

The background of the slide is a dark blue abstract graphic. It features a central glowing sphere with a network of white dots and lines radiating from it. Surrounding this sphere are several circular icons: a person icon, a cloud with up and down arrows, and a headset icon. The overall effect is a sense of global connectivity and technology.

AI across the sales and delivery chain

What does AI deployment across the automotive sector mean for Finished Vehicle Logistics?

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AI is already being deployed within Finished Vehicle Logistics



FVL demand forecasting

- Mosolf employed an AI FVL forecasting tool that provides 'better forecasts than we receive from carmakers', forecasting being a longstanding issue for LSPs



Process scheduling and optimisation

- Syncrosupply, INFORM's AI-powered yard management software, unites planning and real-time execution in one platform



Used vehicle condition appraisal and remarketing decision making

- AUTO1 AI enabled Car Audit Technology is automatically detecting around 90% of damages, such as dents and scratches, and helps to direct flows to correct refurbishment and sales channel

And more widely across sales channels and the customer experience



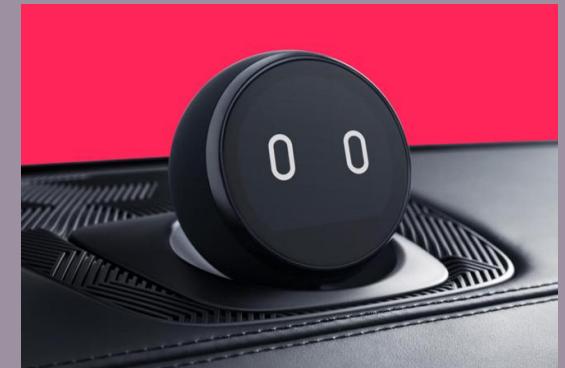
- Stellantis&You - No-code remarketing AI innovation that cuts ad-generation time to seconds

- Keyloop – Aime, an AI chatbot for car dealerships, answers customer questions 24/7, plus Kara for resolving staff questions



- Blossom Vehicle Leasing - Meet Sam, an AI-powered digital assistant designed to reduce administrative burdens and streamline fleet management

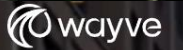
- In-car AI voice assistant Nomi from Nio



Through to embodied AI for assisted and automated driving

Live London trial

- September Wayve and Uber launch first-ever (supervised) autonomous rides in the UK



Taking a different approach

- Wayve is building a general-purpose driving intelligence that learns from data and scales across vehicles, geographies, and applications.

Wayve AI Driver

- Mapless, vehicle agnostic software for all levels of driving automation.

Across retail and services more broadly, AI is acting as an accelerant to longstanding trends

Demand, constraint and risk sensing

- Autonomous demand sensing and forecasting, risk sensing to reduce fragility within supply chain operations - via input variables such as weather, social media trends



Mass customisation

- Predictive operations and offers of customised solutions to customers, using customer data to offer tailored products and services



Enhanced customer interaction and support

- Personalised assistants for customers via agentic AI



Insight and action engines

- Systemic business model redesign, plus agentic AI task automation, tactical and strategic management support, embedding agentic AI to integration of data and workflows

