

# Fortune 50 Parcel Leader Automates Centralized Dispatch Across 120 Countries with Locus



**1M+**

shipments a year on one decision layer

**4,500+**

drivers under one policy (captive and contract)

**120**

countries served on one network

**\$14M+**

unused capacity uncovered across 25 sites

## Company Profile

A Fortune 50 parcel and logistics leader operates one of the world's largest global freight forwarding businesses, moving 1M+ shipments a year across 120 countries through a network of company-owned facilities and contract partners. The legacy operating system, inherited through acquisition, couldn't keep up with the network's growth across continents, fleets, and modes.



**Industry:**  
Parcel and Logistics



**Geography:**  
120 countries



**Scale:**  
1M+ shipments/year

## THE CHALLENGE

The customer's freight forwarding business had outgrown its operating model. Three problems compounded:

### A new freight platform that couldn't run dispatch

The replacement freight platform was meant to handle routing in its own stack. It couldn't. Dispatch needed a system built for it.

### Captive and contract fleets needed different decisioning logic

Captive shifts ran on zone-based routing. Contract carriers required tendering and on-demand assignment. No single tool unified the 4,500-strong driver pool.

### Pickup, transit, and delivery sat in disconnected systems

Shipments moved as one chain, but each leg's decisions lived in different tools. No real-time view, no single layer to decide.

#### Net Impact

Fragmented operations across continents, fleets, and modes, where the cost of fragmentation grew faster than the cost of moving freight.

## THE SOLUTION

Locus deployed agents into the customer's global freight forwarding network, mapped to three structural shifts:

### Agentic dispatch closed the platform gap

Orchestrator and Dispatch agents now run pickup and delivery decisioning across the network. Routing and last-mile decisioning live in a system designed for them, not bolted onto a freight stack.

### One engine for every fleet, every routing mode

Capacity and Carrier agents govern the full driver pool under one policy. Zone-based, tendering, and on-demand routing all run inside one agentic decision engine, against one live view of the network.

### Pickup to delivery, decided as one chain

Hub and Customer agents run transit orchestration and live shipment status. The chain operates as a single decisioning system. Infosec, customs, and timecard integrations sit on the same agentic spine.

## THE RESULTS

### 1M+ shipments a year, one decision layer

Pickup, transit, and delivery for over a million shipments a year now run on one agentic decisioning layer, end to end.

### 4,500+ drivers under one policy

1,500+ captive drivers and dockworkers plus 3,000+ contract carriers, dispatched on one decision engine against one live view of the network.

### \$14M+ unused capacity uncovered

A single-site analysis surfaced \$500K+ in unused capacity, including premium-tier service given away on cheaper classes. Scaled to 25 sites, \$14M+ annualized.

### 99.99% platform uptime

Enterprise-grade reliability across global operations, with deep integrations into upstream and legacy stacks.