

EBOOK

The Intelligence Layer playbook

From reactive to resilient: Supply chain execution that thinks ahead



infios
a Körber company

FOREWORD

At Infios, we believe supply chain execution is entering a new chapter. One where intelligence isn't optional, it's operational. Supply chain systems that understand what's happening and what to do next.

That's why we built Archer, the intelligence layer for supply chain execution. It unites order, warehouse and transportation systems into an adaptive, agentic network that senses disruption, interprets context and acts instantly.

This playbook shows how intelligence transforms execution from reactive fragmentation to proactive orchestration.

As you read, we invite you to reflect on your own execution landscape. Where could intelligence help you move faster, resolve earlier and deliver more promises?

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Richard Stewart

EVP Product Strategy and Marketing



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The next frontier for supply chain execution

Disruption is no longer episodic, it's constant. From geopolitical shifts to labor shortages and volatile demand, supply chains face relentless pressure.

Traditional execution systems, even when integrated, are too slow and siloed to keep up. Efficiency alone is no longer enough.

To thrive in this environment, companies must evolve from reacting to orchestrating. That means embedding intelligence into the core of execution, so decisions happen faster, workflows adapt in real time and customer promises are protected at scale.

Infios's answer to this new reality is Intelligent Supply Chain Execution (ISCE). It is brought to life by connecting supply chain systems across Order Management (OM), Warehouse Management (WM) and Transportation Management (TM), powered by an intelligence layer.

This is Archer: it drives real-time orchestration to resolve issues before they escalate. It doesn't just connect systems, it makes them think.

This is the next frontier: Intelligent Supply Chain Execution. And Archer is how businesses get there.

Static to adaptive

Before



Fragmented systems



Silos, delays, manual firefighting



Slow responses, missed promises, disappointed customers

After



Intelligence Layer



Unified data + AI + orchestration



Faster revenue, resilient ops, happier customers



The intelligence Layer

Intelligent execution demands more than visibility—it requires foresight, coordination, and adaptability at scale.

Archer powers this shift, turning static execution into an ecosystem of intelligent, AI-enabled orchestration.

Archer acts as the intelligence layer across the Infios portfolio, connecting Order, Warehouse and Transportation systems through shared data, contextual logic and embedded AI agents.

The agents sense disruptions, interpret context and orchestrate actions—so operations move from monitoring problems to preventing them.

Across the portfolio, Archer drives intelligence where it matters most:

Order Management

Agents detect anomalies—like missing inventory or delayed orders—and resolve them before they impact fulfillment.

Warehouse Management

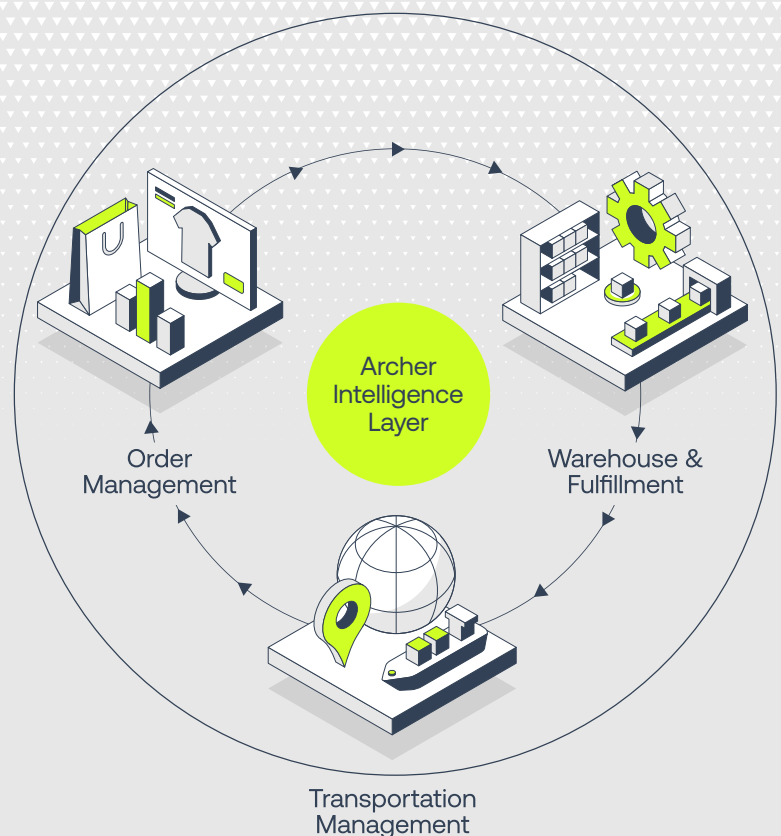
Agents coordinate with labor and inventory systems, reprioritizing tasks or triggering replenishment automatically.

