

FULFILLMENT FLOW

AI-powered intelligence for the flow of fulfillment



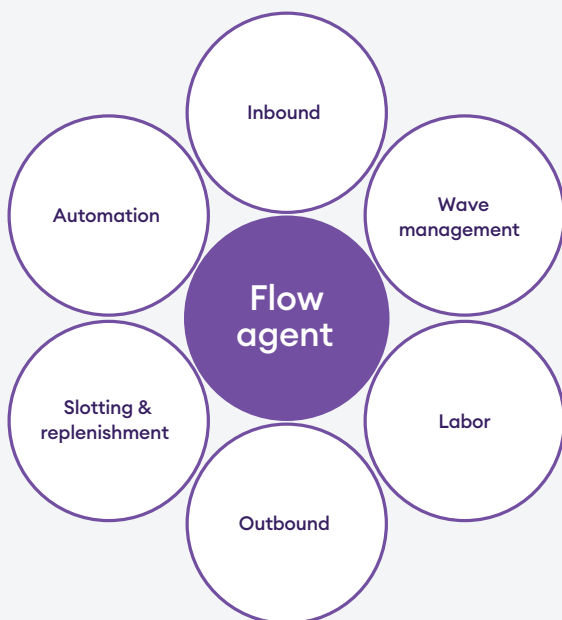
OVERVIEW

Warehouse operations are constantly changing. Orders, inventory, labor, automation, and exceptions all interact to influence what happens next. Yet most warehouse AI optimizes one area at a time, often at the expense of the rest of the operation.

Fulfillment Flow brings AI directly into the flow of warehouse execution, combining real-time operational context with AI-driven decisioning to help teams understand **what is happening, why it is happening and what should happen next.**

HOW FULFILLMENT FLOW WORKS

Digital workers, one flow agent, people in control



01 Digital workers for every area

Fulfillment Flow uses digital workers, AI agents that each focus on one area of the operation: inbound, wave management, labor, automation, slotting and replenishment, and outbound. Like experienced area supervisors, each one knows its part of the building well and escalates observations and ideas as conditions change.

02 One agent focused on flow

The digital workers share what they see with a central operational agent dedicated to creating efficient flow across the entire facility. Instead of optimizing one area at the cost of another, it considers how every decision affects the rest of the operation, including adjacencies such as receiving yards and manufacturing line feeds.

03 People stay in control

The central agent acts as a partner to the warehouse manager, bringing insights together and suggesting how the operation should respond. The manager sets priorities and makes the final decision, and Fulfillment Flow follows that lead.

KEY CAPABILITIES



Context-aware AI

Built on six intelligence pillars, so every recommendation reflects the full operational picture rather than a single data point.



Natural language interaction

Allows users to interact with warehouse data and operational information using natural language to investigate issues and understand performance.



Root-cause analysis

Helps identify the factors contributing to operational issues, moving beyond alerts to provide greater insight into why something is happening.



Next-best-action recommendations

Uses current operational conditions to help teams determine how to respond and what action should be taken next.



Continuous optimization

Learns across shifts and helps identify opportunities to improve fulfillment execution as conditions change throughout the operation.

THE RESULT

Adaptive, continuously optimized operations

Fulfillment Flow helps warehouses move beyond static rules and reactive analytics toward more adaptive, continuously optimized operations.

By embedding intelligence directly into the flow of fulfillment, organizations can give warehouse teams the context they need to make better decisions, keep the whole facility flowing, and respond more effectively to changing operational conditions.

FROM DATA TO ACTION

Fulfillment Flow is part of IFS Softeon's broader approach to embedding AI throughout warehouse operations.

Fulfillment Flow brings that intelligence into the heart of fulfillment, helping warehouse teams move from data to understanding, understanding to decisions, and decisions to action.



AI THAT DELIVERS

Move beyond answers. Move toward better decisions.

See how Fulfillment Flow can help your warehouse turn operational intelligence into action.

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