Last Mile
LEADERS
Hosted By FarEye

AI Product Drop

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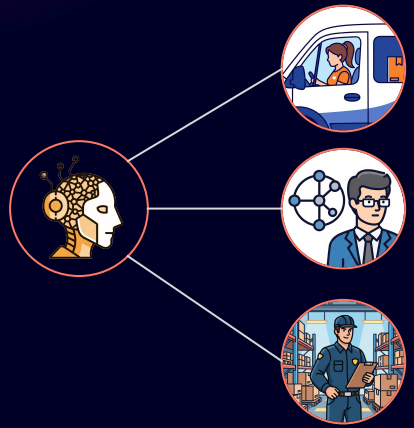
How will AI evolve in Transportation?

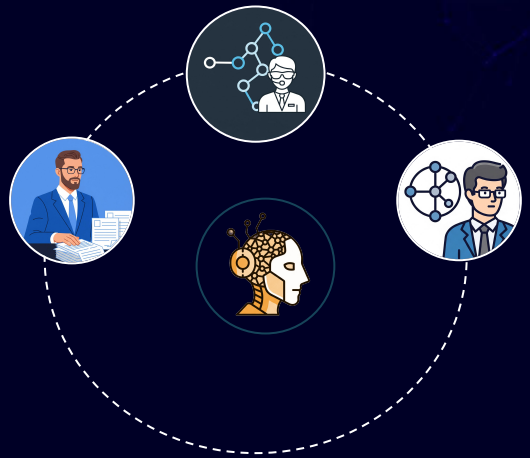


Level 1

Assistive

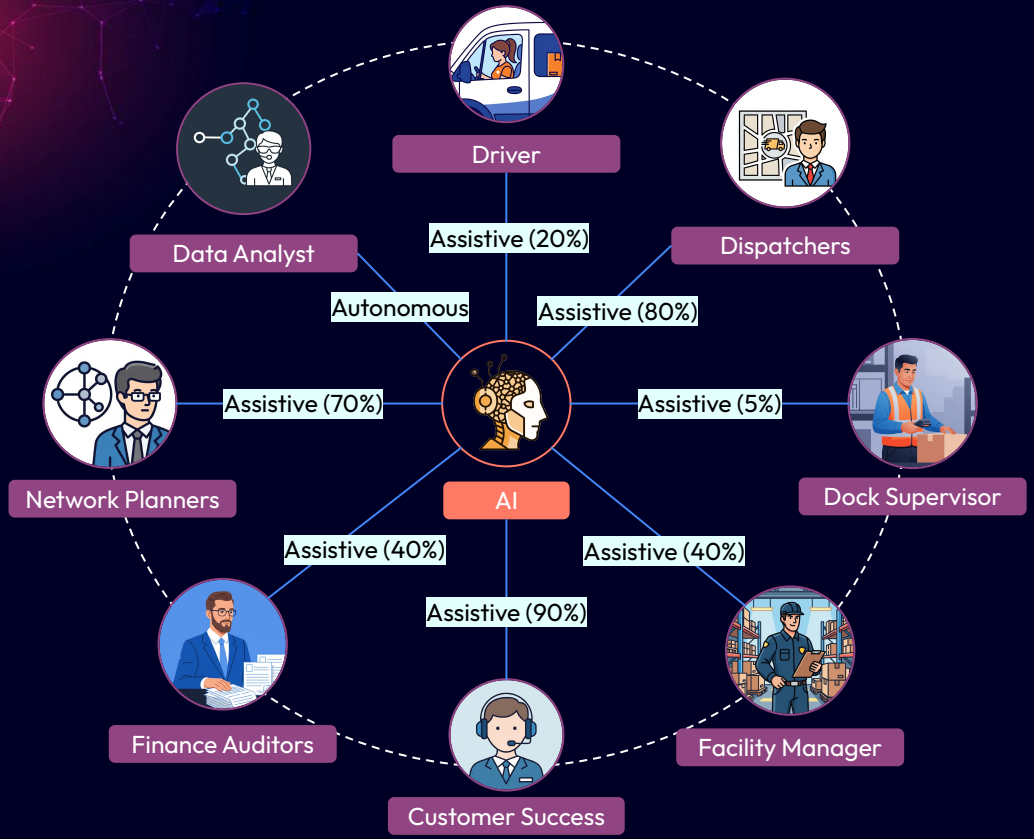
Level 2

Autonomous w/ Human Verification



Level 3

Fully Autonomous



Impact of AI in Last Mile Logistics

THE PROBLEM

10+ hours a day, firefighting chaos.

