The Future of Tech Innovation

Where Humans Lead & AI Executes

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Across every industry, work is ***changing.***

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Technology is Transforming Every Industry

1910s - Manual Work

- 2nd Industrial Revolution
- Assembly line is popularized
- Humans are operators that carry out instructions

An Assembly Line of the Ford Motor Company
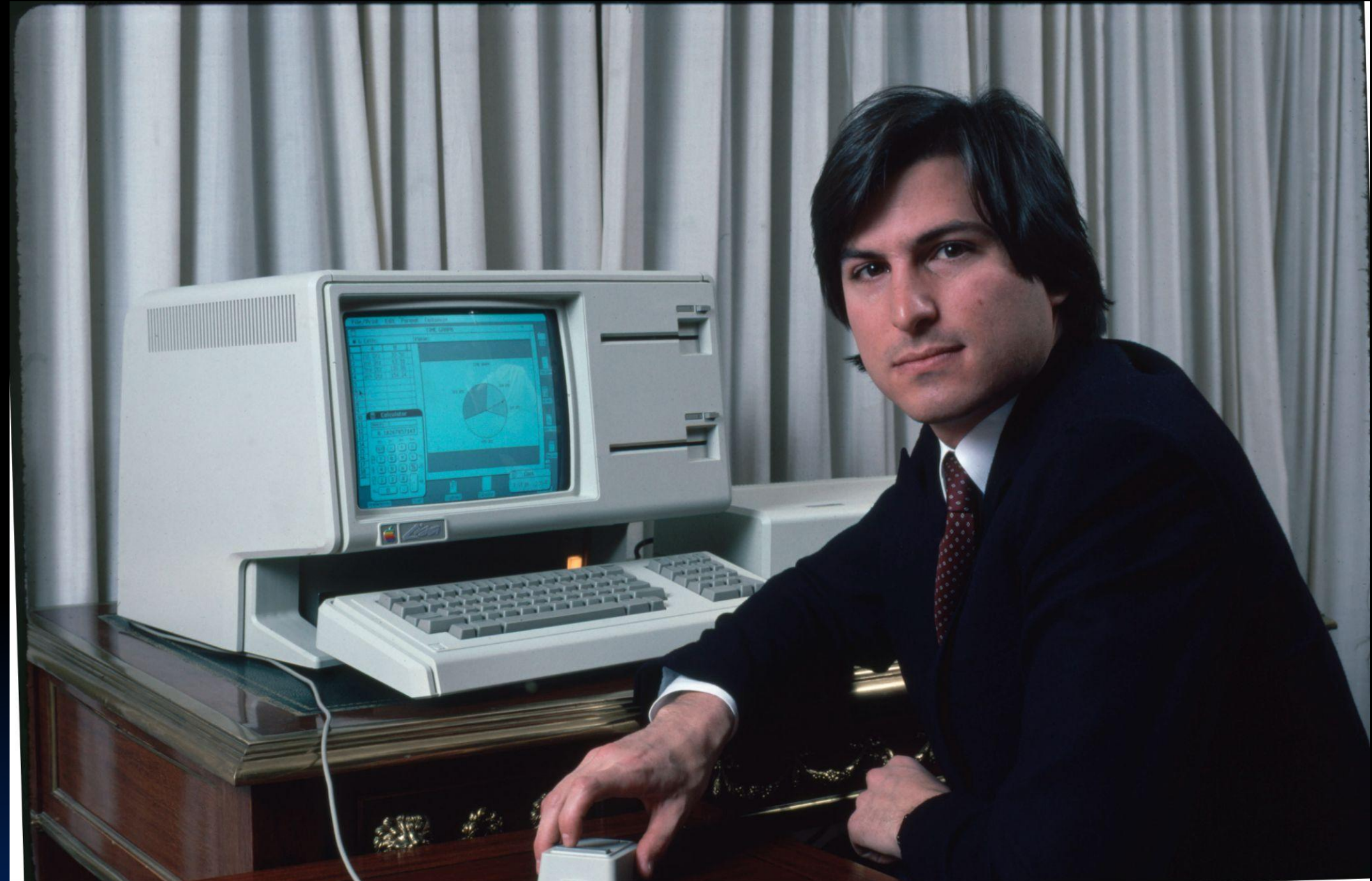
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Technology is Transforming Every Industry

