

EBOOK

The connected execution playbook

Resilient by design: building supply
chains that think ahead

infios

FOREWORD

At Infios, we believe the supply chain has entered a new era. One marked by disruption as a constant condition. Supply chain execution alone is not enough. To lead in this world, supply chains must become intelligent.

Our mission is to relentlessly make supply chains better, giving companies the ability to anticipate, adapt and orchestrate operations in real time.

This playbook reflects both our vision and our commitment. It demonstrates how intelligence can be applied with purpose—not as a buzzword, but as a driver of measurable outcomes: faster channel launches, fewer backorders, improved productivity and stronger customer trust.

As you read through these pages, I encourage you to think about your own supply chain. Where are you reacting today? Where could intelligence help you move first, resolve faster and keep promises more consistently?

We believe the answer is clear: the future belongs to supply chains that think. Infios is proud to partner with you in building that future.

Richard Stewart

EVP Product Strategy and Marketing

Before



Fragmented systems



Silos, delays, manual firefighting

After



Intelligence Layer



Unified data + AI + orchestration



Faster revenue, resilient ops, happier customers

The new reality

Disruption is now constant. Labor shortages, geopolitical shifts, extreme weather and evolving customer expectations are testing supply chains like never before. Execution alone can't keep up. Resilience now depends on intelligence—the ability to anticipate, adapt and act in real time.

Global supply chains are under relentless pressure. Customer expectations for speed and flexibility keep rising, even as geopolitical instability, labor shortages, climate disruptions and inflation create unpredictable volatility. What used to be rare exceptions, port closures, raw material delays, sudden demand surges, are now constant.

For supply chain leaders, this means execution alone is no longer enough. The companies that thrive will be those that treat resilience not as a defensive measure, but as a growth strategy, anticipating issues, adapting faster than competitors and protecting the customer promise at scale.

Average disruption increase over time

2010

10

major disruption events



2024

40

major disruption events



The next frontier

Fragmented systems lead to costly delays and broken promises. The next frontier is not more integration, but intelligent orchestration: connecting order, warehouse and transportation flows through a unified intelligence layer that makes the supply chain proactive, not reactive.

Most supply chains are stitched together with siloed systems—OMS, WMS, TMS—that work in isolation. The result? Slow responses, manual firefighting and costly failures. Integration helps, but it only connects the pipes—it doesn't create intelligence.

The next frontier is **orchestration**. By unifying order, warehouse and transportation management with AI-driven coordination, businesses move from reactive to proactive. Problems are resolved before they escalate. Opportunities are seized before competitors act. Execution becomes a source of strategic advantage, not a liability.

That is why Infios believes in purposeful innovation, applying AI where it matters the most. We're focusing on transforming supply chain execution into supply chain intelligence. Our connected portfolio gives you the tools to not just respond to disruption but to anticipate it.

At the core is an intelligence layer, which unifies data, embeds AI into workflows and powers real-time orchestration across order, warehouse and transportation management.