Most of it never reaches the rest of the org. Dispatchers are the absorbers — and the bottleneck.

15–20%
of orders have data errors

3–5
driver no-shows per week

30+
customer scheduling calls

40%
of time spent on exceptions

5–10%
of PODs fail audit checks

FarEye

LAUNCHING

Pilot

Intelligence. Delivered

The Future of Logistics Is Here

Autonomously with a human in the loop managing the dispatcher's day end to end.

PART 02

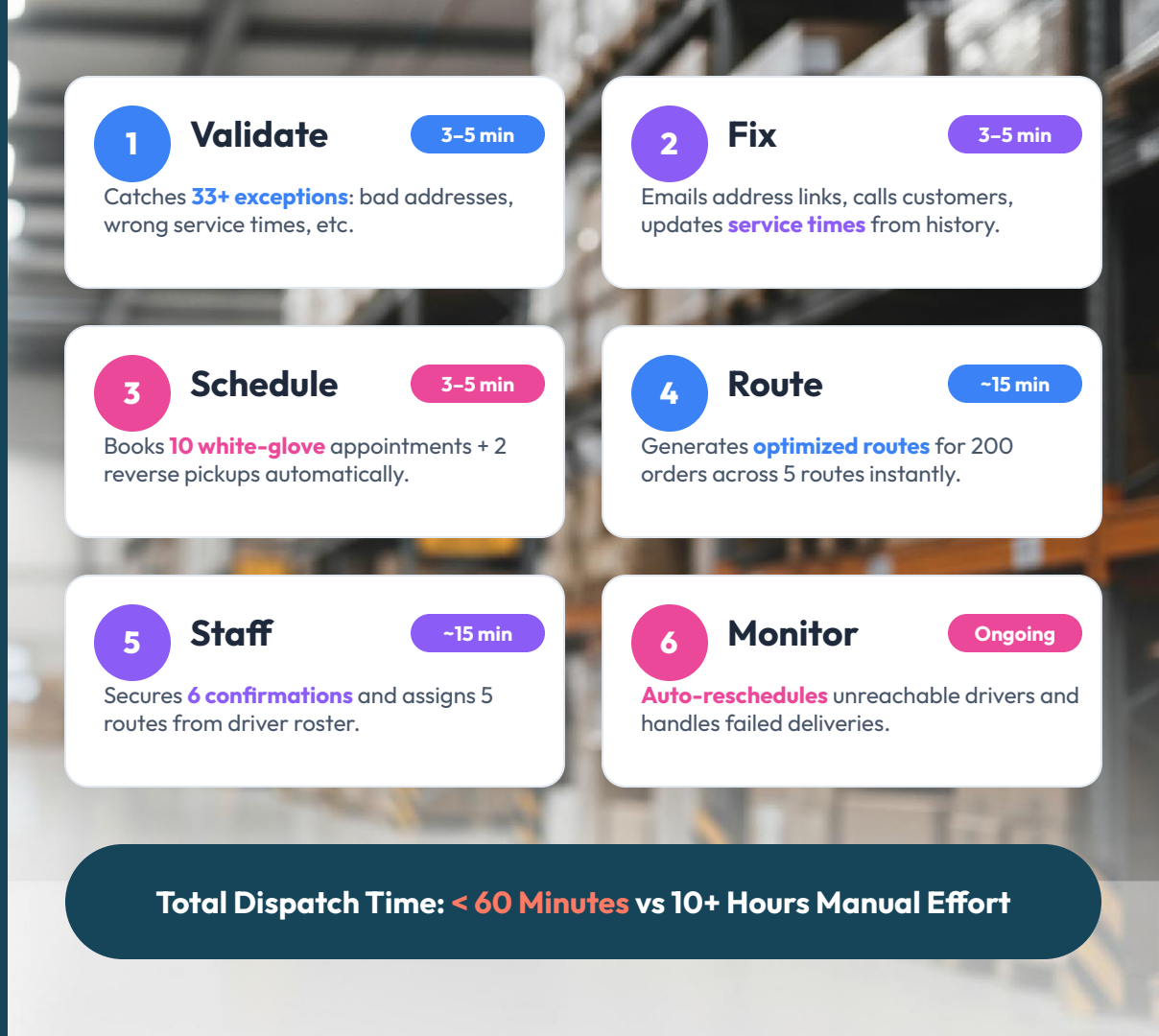
See PILOT in action.

