



Softeon AI Layer (SAIL)

Overview

Artificial intelligence has captured everyone's attention, but for many supply chain leaders, the question is: How do we actually apply it in the warehouse? To help answer that question, we present the Softeon AI Layer which we call SAIL. SAIL is our comprehensive AI framework that is being built to accelerate deployment, enhance warehouse performance, and future-proof operations by tapping into the global wave of AI

Sail Launch

Faster Deployments with AI Assistants

Implementing new technology in the warehouse can be complex and time-consuming, but not with SAIL Launch. Using AI-driven configuration, integration, and testing agents, Softeon dramatically simplifies the path to go-live.



Configuration Advisor:

Already in use by customers, this feature guides users step-by-step through setup, improving accuracy while reducing ramp-up time.



Automated Integration and Testing:

Just drop in a PDF, and our new integration agents generate configurations automatically. Testing agents will soon follow, reducing manual effort even further.



AI + Wizard Flows:

Instead of starting with open-ended chat (which can be confusing) our guided workflows walk users through personalized setup journeys.

Sail Assist

Smarter Support, Seamless Onboarding Assistants

SAIL Assist brings intelligence into everyday operations by helping teams learn faster and work more effectively.



In-App Help Agents:

These AI tools are embedded throughout the Softeon application to guide new users and boost productivity.



AI in Support:

Behind the scenes, our support team leverages AI to quickly diagnose issues and identify root causes, getting customers back on track faster.



Learning by Doing:

Whether it's navigating complex workflows or troubleshooting, AI is there every step of the way.

Sail Optimize

Real-Time Warehouse Intelligence

SAIL Optimize uses AI to actively manage and improve warehouse performance in real time.



Task Escalation and Lane Shifting:

AI algorithms can adjust rules on the fly, such as re-routing tasks or changing lane assignments based on observed delays.



In-App Help Agents:

These AI tools are embedded throughout the Softeon application to guide new users and boost productivity.

Sail Reach

Open Access to the World of AI

Perhaps the most revolutionary piece of our AI vision is SAIL Reach, powered by what we call the Massively Observable Warehouse. In short, we don't just use AI, we invite the entire AI ecosystem into the warehouse.



External AI Ready:

Through a common, query-ready data layer, third-party AI vendors can tap into real-time warehouse activity with no APIs required.



Dynamic Feedback Loops:

External tools can observe data streams, issue "action events", and even influence execution inside the WMS.



Elastic Communicator Integration:

Our middleware acts like a universal translator, enabling seamless off-ramps and on-ramps for data and decisions.

This kind of open architecture means customers won't be boxed into a single vendor's pace of innovation. They'll always have access to the best AI tools available.

Benefits



Faster deployments and reduced implementation costs



Improved onboarding and productivity for warehouse teams



Smarter replenishment and task management



Future-proof integration with external AI platforms



A more agile and responsive supply chain

AI That Delivers

Ready to see what SAIL can do for your warehouse? The Softeon AI Layer helps organizations move beyond experimentation and deliver real results with pragmatic AI built for operations.



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