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Agentic as a Catalyst to Transform Customer Service, Cost, and Agility in Logistics



Logistics providers face growing demands for faster, more accurate information, greater operational efficiency, and increasingly specialized customer services. Agentic AI offers opportunities to address these challenges by improving inventory visibility, optimizing labor productivity, and helping employees identify and resolve operational exceptions.

At **FutureLink Barcelona 2026**, Clinton Gibboney, Managing Director, Global Services IT at CEVA Logistics, joins Brian Daleiden, Vice President of Corporate Marketing at TraceLink, to discuss the evolving role of logistics providers in the healthcare supply chain. Gibboney shares how CEVA is applying AI to inventory management and warehouse operations, including robotic cycle counting and agent-assisted exception management. He also discusses the importance of clean, standardized data, real-time information exchange, and managing the total cost of ownership as organizations introduce AI agents.

Key takeaways:

- Learn how AI and agentic workflows can improve inventory accuracy,

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warehouse productivity, and operational exception management.

- Understand why real-time data exchange and consistent information across ERP and warehouse management systems are essential to better customer service and faster decisions.
- Discover how logistics providers can prioritize agentic AI use cases, manage implementation costs, and align technology investments with customer needs.

Watch now to learn how CEVA Logistics is using digitalization and agentic AI to improve efficiency, agility, and customer service across healthcare logistics.

VideoMultienterprise Information Network Tower (MINT)Agentic Orchestration, Supply Chain DigitalizationLogistics/Distribution, Manufacturing, Supply Chain
Meet with TraceLink to learn more about the Agentic Supply Chain Operating Model
Fill out the form to speak with our team.

Thank you! We will contact you soon!

Related Content

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FutureLink Barcelona 2026 Keynote: TraceLink Powers the Agentic Supply Chain Operating Model Transformation

A new era of supply chain operations is taking shape, with humans and governed AI agents working together to manage complex business processes, respond to disruptions in real time, and coordinate decisions and actions throughout the global supply network.

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The Next Competitive Advantage in Supply Chain Starts With a New Operating Model

Download the white paper to see how the Agentic Supply Chain Operating Model transforms multienterprise supply network performance and productivity through governed human-agent work.

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Scaling Enterprise AI Starts With the Right Operating System

Download the white paper to see how the Agentic Supply Chain Operating System, built on the OPUS Platform, implements and scales the Agentic Supply Chain Operating Model through governed OPUS Agents.

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Integrated Agentic Business Processes Transform the Supply Chain Operating Model

Discover how governed AI agents and human teams can work together to improve supply chain productivity, responsiveness, and business performance.
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