Five live screens from a real dispatcher's day.

FarEye

Reimagining Dispatch Operations Through AI Orchestration

10+ hours of dispatch work, in under 60 minutes



1 Validate — 3–5 min

Catches **33+ exceptions**: bad addresses, wrong service times, etc.

2 Fix — 3–5 min

Emails address links, calls customers, updates **service times** from history.

3 Schedule — 3–5 min

Books **10 white-glove** appointments + 2 reverse pickups automatically.

4 Route — ~15 min

Generates **optimized routes** for 200 orders across 5 routes instantly.

5 Staff — ~15 min

Secures **6 confirmations** and assigns 5 routes from driver roster.

6 Monitor — Ongoing

Auto-reschedules unreachable drivers and handles failed deliveries.

Total Dispatch Time: < 60 Minutes vs 10+ Hours Manual Effort

FarEye PILOT

Human-in-the-loop Autonomous Logistics Orchestration

AI agents coordinating dispatch, scheduling, routing, and communications across parcel, express, and retail distribution networks.

AI Pilot

Supports dispatchers with intelligent recommendations and assisted execution.

Orchestration Layer

Coordinates workflows across existing TMS, OMS, WMS, and CRM systems.

Autonomous Ops

Executes repetitive operational workflows automatically with human oversight.

AI agents can only move as fast as the architecture enabling them.

FarEye

PILOT

Intelligence. Delivered

The AI Dispatcher for Transportation & Logistics

Run the dispatcher's day end-to-end — autonomously, with a human in the loop.

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Last Mile Architecture

Gaurav Gupta
Head of Engineering, FarEye

Why Architecture Matters in Last-Mile

- Huge Volume
- Low Margin
- Real time distributed system
- Physical state changes very fast
- Should be running always

Modern last-mile platform

- Layered Architecture
- Event-driven by default
- Well defined data model, events and states
- Configurable
- API-first and contract-versioned
- Mobile-first and offline-tolerant in the field
- Geo-aware throughout
- Observable
- Security and compliance as foundation, not feature

