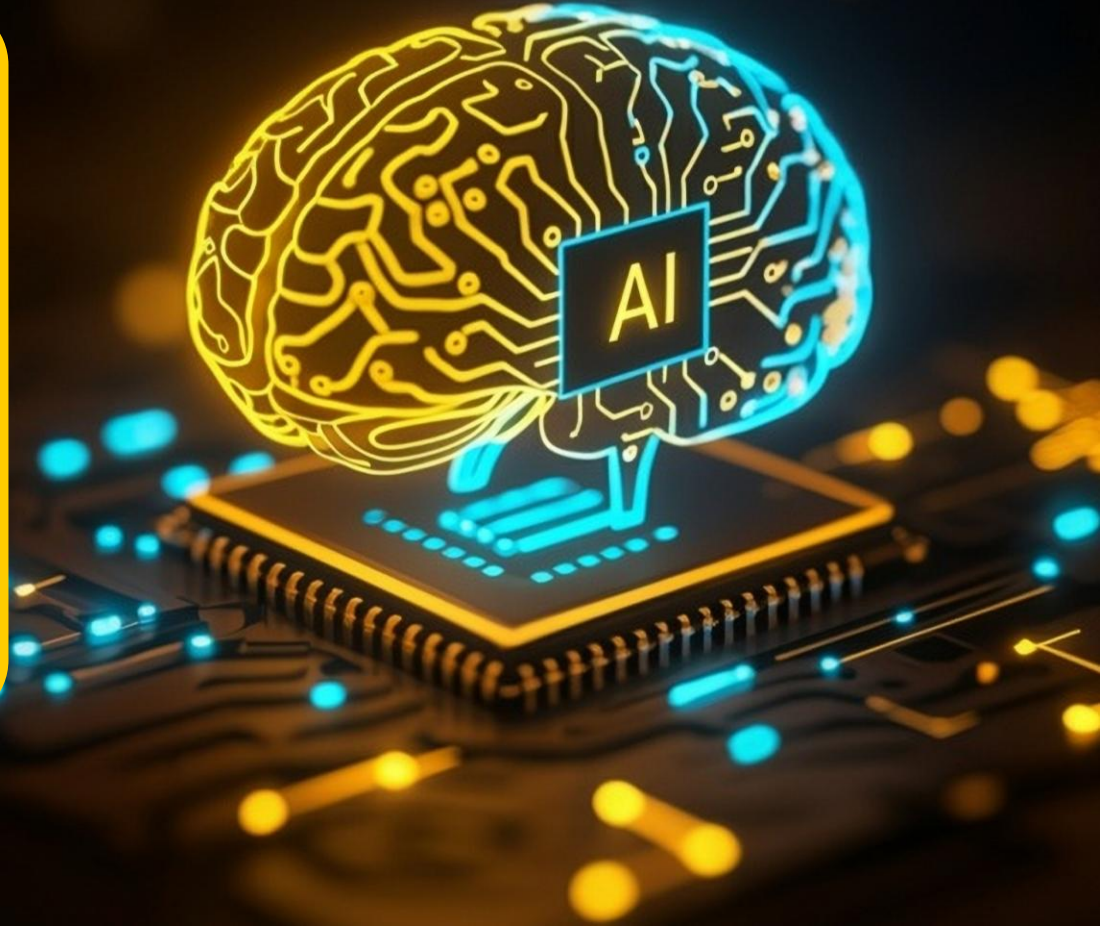


**Leveraging  
AI in  
Logistics.  
Today**



AI

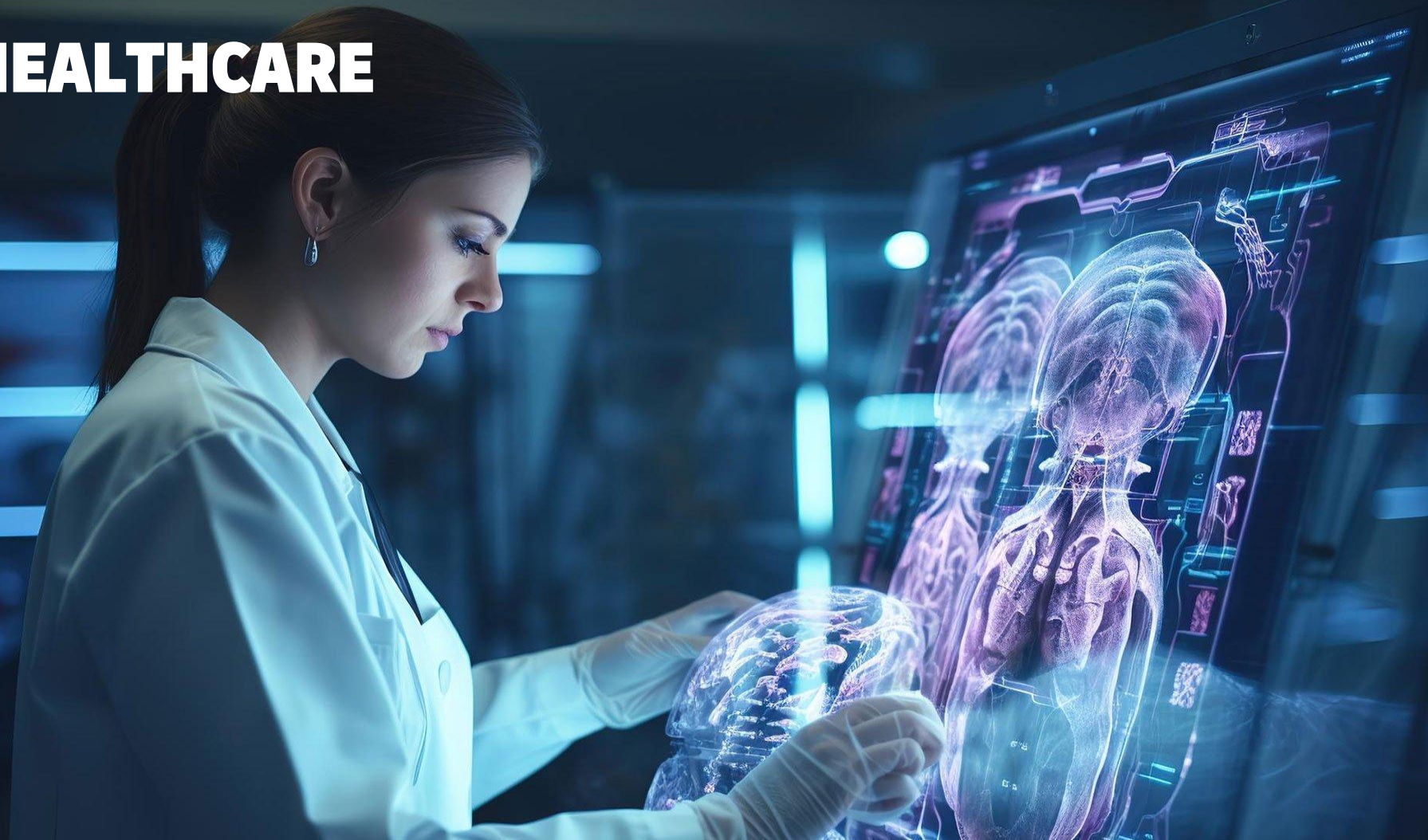


“

Artificial intelligence is the  
new electricity.

—  
ANDREW NG

# HEALTHCARE



**EDUCATION**



**SCIENCE**



# BUSINESS



**LOGISTICS**

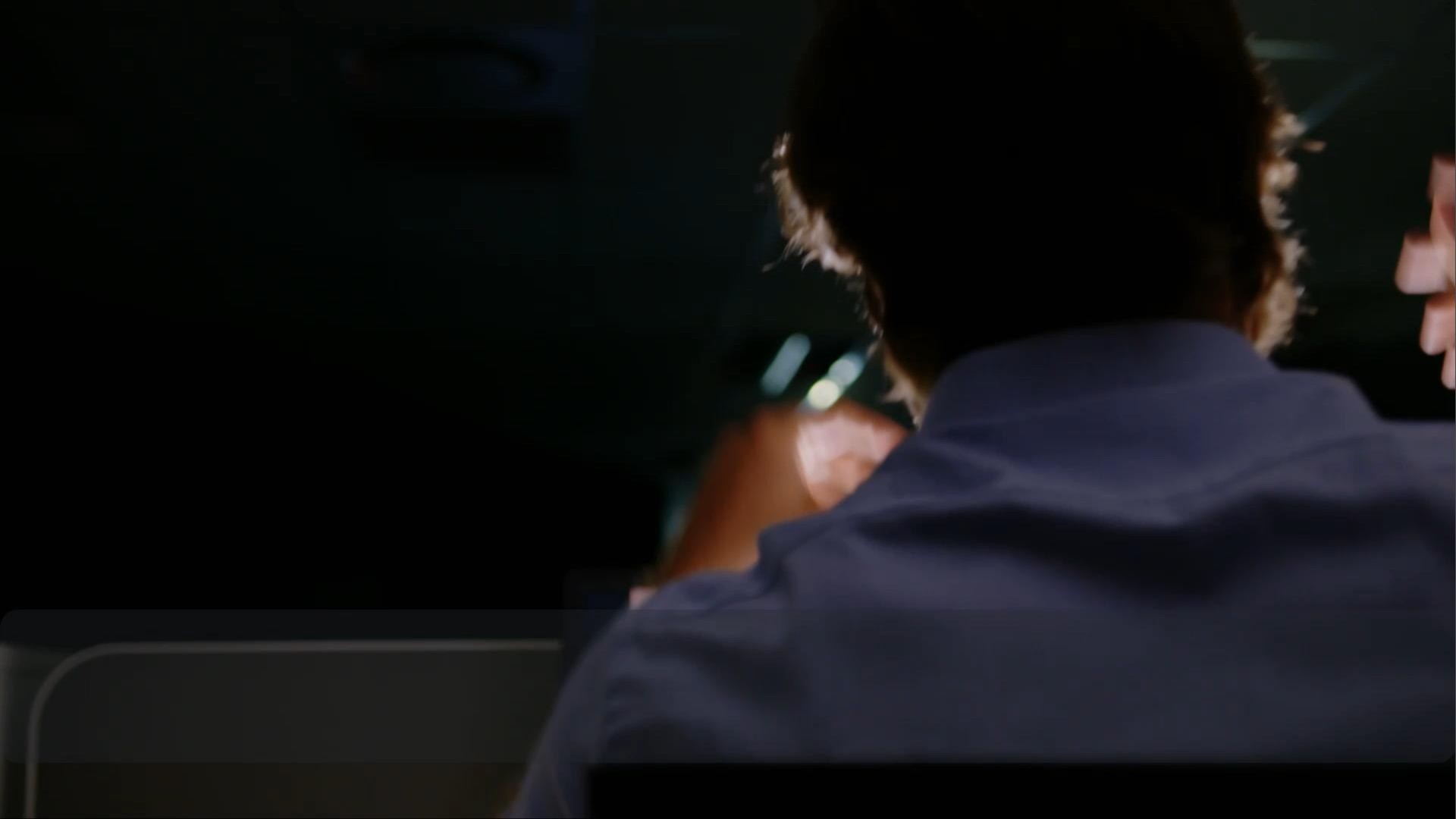


**TODAY**



SHEIN





# Leveraging AI in logistics. Today

## How are leading companies leveraging AI in their operations?



**Dorian Groeger**  
Enterprise Sales Lead  
Mobility & Logistics



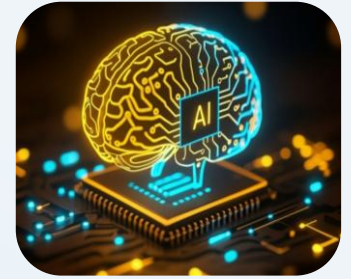
**Alex Bitiukov**  
Principal Program Manager  
Supply Chain AI Strategy and  
Integration



**Annabella Ng**  
Senior Director  
Global Public Affairs



**Yin Zou**  
EVP Corporate  
Development



**Submit your  
questions for  
Q&A**

**Join at [slido.com](https://www.slido.com)  
#5141 943**

# Frontier Agent Platform

A new technology blueprint for companies that are AI-operated but human-led.

