



Supply Chain
Visionary Finalist



CHALLENGES SOLVED

1

MANUAL TRACK &
TRACE PROCESSES

2

REACTIVE
CUSTOMER SERVICE

3

CUSTOMER
PENALTIES



SOLUTION



FourKites' AI agent Tracy automated our tracking responses, potentially saving 25 hours per week by handling load status inquiries 24/7.

AI handles routine communication and data cleanup automatically, letting our team focus on strategic priorities.



RESULT BY THE NUMBERS

25

HOURS PER WEEK
SAVED THROUGH
AUTOMATED RESPONSES



GOLDEN KITE AWARDS



FOURKITES