**

BY 2035

In at least **one industry**,
the market leader will be an
autonomous business.



The autonomous business

Source: Gartner

The Decisions Supply Chains Make, Now Determine Enterprise's Priority Outcomes

TOP PRIORITY ENTERPRISE OUTCOMES

Revenue growth



Cost control



Scaling AI



SUPPLY CHAIN CAPABILITY

End-to-end orchestration



Cost-to-serve transparency



Operational data & automation



6 STAGES OF AI ADOPTION

TOM FISH BURNE

I'll never use AI.



denial

I'm tired of being pushed to use AI.



anger

I guess AI can help with some things.



bargaining

How will my work change with AI?!?



depression

How will my work change with AI?!?

[AI] Great question! Here are 5 ways...



acceptance

I can actually build better with this.



innovation

Thank You

thelastmileleaders.com