Dorian Groeger  
Microsoft



A new organizational blueprint is emerging, one that blends **machine intelligence** with **human judgment**, building systems that are AI-operated but human-led.

Work Trend Index Annual Report  
2025: The Year the Frontier Firm Is Born  
<https://aka.ms/wti>



# AI momentum is forcing organisations to think differently.

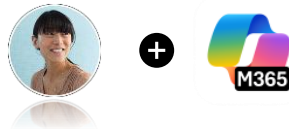
Business leaders told us:



# The three patterns of work

## Pattern 1

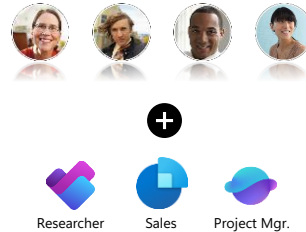
### AI Assistants



Every employee has an AI assistant that helps them work better and faster

## Pattern 2

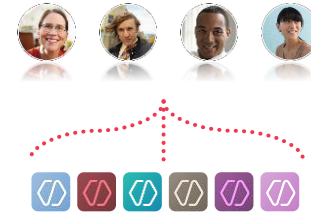
### AI Teammates



Agents join teams as "digital colleagues", taking on specific tasks at human direction

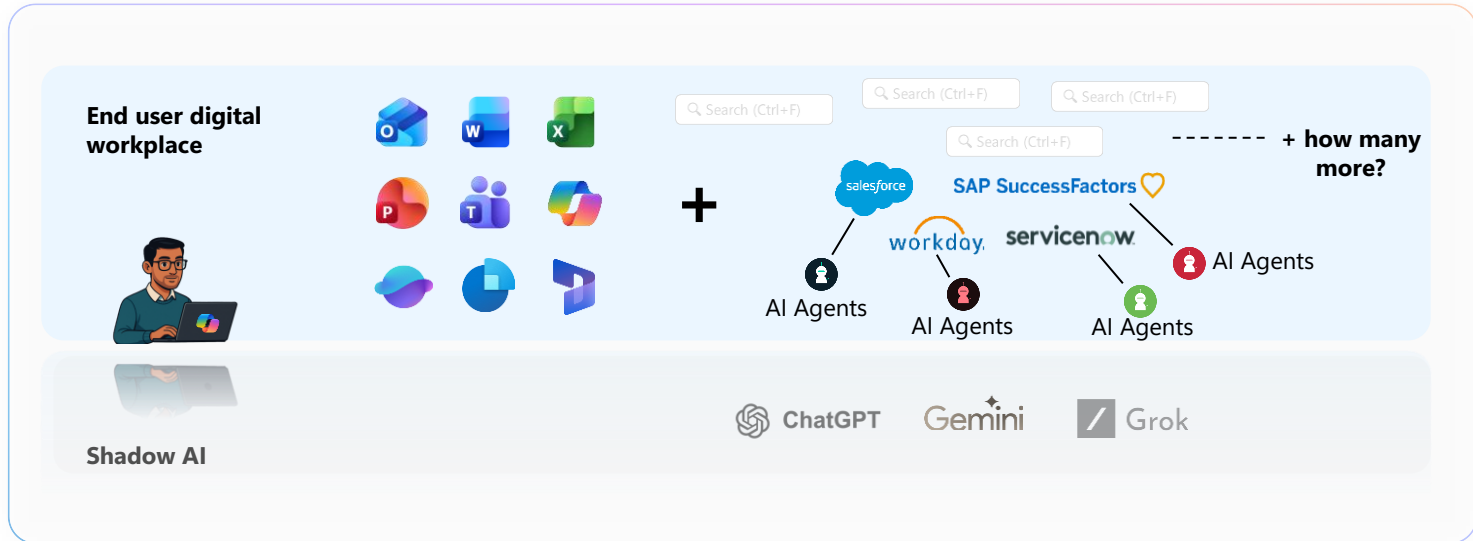
## Pattern 3

### AI Operators

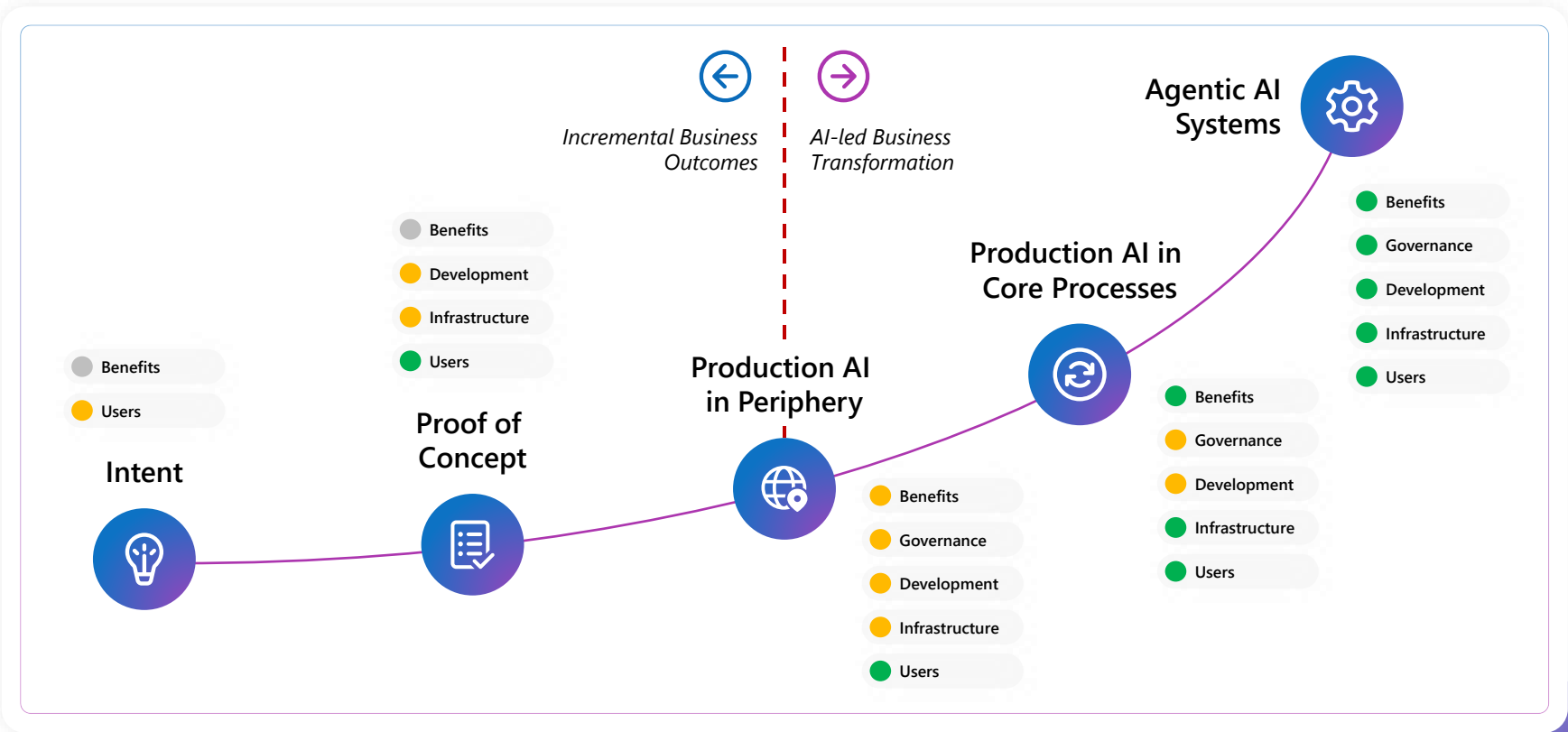


Humans set direction and agents run entire business processes and workflows, checking in as needed

# AI everywhere does not make a platform

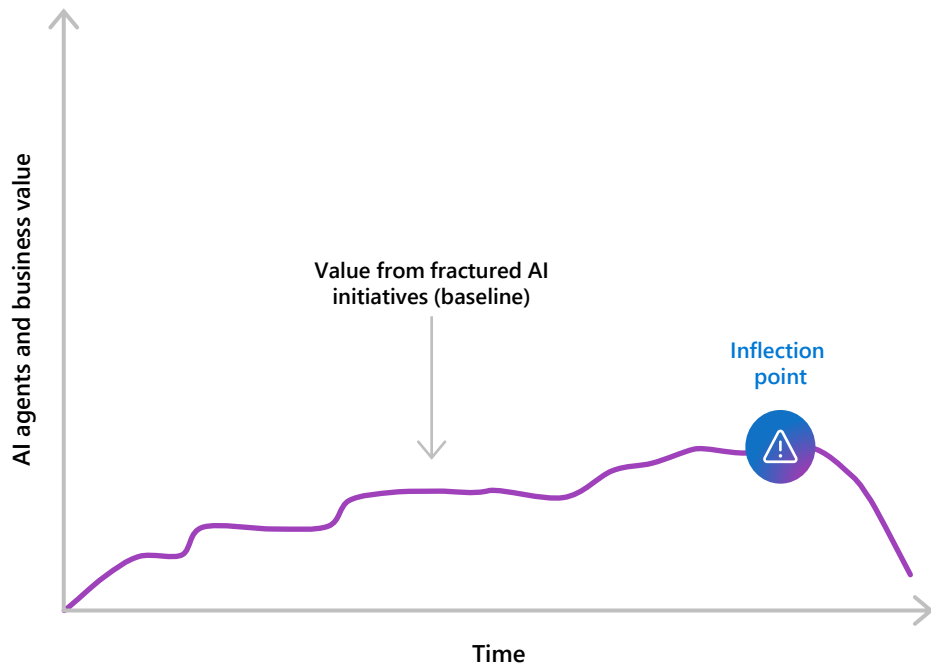


# Where do organizations get stuck?

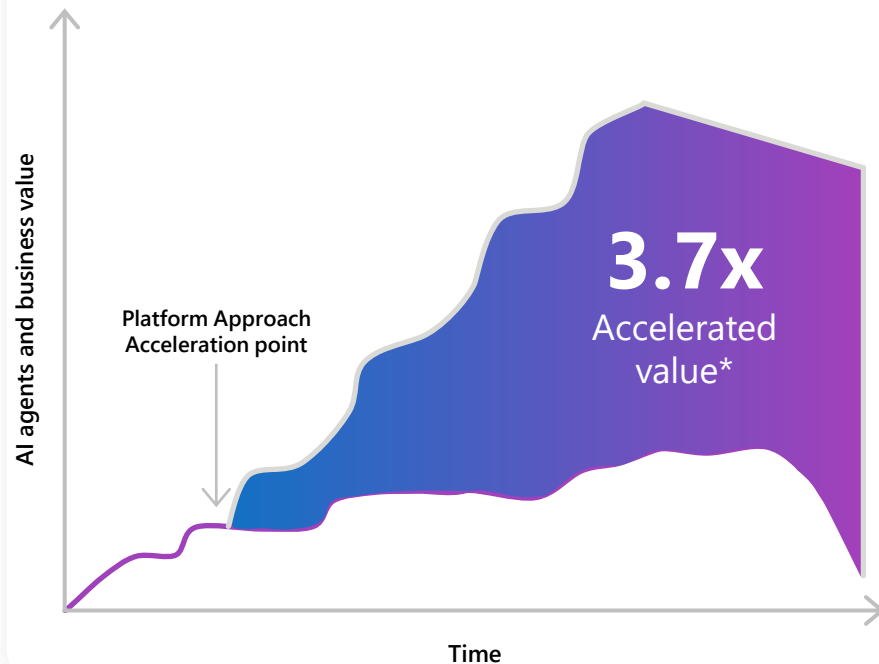


# From AI fragmentation to AI acceleration

## Limited impact from fractured AI initiatives



## AI CoE: Unlock and accelerate business value



# Non-negotiables of a Frontier Agent Platform

Scope the platform to your strategy — and each agent to the task, risk, and accountability.