1980s – Computers

- The personal computer is born
- Humans program computers to carry out explicit steps
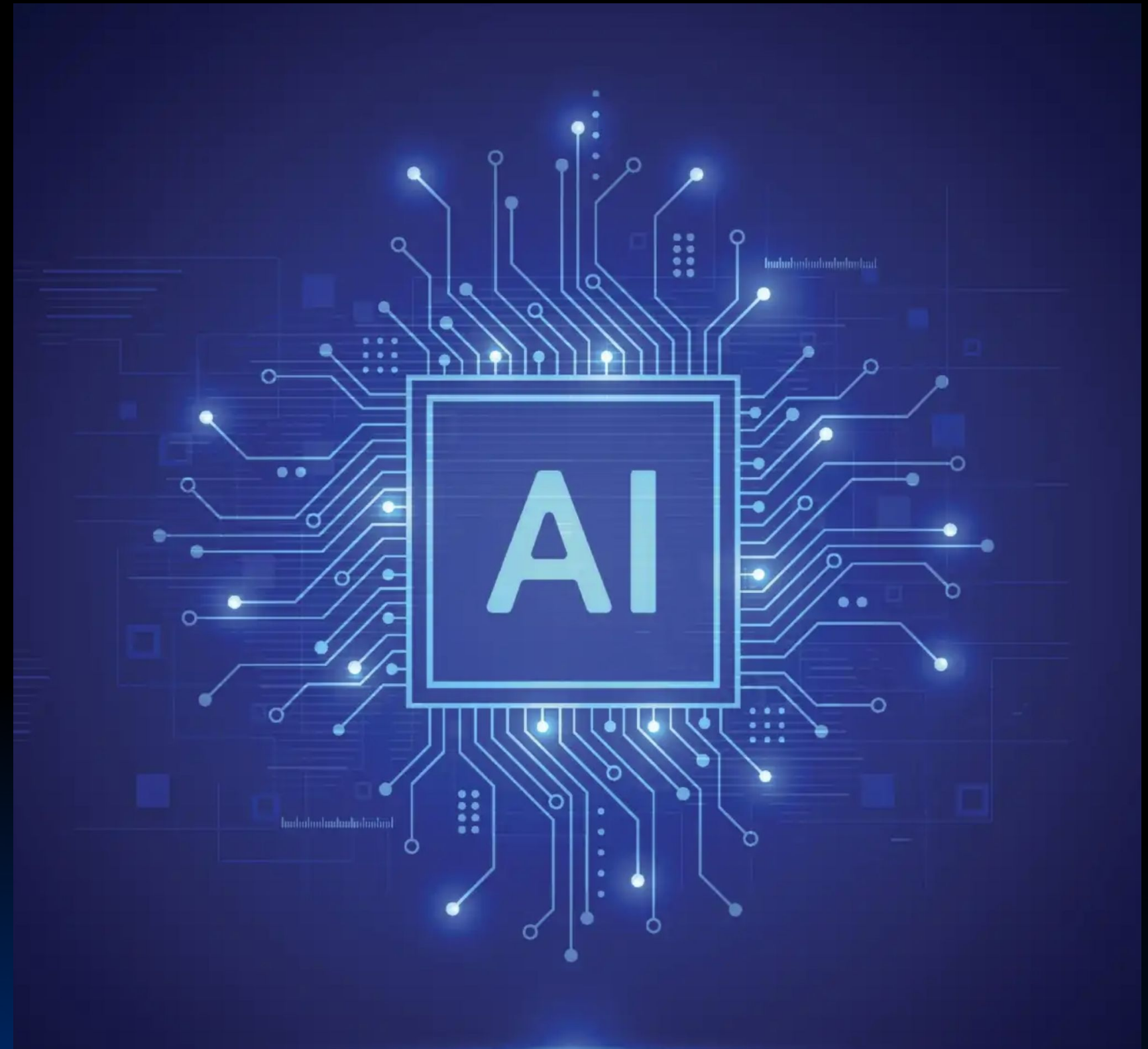- Press a button and the computer does the work