Transportation Management

Agents track shipments in real time, predict delays, and dynamically reroute to meet service-level goals.

Archer doesn't add complexity, it simplifies it.

With a unified data layer, modular APIs, and responsible, transparent AI, it turns execution into a connected, self-optimizing system built to adapt, learn and deliver with confidence.



Use cases that matter

Supply chain intelligence that drives **real-life impact**

The following use cases show how Archer powers execution that thinks ahead and adapts.

Order Management

Detects and resolves order anomalies

Warehouse Management

Improves warehouse performance with timely coaching

Transportation Management

Automates load creation and ensures data consistency

Cross-portfolio order tracking

Determines accurate order status and updates customers



Archer in Order Management: Order Anomaly Correction



THE CHALLENGE

Order errors, like missing items, incorrect shipping data or unplanned delays often go unnoticed until they disrupt fulfillment.

Teams spend valuable time chasing updates, reconciling systems and reacting to issues after they occur, leading to missed SLAs and reduced customer confidence.



THE SOLUTION

The Order Anomaly Detection agent continuously monitors live orders in the OMS to identify incomplete data, inventory mismatches or process deviations. It flags issues as they arise and either alerts

operators with recommended actions or corrects them automatically based on predefined rules. Human oversight stays in the loop, ensuring transparency and control.



THE IMPACT

- **Fewer order errors:** Detects and corrects issues before they escalate
- **SLA adherence:** Resolves problems and keeps delivery promises
- **Higher productivity:** Automates routine triage
- **Continuous improvement:** Agent learns from exceptions

Archer in Warehouse Management: Labor Coaching



THE CHALLENGE

In fast-paced distribution environments, labor performance is a daily lever, but coaching is often delayed or inconsistent. Supervisors spend hours compiling and interpreting shift data and preparing feedback.



THE SOLUTION

The Labor Coaching Assistant brings real-time intelligence to workforce management. During or after the shift, supervisors request performance insights and coaching scripts through the WM labor module.

The agent analyzes performance metrics like lines picked or off-standard times, then generates personalized coaching scripts for each team member.



THE IMPACT

- **Real-time coaching:** Feedback delivered mid-shift and post-shift, not days later
- **Manager efficiency:** No manual prep or lengthy data analysis
- **Personalized guidance:** Scripts tailored to individual performance
- **Higher engagement:** Pickers receive timely, actionable feedback

Archer in Transportation Management: Automated order creation



THE CHALLENGE

Transportation teams handle a constant stream of documents: bills of lading, invoices, tariffs, most of which arrive via

email and require manual entry into the TMS. This slows down load creation, introduces errors and adds friction to time-sensitive operations.



THE SOLUTION

The Order Creation assistant brings automation to document-heavy workflows. When customers email transportation documents, it extracts the relevant data and creates loads directly in the TMS, using AI-enabled APIs.

The agent understands document structure, applies business rules and ensures accuracy without human intervention.



THE IMPACT

- **Faster load creation:** Documents processed in minutes, not hours
- **Lower overhead:** Teams spend less time on repetitive tasks
- **Fewer errors:** AI-driven data processing reduces errors
- **Scalable automation:** Supports high-volume operations and new use cases

Archer in Connected Execution: Order status updates (WISMO)



THE CHALLENGE

Customers expect instant visibility into their orders, but fulfillment data is often fragmented across OMS, WMS and TMS and Support teams must manually track

down order status across disconnected systems. Meanwhile, customers are frustrated by delayed responses.