## Development

**Build / Buy / Partner — without changing the operating model**

Onboard into the same governance, identity, and lifecycle.

**Enable every builder persona**

From business makers to pro developers

**Ship fast, stay safe**

Speed from reusable patterns; safety from automatic guardrails

## The UI for AI

**One front door for humans and agents**  
not a patchwork of portals.

## Agents, Data & Tools

**Task-scoped autonomy**  
Use the *minimum autonomy* needed:  
with human oversight where judgement matters.

**Act on data where it lives**  
Retrieve and take actions at source, honouring permissions

**Open tool and agent interoperability**  
Agents must invoke tools, APIs, and other agents through standard interfaces

## Systems of Record

**Enterprise Data, Wherever It Belongs**  
The platform must support operational systems, analytical platforms, and knowledge stores

## Agent Control

**Every agent has identity, owner, and purpose**  
with a human owner, defined role, and clear boundaries.

**One governance plane**  
Policies, auditability, monitoring, and controls across all agents

**Minimise attack surface by design**  
Least privilege, strict boundaries, continuous protection, and traceability

# Microsoft Frontier Agent Platform

## Agent Development

### Power Platform

Build agents without code barriers.

Business users create, own, and govern agents, safely and at scale.

### Azure AI

Engineer-grade agent development. Full control of models, tools, and runtime.

### Agents Toolkit

Developer tooling for enterprise agents.

Agent Framework + SDKs; host on or off Microsoft.

## The UI for AI



### Microsoft 365 Copilot

The front door for agents. Use agents in Teams, Outlook, Office apps & on any device. Chat, search, create, reason, and act in one experience.

## Agent Store

### 3rd Party Agents

Install and use agents from Microsoft partners.

### Microsoft Agents

Use a range of agents available from Microsoft, spanning personal productivity, task specific and role specific agents.

### Custom Agents

Build your own agents and bring agents from other agent platforms.

## Agent Hosting



Match hosting to who owns the agent. Zero-code to Azure-engineered, with complete control.

## Intelligence

WORK MEMORY | PERSONALISATION | TUNING | INFERENCING | ORCHESTRATION

### Open Protocols

Open access to tools and data.

### MCP Servers

Prebuilt tools, instantly available.

### Connectors

Prebuilt access to data and APIs.

## Enterprise Data Platform



AI-ready data for agentic workloads. Fabric, Databricks, and Dataverse — with built-in MCP capabilities.

## Enterprise Systems of Record & Applications



D365 CRM



D365 F&O



Salesforce



SAP



Workday



ServiceNow



SQL Databases



Storage

## Agent Control System



### Agent 365

Verified identity and least-privilege control

Detect and remediate risky behavior

Classify sensitive data and enforce controls



### Copilot Analytics



### Operations

Set guardrails for all Foundry agents.

Quotas, policies, and controls — across Microsoft and non-Microsoft runtimes.



### All Agents

Govern and control agents from all platforms including OpenAI, Google and AWS.

