

# A Leading North American Retailer Autonomously Runs Multimodal Logistics with Locus Agentic TMS



**\$1M+**  
in savings

**100%**  
real-time visibility  
across truck, rail,  
and 3PL

**6**  
legacy systems  
replaced by one  
agentic TMS

**6 to 9mo**  
kick-off to  
go-live

## Company Profile

A leading North American retailer runs one of the region's larger captive retail logistics networks: a multi-hundred-store footprint supplied through several distribution centres and a network of hubs, with a private fleet moving tens of thousands of deliveries a year across ocean, rail, and road. For years, it ran on six disconnected systems that could not scale without adding headcount.



**Industry:**  
Retail. Multimodal logistics.



**Geography:**  
North America



**Scale:**  
Tens of thousands of deliveries/year,  
several-hundred-truck private fleet

## THE CHALLENGE

A growing network was capped by a manual, six-system stack. Three problems:

### Decisioning was manual and static

Routing followed fixed patterns; loads, appointments, and freight bills were handled manually. Planners couldn't adjust as the day changed, and more volume meant more people.

### Planning ran leg by leg, never as one system

Trailers went out underfilled and return legs ran empty, with no way to match backhaul or maximize trailer and dock utilization, leaving capacity and revenue on the table.

### No real-time visibility across a multimodal chain

Freight moved across ocean, rail, DC, hub, and store, but nothing tracked it end-to-end. Exceptions surfaced only after delays had reached store service.

### Net Impact

Growth meant more headcount with savings trapped across a fragmented chain no one could see end-to-end.

## THE SOLUTION

Locus deployed governed agents as the decisioning layer alongside the retailer's ERP and WMS. Locus runs as the system of execution; ERP and WMS stay systems of record. Three structural shifts:

### Autonomous, constraint-governed decisioning

Dispatch agents run routing and dispatch across DC, hub, and last-mile against 250+ operational constraints (vehicle types, delivery windows, regional weight limits). Settlement agents automate freight billing and reconciliation.

### One live view, from ocean to store shelf

The Hub agent orchestrates DC, yard, and ocean and rail transit. The Customer agent delivers live status, store ETAs, and a unified vendor and store portal, surfacing delays before they reach the store.

### Planning unified, governed end-to-end

The Capacity and Carrier agents plan loads and match backhaul, turning empty return legs into revenue. Locus connects ERP, WMS, and live feeds, every decision governed by six mechanisms including human-in-the-loop override.

## THE RESULTS

**\$1M+**  
in savings

Drawn from optimized routing, automated settlement, and retired duplicate systems, with break-even inside the first year.

**99%+**  
on-time store delivery

Real-time visibility and automatic exception routing lifted on-time delivery, with exceptions resolved in under two hours across the network.

**95%+**  
route compliance

Drivers run the routes the agents plan. Compliance is tracked live, with every autonomous decision logged for explainability, traceability, and human override.

**80%+**  
reduction in manual dispatch

Dispatch agents took over routing across DC, hub, and last-mile, freeing planners to govern exceptions instead of coordinating loads manually.