

CSCRL FALL FORUM

INNOVATION IN THE SUPPLY CHAIN
NOVEMBER 6-7, 2025

ABSTRACT

AI DEMOCRATIZATION AT CAPACITY

JEFF KAIDEN
CHIEF EXECUTIVE OFFICER
CAPACITY LLC

Theme: AI democratization enables mid-sized 3PLs to achieve enterprise-level capabilities—optimizing warehouse flows, network planning, client workflows, transportation efficiency, and accelerating software development— all without the enterprise price tag of consultants and specialized teams.

What we have:

- Robotic put walls (AI Vision based) for order consolidation – *Full automation*
- Automated print and apply and sorter system for e-commerce packages – *Full automation*
- *Automatic box erectors – Full Automation*
- Lightning pick carts & put-walls of efficient multi-client order processing - *Human assisted technology*
- Cloud-based analytics platform delivering real-time actionable insights to both clients and internal stakeholders
- Proprietary end-to-end tech stack for order management, optimized warehouse flow, transportation scheduling and client onboarding (Primarily rules-based logic)

What AI is enabling us to achieve today:

- Hazmat automation using AI (Ensures shipping compliance, enables higher client NPS, reduces fulfillment cost)
 - o AI assisted MSDS Data Parsing (Automated Item hazmat attribute capture)
 - o Intelligent rules engine (Carrier filters, accurate HAZMAT labeling, 100 % compliance)
- Agentic AI-based workflows for internal and external users (Reduced human intervention, accurate routing, and enhanced client experience)
 - o Eva: Employee Virtual Assistant an HR Chatbot
 - o Ventus AI B2B automated route scheduling
 - o Sales Force Agent for automated order cancelation
- Tech stack UI modernization with no-code/vibe code using Augment/Cursor AI IDEs
- Advanced analytics (multivariate statistics, clustering, NP-hard problems) within process engineering teams without the need for dedicated data-scientists



CSCRL FALL FORUM

INNOVATION IN THE SUPPLY CHAIN
NOVEMBER 6-7, 2025

ABSTRACT

AI DEMOCRATIZATION AT CAPACITY

JEFF KAIDEN
CHIEF EXECUTIVE OFFICER
CAPACITY LLC

How we plan on using AI for future:

- Machine learning algorithms that intelligently batch orders and optimize pick paths, lowering costs and enhancing delivery performance for high SKU count clients
 - o Multi-tier clustering for pick trip formation & item proximity-based order grouping
 - o Targeted item slotting based on SKU affinity analysis
- Automated trailer management system for optimized trailer scheduling
- AI assisted network planning tools (Inventory mirroring, Client placement/cube optimization, Peak planning, Smart slotting, new node selection)
- Machine vision-based item/case/pallet dimensioning and cartonization as a service
- Cloud-native warehouse orchestration platform that replaces rigid rules with intelligent, end-to-end flow optimization
- Simulation engine to simulate process flow changes within the buildings and enable predictive modeling instead of historical analysis