Order Management

Faster, smarter channel launches with intelligent orchestration

Warehouse Management

Accelerating fulfillment with proactive troubleshooting

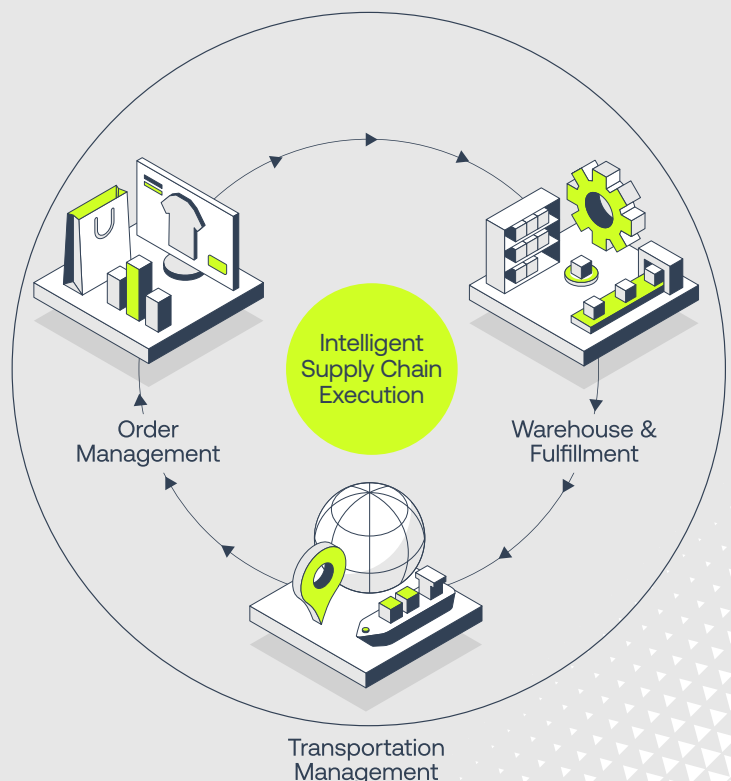
Transportation Management

Driving efficiency with real-time visibility and updates

Cross-Portfolio Orchestration

Coordinating across systems to resolve disruptions before they escalate

The supply chain has always been the backbone of business. Now it can be its brain.



The intelligence layer

The intelligence layer is more than a dashboard—it's the operating brain of a connected supply chain. It unifies data across silos, embeds AI into day-to-day workflows and orchestrates real-time decisions.

The result: faster execution, fewer surprises and stronger customer trust. Intelligence is not another dashboard—it's the operating system for resilience.

For leaders, this means confidence. Confidence that every order is routed correctly. Confidence that disruptions are resolved before they impact the customer. Confidence that investments in digital infrastructure are paying back in measurable resilience, growth and customer trust.

The examples in this eBook show what's possible when a connected portfolio drives intelligent supply chain execution. From transforming manual, reactive processes into foresight, proactive orchestration and measurable outcomes.

With Infios, you gain the freedom to innovate at your own pace. With our modular approach to AI, teams can adopt new capabilities incrementally, test and adapt them to their unique operations and scale when ready. This is purposeful innovation: a portfolio designed not only to solve today's operational challenges, but to empower businesses to continuously evolve.



Use cases that matter

You don't need theory, you need proof of impact. With Infios, intelligence translates into real results. In the next few pages, we'll share examples of theory in action:

1. Order Management

Faster, smarter channel launches with intelligent orchestration

2. Warehouse Management

Accelerating fulfillment with proactive troubleshooting

3. Transportation Management

Driving efficiency with real-time visibility and updates

4. Cross-Portfolio Orchestration

Coordinating across systems to resolve disruptions before they escalate

These outcomes show that purposeful AI isn't hype, it's measurable progress against the pressures every business leader faces.



Order Management in action: **launching a new marketplace channel**



THE CHALLENGE

Adding a new sales channel should be a growth opportunity—not an operational headache. But for many teams, launching on emerging platforms like TikTok creates weeks of manual configuration and amplifies inventory risk.

High cancellation rates—common in fast-moving channels—add fuel to the fire, especially during high-volume periods like holidays and strain margins.

THE SOLUTION

With **AI-enabled order management**, the process looks very different.

When an operator asks to launch a TikTok sales channel, the system doesn't just take note—it builds the workflow. It sets sales limits (e.g., 10%

of available inventory reserved for TikTok), adds a 30-minute hold to reduce cancellations and presents the configuration for review. The operator can approve, adjust or reject before it goes live.

THE IMPACT

New order workflows go from idea to execution in minutes, not weeks. Teams avoid inventory risk, workflows align with business rules and revenue streams switch on faster—without adding complexity.

USE CASES THAT MATTER

Warehouse Management in action: fixing an incomplete order



THE CHALLENGE

When pickers can't complete picking orders, operators often spend valuable time tracking down why. Was it an inventory error, a missed replenishment or an upstream system delay?

These troubleshooting cycles add up—slowing fulfillment, delaying shipments and straining labor productivity in already resource-constrained warehouses.

THE SOLUTION

With **AI-enabled warehouse management**, troubleshooting becomes seamless. When an operator asks “what’s wrong with order 1234?”, the system checks the order queue, identifies the

missing item and traces the issue back to an empty pick location awaiting replenishment. It then offers to reprioritize the replenishment task—so the tote can be completed sooner.

THE IMPACT

Resolution time drops from hours to minutes. Orders move forward without disruption, warehouse productivity improves and fulfillment teams spend more time shipping goods instead of chasing problems.