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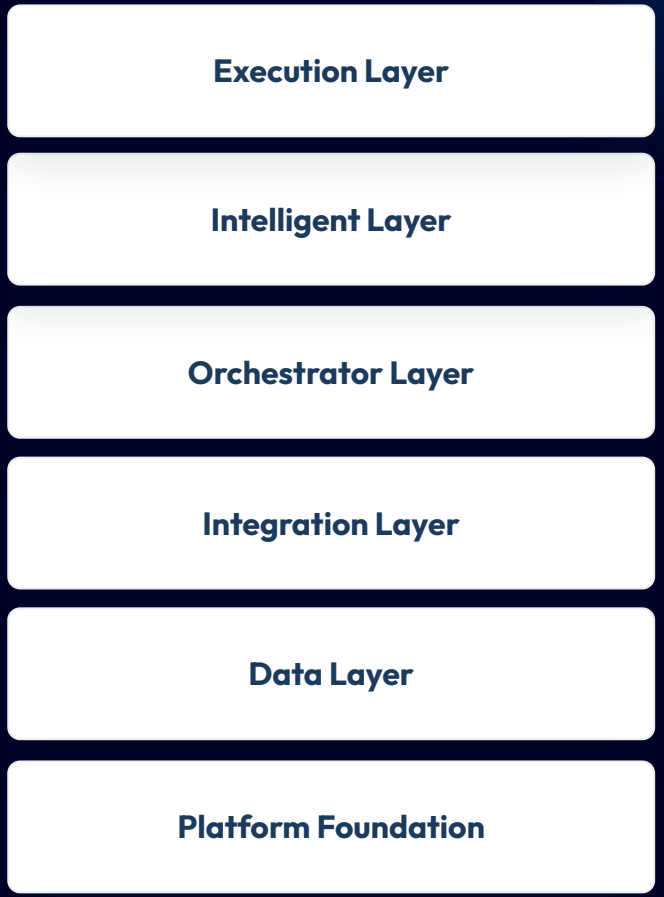
Layered Architecture



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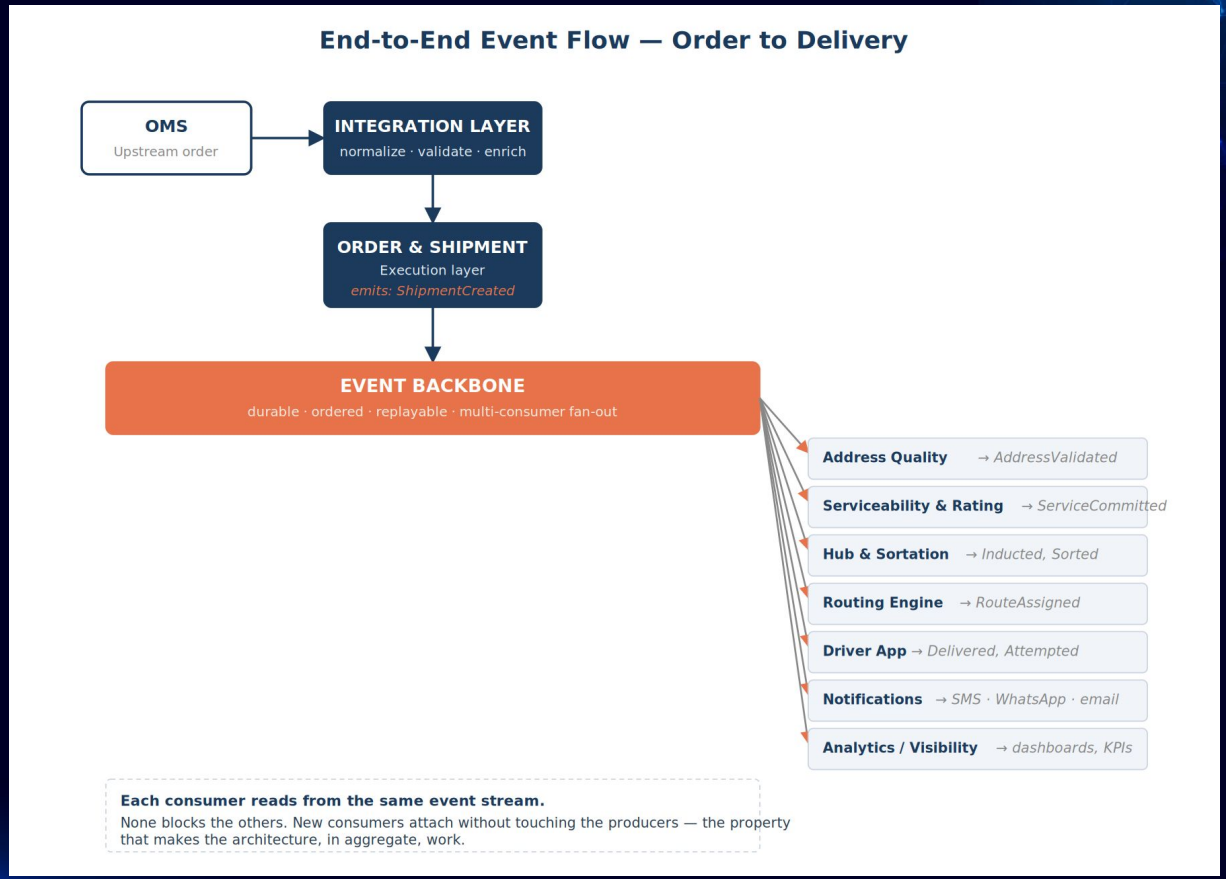
Event Driven