THE SOLUTION

The Order Status Agent provides accurate visibility through a unified interface. Operators and customers inquire about order status via chat, email, text or voice.

The agent navigates connected systems: OMS, TMS, WMS and external platforms, and then delivers tailored responses in real time.



THE IMPACT

- **Customer visibility:** Real-time updates across OMS, TMS and WMS
- **Self-service enablement:** Updates without contacting support
- **Increased team bandwidth:** Fewer inbound inquiries to customer service

- **Faster resolution:** Status requests delivered in real-time

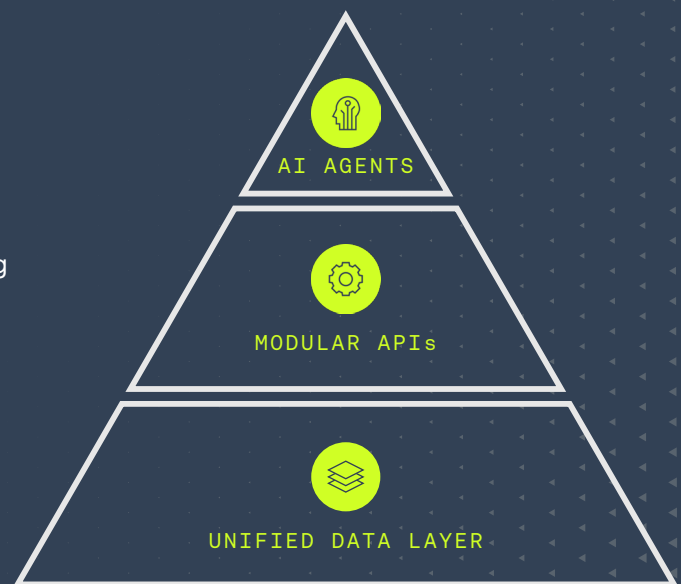
Archer turns fragmented fulfillment data into a connected customer experience, reducing support overhead and improving satisfaction.

The Infios advantage

While others bolt onto AI legacy systems, Archer is born intelligent: open, API-driven and governed by responsible AI. Its agents co-exist with any OMS, WMS or TMS, and continuously learn from every decision.

Archer was designed to solve:

- **Siloed systems:** Unifies execution through a shared intelligence layer, so decisions are made with full context, not partial views.
- **Integration drag:** The API-first, modular architecture connects with what customers have today—delivering value in days, not months.
- **Reactive firefighting:** AI agents resolve issues before they escalate and frees teams to focus on what moves the business forward.
- **AI uncertainty:** Responsible, explainable AI is built into Archer from day one so teams can trust, audit and act with confidence.



With Archer, your systems are connected and elevated with a shared intelligence layer, modular APIs and AI that's transparent by design. This is how Infios delivers purposeful innovation: solving today's challenges while laying the foundation for what's next.

The path forward

Supply chains have always been the backbone of business. But in today's world of constant disruption, the backbone alone isn't enough.

The companies that will lead aren't those with the most systems; they're those that orchestrate them intelligently to protect promises and unlock growth. This is the next frontier: Intelligent Supply Chain Execution (ISCE).

Archer makes this transformation a reality. By embedding AI directly into execution workflows, it turns reactive operations into proactive orchestration. It doesn't just connect systems, it makes them sense, adapt and think.

With Archer's modular approach, supply chain leaders can start the journey to intelligent execution today:

- **Start where it matters most:** Pilot Archer in a high-impact area like order anomaly detection or labor coaching.
- **Expand with confidence:** Introduce new workflows as value is proven, without re-platforming or rip-and-replace.
- **Scale strategically:** Implement Archer across systems, moving toward proactive, end-to-end orchestration

This is purposeful innovation. It's about reinventing execution to thrive in an environment where volatility is constant and expectations are rising. With Archer, disruption becomes opportunity and execution becomes a source of lasting advantage.



The future of execution isn't automated, it's intelligent. With Archer, Infios turns complexity into coordination and insight into impact.



Ready to start your journey to Intelligent Supply Chain Execution?

Contact us to explore how we can help you unlock resilience and tangible impact for your supply chain.

[CONTACT US](#)

