

CASE STUDY

An 18-Month Warehouse Decision Intelligence Journey

How AI-Powered Orchestration Replaced Tribal Knowledge
and Delivered Measurable ROI Across a Global Distribution
Network

CUSTOMER

A Leading Global CPG Manufacturer

SECTOR

Food and Beverage



Warehouse Orchestration Meets Real-World Complexity

A global food and beverage manufacturer faced a defining moment: executing an AI integration roadmap during a major corporate restructuring. With dozens of distribution sites running on institutional knowledge locked inside individual managers, the organization needed a systematic way to scale expertise and make real-time decisions.

In partnership with AutoScheduler.AI, the company embarked on an 18-month Decision Intelligence journey, transforming how its warehouses plan, execute, and measure performance at scale.

9%**Network-Wide CPPH Improvement**

Year-over-year across all distribution sites

19%**CPPH Improvement at Pilot Site**

Lead facility established the network benchmark

18_{mo}**Pilot to Enterprise-Wide Deployment**

Full network impact achieved in 18 months

CPPH = Cases Per Person Hour. Primary warehouse labor productivity metric. Every 1% gain reduces operating costs directly.

THE CHALLENGE

When Expertise Lives in People, Not Systems

CHALLENGE 01

Tribal Knowledge at Scale

Best practices locked in individual managers. When key people left, sites regressed with no systematic way to recover.

CHALLENGE 02

No Visibility into True Optimal

Performance measured against historical averages rather than what was achievable under optimal conditions, masking the real improvement potential across the network.

CHALLENGE 03

Reactive, Not Predictive, Planning

Labor and dock decisions made hours before execution with no time to prevent overtime costs or carrier detention fees.

"Our best practices lived inside people's heads, not in our systems."

**SENIOR DIRECTOR OF
DISTRIBUTION**

THREE STRATEGIC PILLARS

Decision Intelligence at Every Layer of the Warehouse

01

From Tribal Knowledge to Standardized Work

AutoScheduler codified best warehouse practices into AI-driven playbooks, making top-performer expertise available system-wide regardless of who was on shift.

- AI-driven task sequencing and labor allocation standards
- Faster onboarding via system intelligence, not mentorship alone
- Single source of truth across the distribution ecosystem

02

Visibility into Plan Execution vs. Optimal

The Site Compliance Dashboard gave leadership a live window into plan adherence, comparing actual execution against AI-calculated optimal performance.

- Real-time Site Compliance Dashboard across all facilities
- Benchmarking against optimal, not just historical average
- Early flagging of detention fees and overtime risk

03

24 to 48 Hour Ahead Planning Engine

AutoScheduler's AI generates labor and dock schedules 24 to 48 hours in advance, shifting the operation from reactive firefighting to proactive orchestration.

- AI-generated schedules 24 to 48 hours before shift execution
- Straight-time vs. overtime optimization in every plan
- Dock scheduling coordinated with volume forecasts

CHANGE MANAGEMENT - KEY LESSONS

Operators and shift managers had a direct voice in tool development as co-designers. Their feedback shaped reason codes and delay functions, deepening adoption at every site and turning skeptics into advocates.

01 AI must be transparent: operators need to understand why the system makes its recommendations

02 Structured floor feedback loops must be built into the product development process

03 AI augments decision-making; it does not replace experienced warehouse leaders

AutoScheduler layers on top of existing WMS, LMS, and YMS systems, acting as the orchestration layer that ties all data and decisions together in real time without replacing existing technology investments.

PROVEN NETWORK IMPACT

Measurable Gains,
Network-Wide

NETWORK-WIDE

9%

CPPH Improvement YoY

Consistent gains across all distribution sites within 18 months of full deployment

PILOT SITE

19%

CPPH Improvement

Lead facility became the network benchmark, proving the model before broader rollout

24-48h

Advance planning horizon

OT Down

Overtime optimized every schedule

Fees Down

Detention fees avoided proactively

1 Platform

WMS, LMS, YMS unified in real time

THE 18-MONTH JOURNEY

From Single Site to
Network Transformation

MONTH 1 TO 3, PILOT SITE GO-LIVE

First site deployment. Establish CPPH baseline and begin surfacing the optimal vs. actual performance gap across all shift types.

MONTH 3 TO 9, ITERATION AND TRUST BUILDING

Floor feedback loops launched. Reason codes and delay functions added based on operator input. Frontline workers become advocates for the platform.

MONTH 9 TO 14, NETWORK ROLLOUT

Proven pilot playbook expanded to additional distribution sites. Each facility adapts the model to local conditions while maintaining network-wide consistency.

MONTH 14 TO 18, SUSTAINED PERFORMANCE

9% YoY CPPH improvement confirmed network-wide. Continuous improvement cycle established. Decision Intelligence becomes the operational standard.

ABOUT AUTOSCHEDULER.AI

Meet the Warehouse Decision Agent

for Food and Beverage

AutoScheduler.AI is a Warehouse Decision Intelligence Platform that layers on top of existing WMS, LMS, YMS, and automation systems to orchestrate labor, dock, and inventory decisions in real time.

Powered by a continuously running optimization engine, it harmonizes data across every connected system and intelligently allocates the workforce, sequences wave releases, assigns dock doors, and flags at-risk shipments, adapting instantly as conditions change to improve service, increase throughput, and lower operating costs.

Its **Warehouse Decision Agent** puts this intelligence directly in users' hands, always on call to surface the plan and the reasoning behind every recommendation. This is your entry point to the platform.

WHAT THE PLATFORM ORCHESTRATES

Labor Allocation

Intelligently assigns the right workforce to the right tasks at the right time, balancing straight-time and overtime across all shifts.

Wave Release Sequencing

Sequences outbound waves to maximize throughput and eliminate idle time while protecting carrier on-time performance.

Dock Door Assignment

Assigns inbound and outbound trailers to doors dynamically, reducing congestion and preventing costly detention fees.

At-Risk Shipment Flagging

Continuously monitors execution vs. plan, surfacing exceptions before they become service failures or missed SLAs.



Start Now

**AUTO
SCHEDULER**