# Your unique intelligence is what powers agents

Unified view  
of your business

How your  
employees work

Your knowledge  
sources

Your business  
processes

Your data and apps

Your IQ



# Leveraging AI in logistics. Today

## How are leading companies leveraging AI in their operations?



**Dorian Groeger**  
Enterprise Sales Lead  
Mobility & Logistics



**Alex Bitiukov**  
Principal Program Manager  
Supply Chain AI Strategy and  
Integration



**Annabella Ng**  
Senior Director  
Global Public Affairs



**Yin Zou**  
EVP Corporate  
Development



**Submit your  
questions for  
Q&A**

**Join at [slido.com](https://www.slido.com)  
#5141 943**



# AI-Driven Supply Chain

Alex Bitiukov, Sr. Director, AI Product Architect  
Microsoft Cloud Supply Chain

Apr 2026



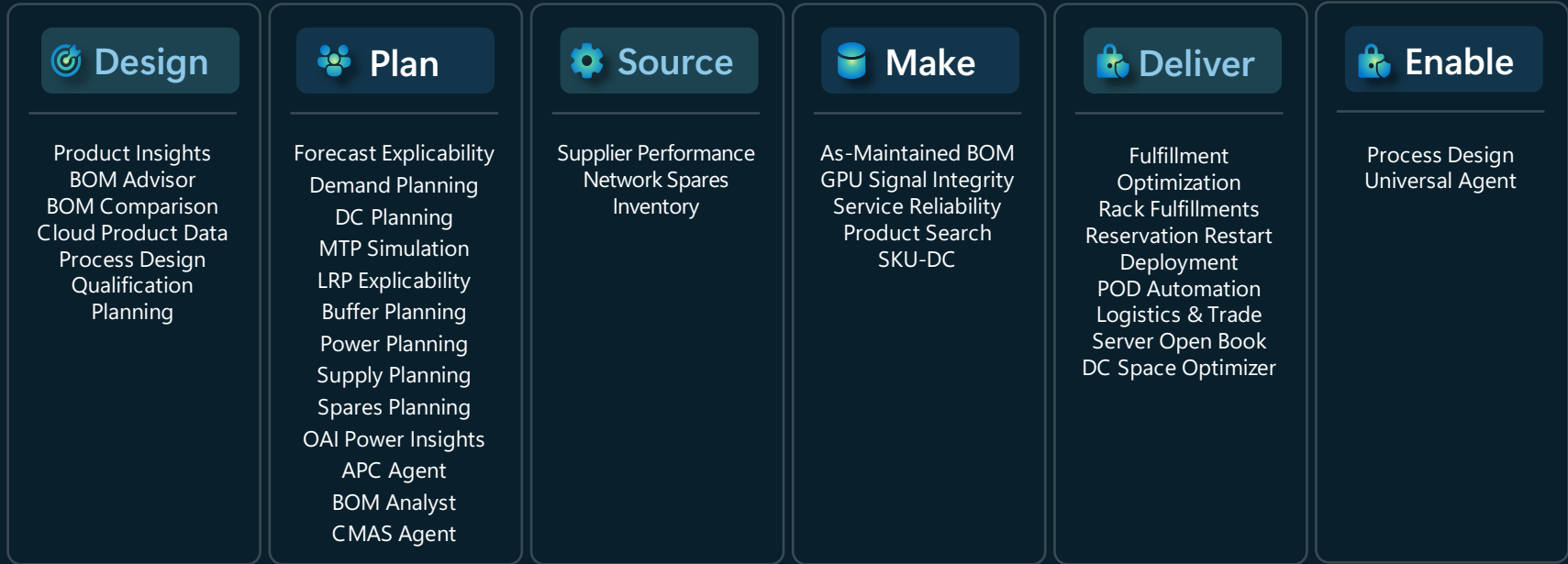
# Microsoft Cloud Supply Chain

We deliver the world's computer through an end-to-end value chain of activities that prioritize sustainability and security.



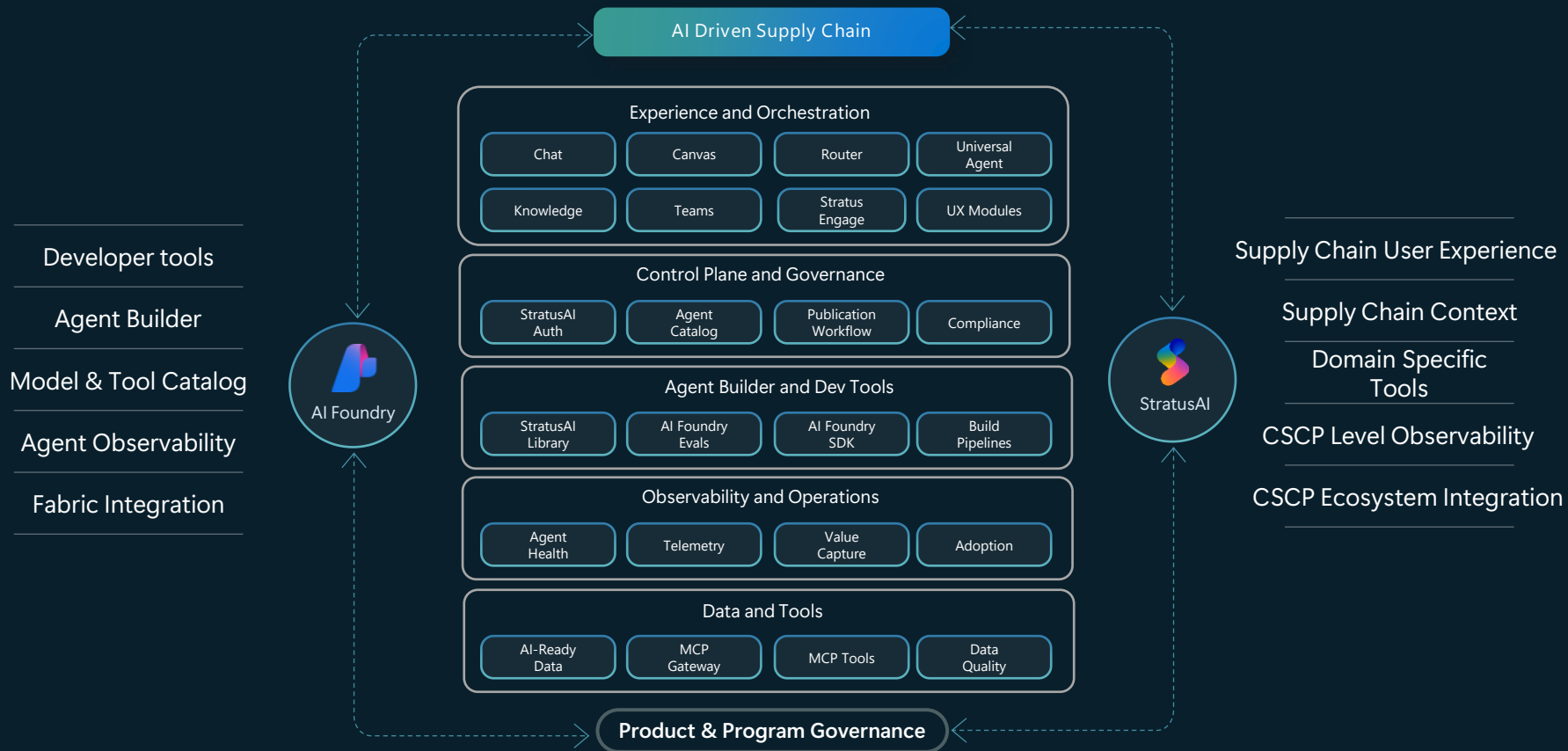
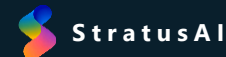
# AI Agents (E2E)

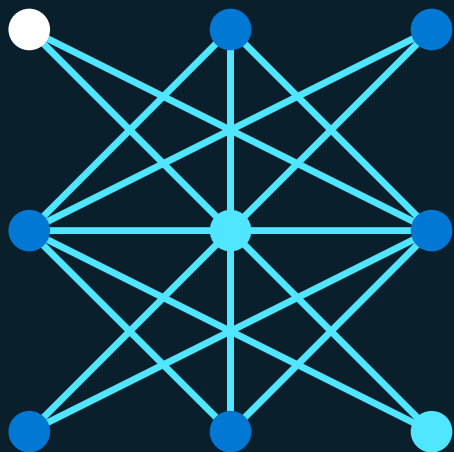
70+ Supply Chain AI Agents & Apps developed and deployed