USE CASES THAT MATTER

Transportation Management in action: filling visibility gaps



THE CHALLENGE

Even with modern tracking tools, shipment visibility often falls short. Data gaps occur when systems don't update automatically (for example with offline ELDs), leaving teams in the dark.

But shipment status inquiries keep coming in, and staff manually call drivers, update portals and relay information—a process that doesn't scale.

THE SOLUTION

When shipment visibility stalls, AI-powered TMS agents proactively call drivers, log location updates and sync the data back into the TMS and customer-facing portals.

Customers and stakeholders stay informed, and teams don't waste hours chasing status updates.

THE IMPACT

Team workload decreases, visibility gaps close faster, customers stay informed and operations scale without adding headcount. Instead of chasing updates, teams can focus on optimizing delivery performance.

USE CASES THAT MATTER

Connected execution in action: **solving a stockout across systems**



THE CHALLENGE

When inventory runs short, disconnected systems slow resolution with manual, error-prone investigation. An OMS might register the shortage, but without visibility into WMS and

TMS, operators can't quickly identify alternative stock or fulfillment routes. The result: delays, higher shipping costs and frustrated customers.

THE SOLUTION

With intelligent orchestration, AI-agents bridge OMS, WMS and TMS in real time. When an item is out of stock, an agent checks warehouse inventory levels and evaluates transportation options simultaneously.

It can recommend rerouting orders to another facility and select the fastest, most cost-effective carrier—all based on the customer's SLA. An operator reviews the recommendations and chooses the best option.

THE IMPACT

Stockouts no longer derail fulfillment. Teams can make cross-system decisions confidently, in real time. Shipments stay on schedule, and businesses avoid unnecessary costs—all while keeping the customer promise intact.

The path forward

Transformation doesn't have to be disruptive. A modular, connected portfolio allows companies to adopt AI at their own pace—piloting where it matters most, scaling as confidence grows and evolving without risk to operations.

We know transformation is necessary, but we also know it must be de-risked. Infios's modular, connected approach allows companies to adopt intelligence incrementally. Start with a single use case, prove value, then expand across the portfolio.

This path minimizes disruption to existing operations while building a long-term foundation for innovation. Leaders gain both immediate wins and a roadmap to resilience and growth. quantify the effects of demand changes, identify potential bottlenecks and validate automation strategies to address them.

Scale

to global intelligence layer

Orchestrate

across systems

Extend

to WMS and TMS

Pilot

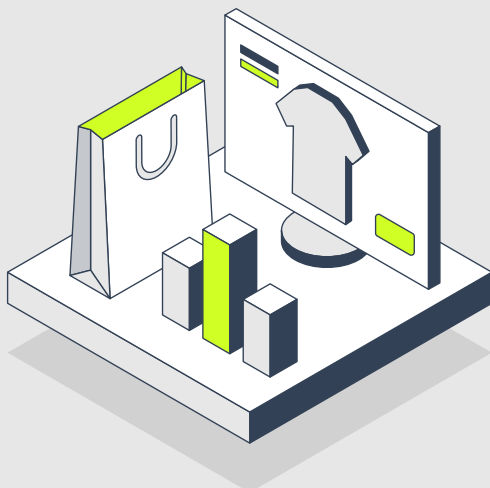
AI in OMS

04

03

02

01



The Infios advantage

Infios is not generic AI, it's AI designed for the realities of supply chain execution. Our connected portfolio and intelligence layer ensure that innovation is practical, measurable and tailored to the outcomes executives care about: profitable growth, resilience and customer trust.

In a world where every promise is scrutinized, Infios equips leaders with the confidence to keep them—and to turn disruption into advantage.



I don't want a flashy supply chain, I want a boring one that just works. Infios makes that possible.

Infios Customer



The backbone becomes the brain

The supply chain has always been the backbone of business. Today, it must also be its brain, anticipating disruption, orchestrating execution and delivering on promises at scale.

Intelligent supply chain execution is no longer optional. With Infios, it is achievable, at your pace, with your priorities and with measurable impact from day one.



Ready to start the journey to intelligent supply chain execution?

Contact us to explore how we can help make your supply chain more adaptive, resilient and customer-centric.

[CONTACT US](#)