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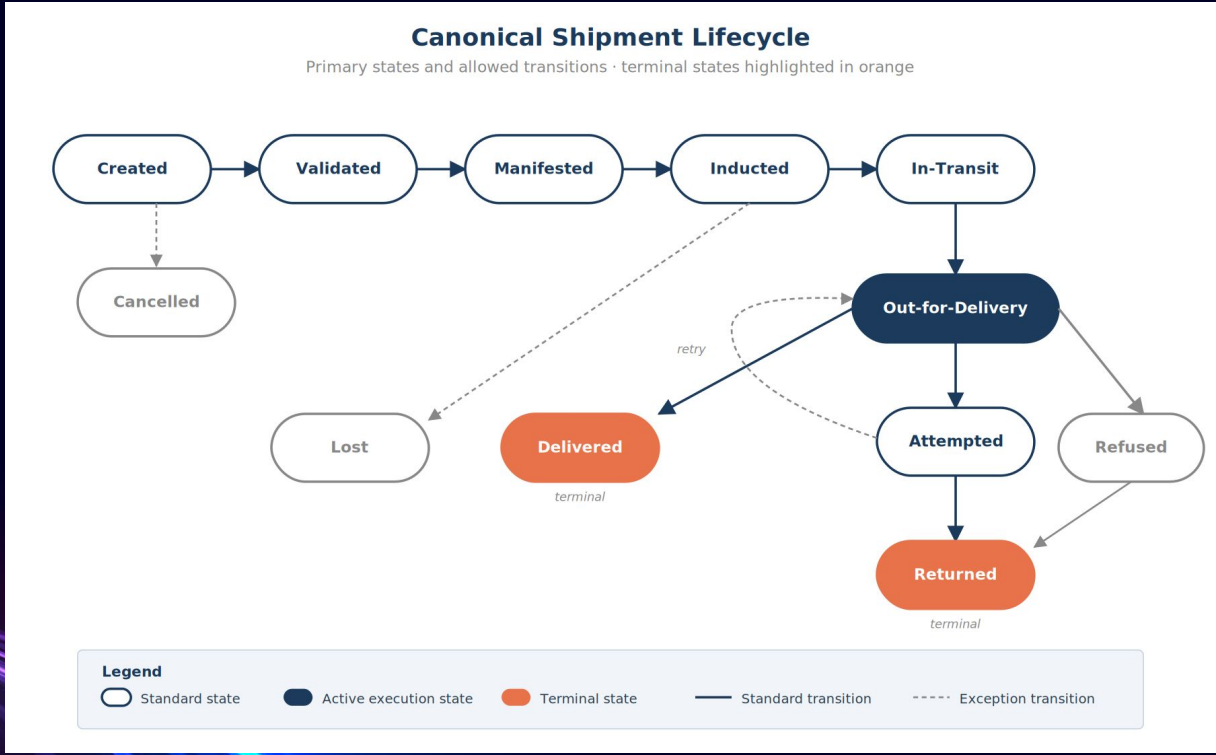

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Configurable

- Business rules live in a rules engine, not in code
- Workflows live in a workflow definition, not in if-statements
- Notification content lives in templates, not in string literals
- Serviceability, pricing, routing constraints, exception handlers, and SLA definitions are all data, not functions

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Thank You!