This year's goal: 100+ Agents

# AI Foundry and StratusAI Scope



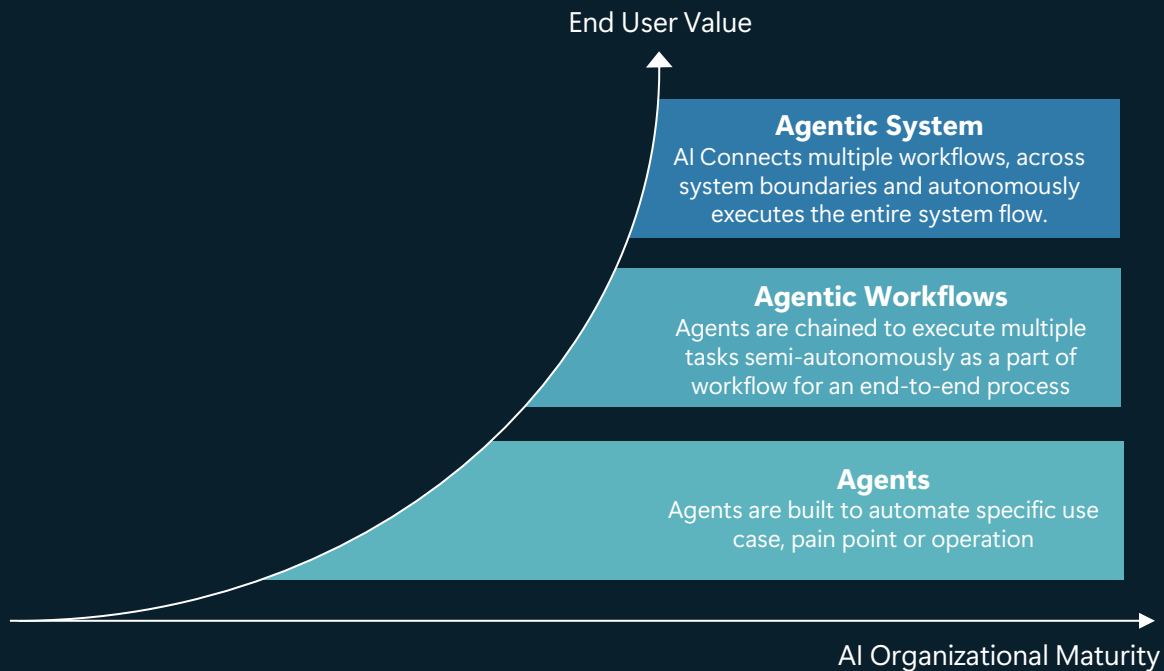


Virtual Squads

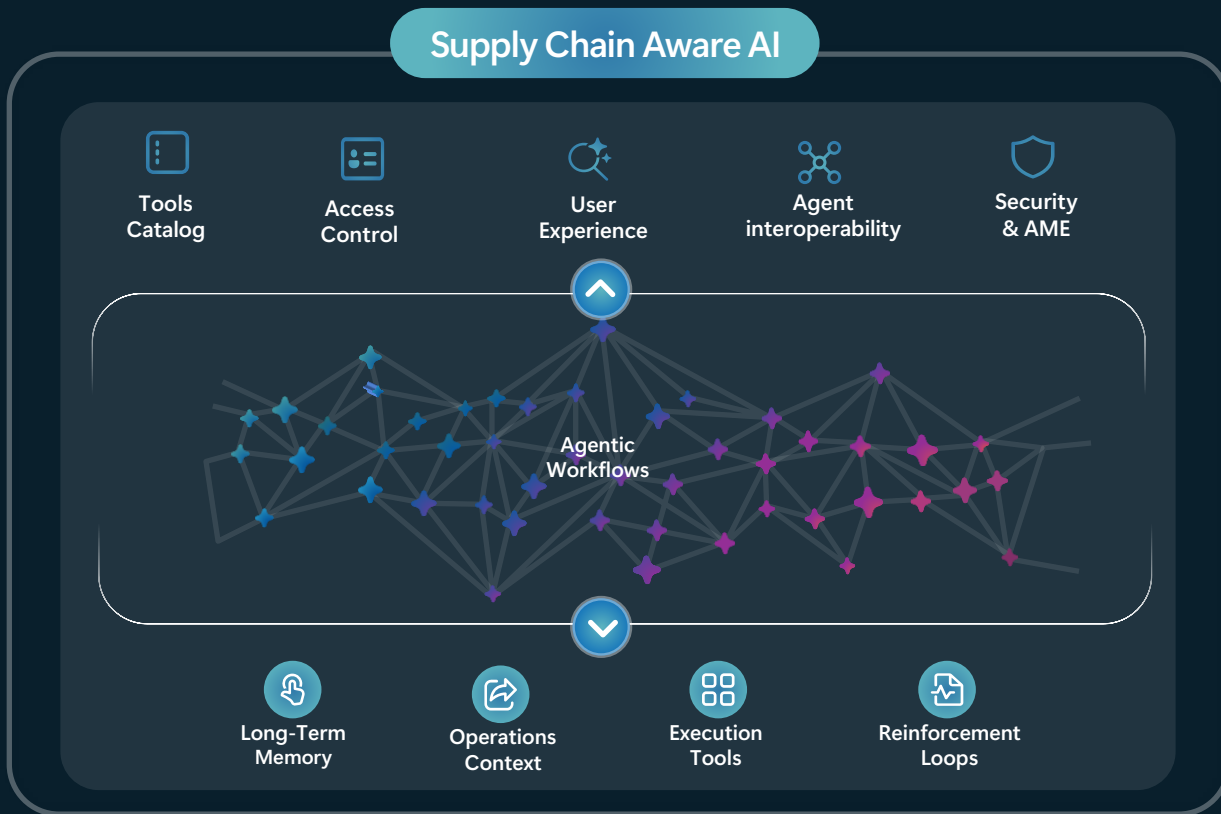
Agile, cross-functional teams formed to tackle high-impact, narrowly-scoped problems

- Each squad has 3 **core personas** — not tied to **job titles**, but to **skills**.
- **Anyone** from **any team** can step into a persona if they have the capability.
- It's about what you **bring to the table**, not what's on your title.