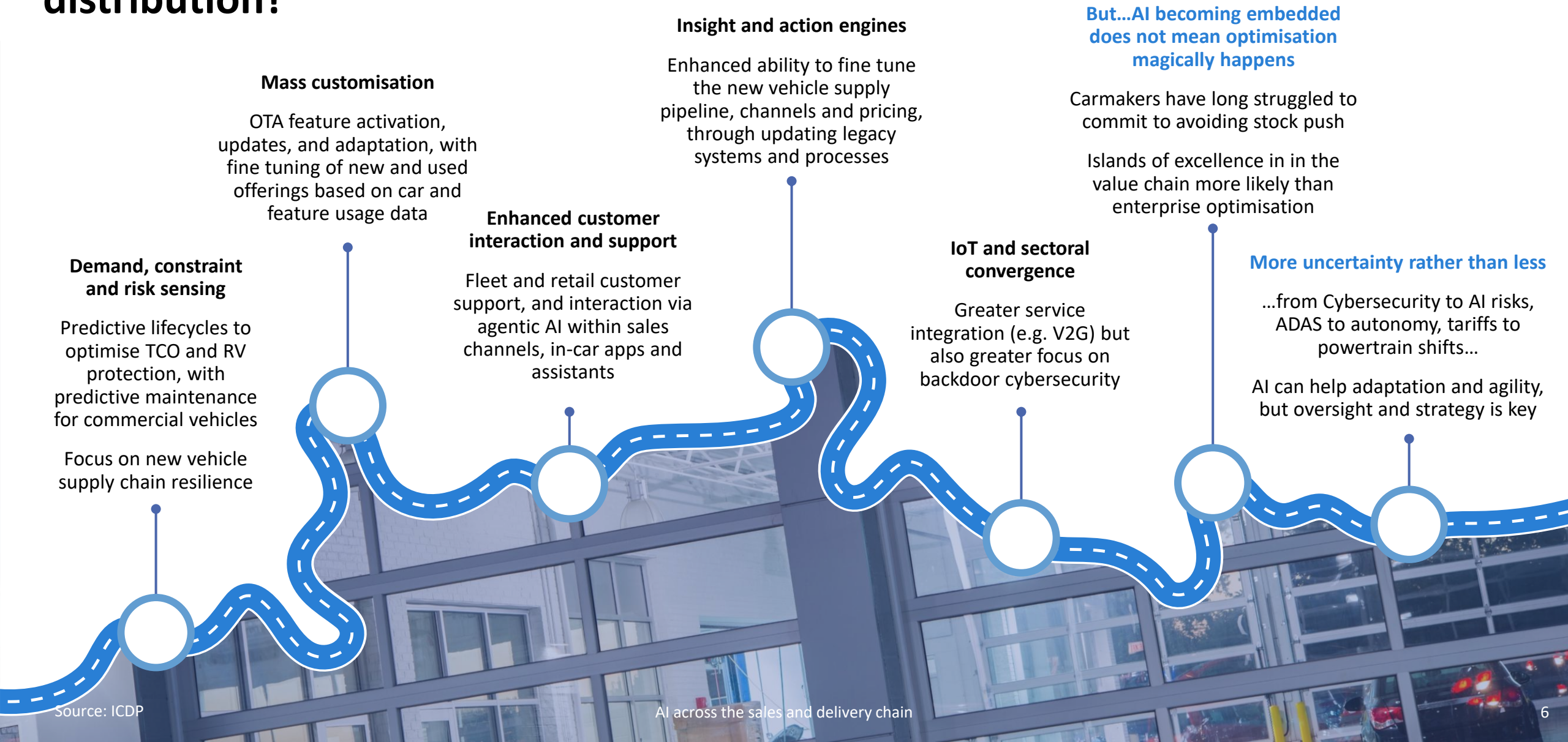


IoT and sectoral convergence

- AI being able to manage IoT, and complex and fragmented data, supports one sector (e.g. auto) beginning to combine services with another (e.g. energy and energy storage)



How could these trends accelerate change in automotive distribution?



What does this mean for Finished Vehicle Logistics?

Demand, constraint and risk sensing

- Potential for improved actionable insights on workflow planning and resilience, (e.g., via better forecasting and sharing of order pipelines)

Mass customisation

- Potential for cars in delivery mode as connected sources of sales status, (e.g. destination changes if sold en route), so becoming 'self-routing'

Enhanced customer interaction and support

- Potential for greater communication, (e.g., via 24/7 and faster answers to queries from all FVL providers)

Insight and action engines

- Potential for automation of processes within islands of excellence, including problem solving by agentic AI (e.g., port operation optimisation)

IoT and sectoral convergence

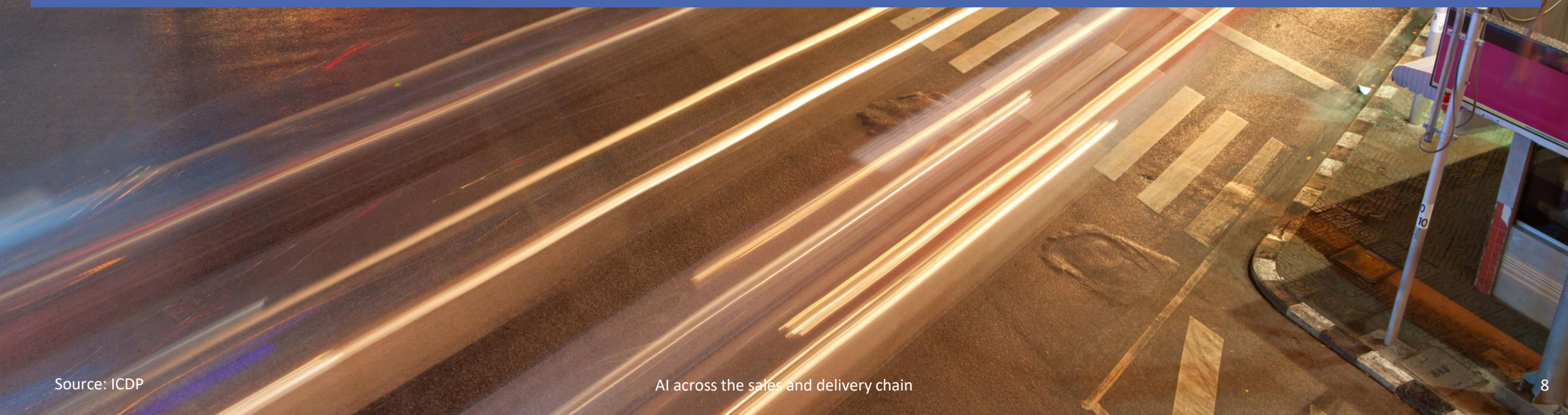
- Beyond better logistics solving within value chain and provider, potential for greater multi-modal and multi-sector collaboration, (e.g., forming block trains)

Note potential, not inevitable...

- Better asset and capacity utilisation, along with use of insights on key flows and investments, will be driven by people, not AI



But of course, the proof will be in the doing, in everyday incremental change...





"The future is already here – it's just not evenly distributed" William Gibson



Automotive distribution
research, insight,
implementation

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