# StratusAI Evolution



# Supply Chain Aware AI



**Thank you.**

# Leveraging AI in logistics. Today

## How are leading companies leveraging AI in their operations?



**Dorian Groeger**  
Enterprise Sales Lead  
Mobility & Logistics



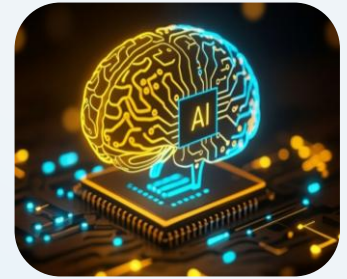
**Alex Bitiukov**  
Principal Program Manager  
Supply Chain AI Strategy and  
Integration



**Annabella Ng**  
Senior Director  
Global Public Affairs



**Yin Zou**  
EVP Corporate  
Development



**Submit your  
questions for  
Q&A**

**Join at [slido.com](https://www.slido.com)  
#5141 943**

# Leveraging AI in logistics. Today

## How are leading companies leveraging AI in their operations?



**Dorian Groeger**  
Enterprise Sales Lead  
Mobility & Logistics



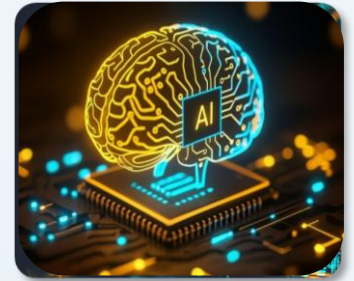
**Alex Bitiukov**  
Principal Program Manager  
Supply Chain AI Strategy and  
Integration



**Annabella Ng**  
Senior Director  
Global Public Affairs



**Yin Zou**  
EVP Corporate  
Development



**Submit your  
questions for  
Q&A**

**Join at [slido.com](https://www.slido.com)  
#5141 943**

# Leveraging AI In Logistics. Today.

Yin Zou  
Singapore, 15<sup>th</sup> of April 2026

**DHL Group**



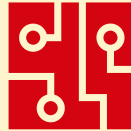
# Digitalization is one of our 5 Mega trends in our Group Strategy 2030



**Global Trade**



**E-commerce**



**Digitalization**



**Climate Change**



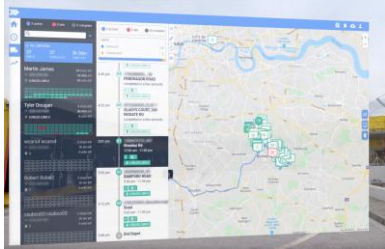
**Evolving  
Workforce**

# A Decade of Data & AI Excellence

## From Strong Foundations to Scaled Impact

**Pre-ChatGPT Era**  
**2014-2022**

**Data Analytics  
Focus**



- Linehaul optimization
- Routing
- ETA predictions

**Post GPT Era**  
**2023-2024**

**Guardrail for AI  
applications**



- Knowledge chatbots
- (Finance) Query Handling
- Contract analysis

**Agentic AI Era**  
**2025 onwards**

**Agentic Scaling**



- Agentic voice bots in customer service and HR processes
- Agentic Customs automation

# How We Apply AI Across Our Core Business Areas

## Business Process Optimization

- Customs clearance
- Compliance & Document Validation
- Cybersecurity



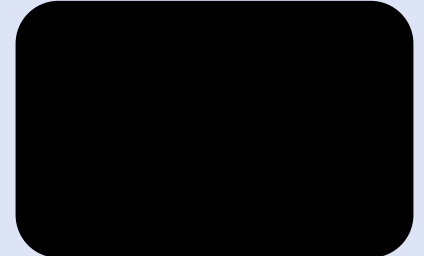
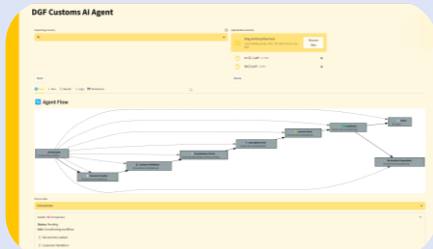
## Operation Efficiency

- Robotics & Automation
- Route Planning
- AI delivery buddy



## Customer Interaction

- Customer-Facing AI Agents
- Multi-Agent-Orchestrated Customer Engagement



# Our AI Adoption approach combines three complementary elements

1



## In-house Engineering

Develop **AI in-house solutions** in our areas of core competencies

2



## Third Party Solutions

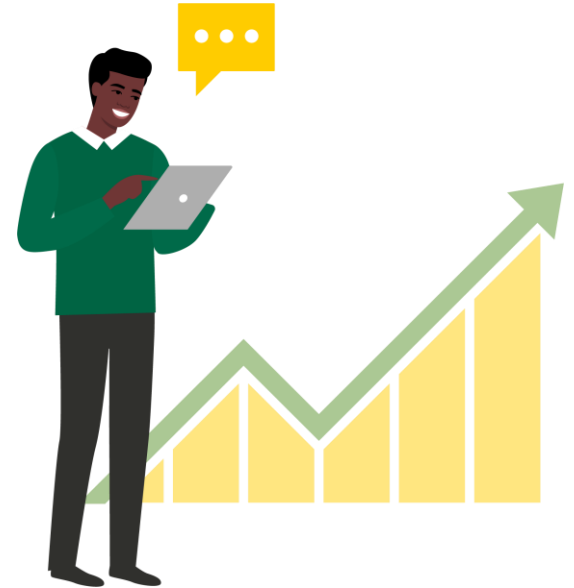
Leverage **proven off-the-shelf third-party solutions**

3



## People and Culture

**Foster employee buy-in** across all functions



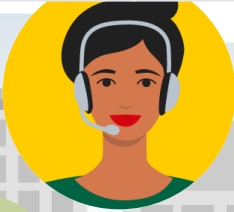
# What This Means for You:

## Tangible AI-Driven Improvements at Every Step of Your Logistics Journey

Smart route  
planning



AI powered  
Customer service  
voice bot



AI for **planning and  
optimization** e.g., CRM



**AI-powered robots**  
in our facilities



**Real-time tracking**  
of parcels and  
shipments



AI enhanced  
**customs processes**

**Many more  
to come!**