Technology is Transforming Every Industry

2020s - Intelligence

- Generative AI, LLMs, and Chat GPT become accessible
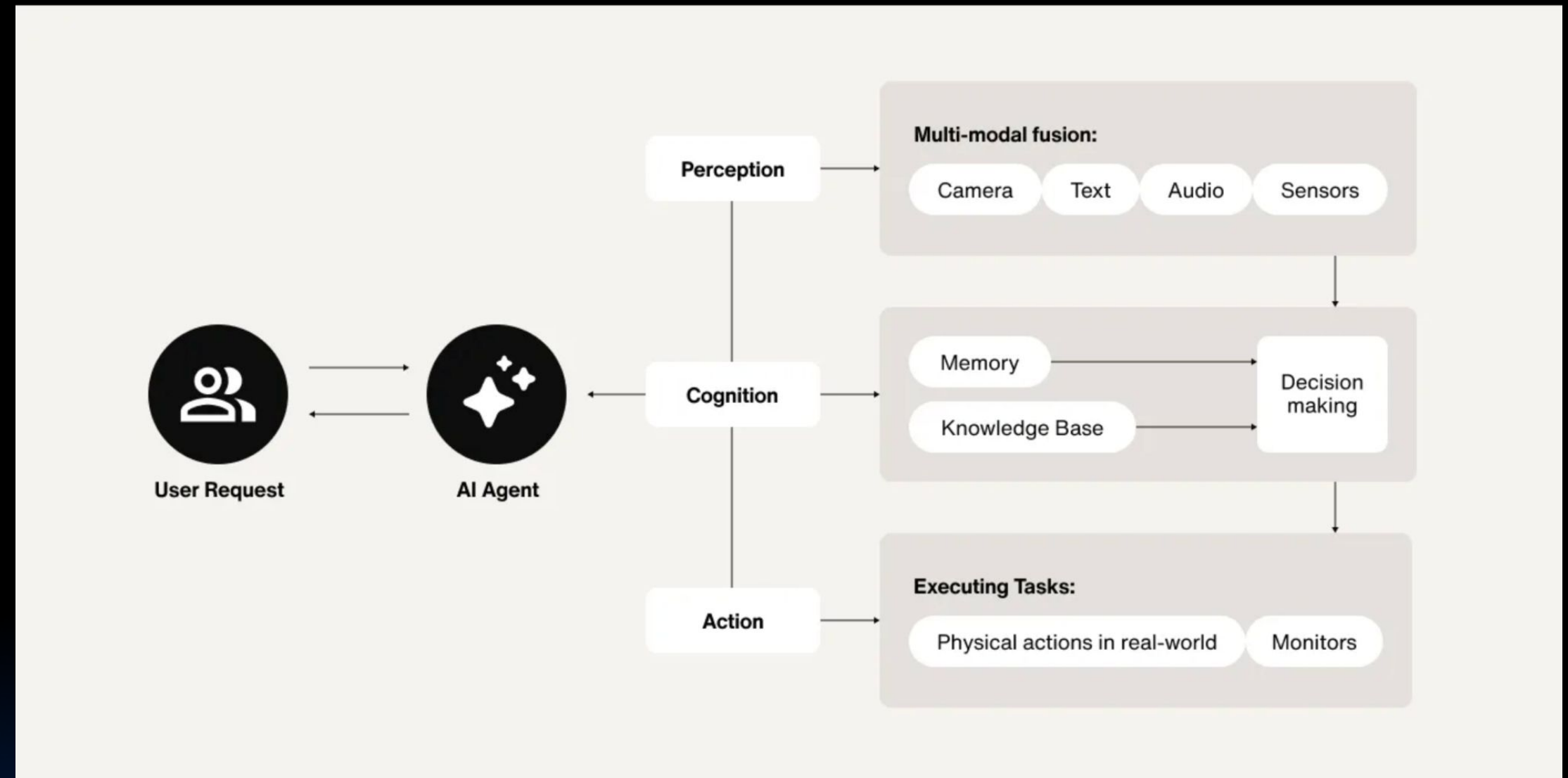- Humans give vague instructions to AI which can now generate & recommend

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Technology is Transforming Every Industry
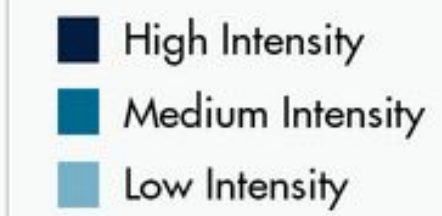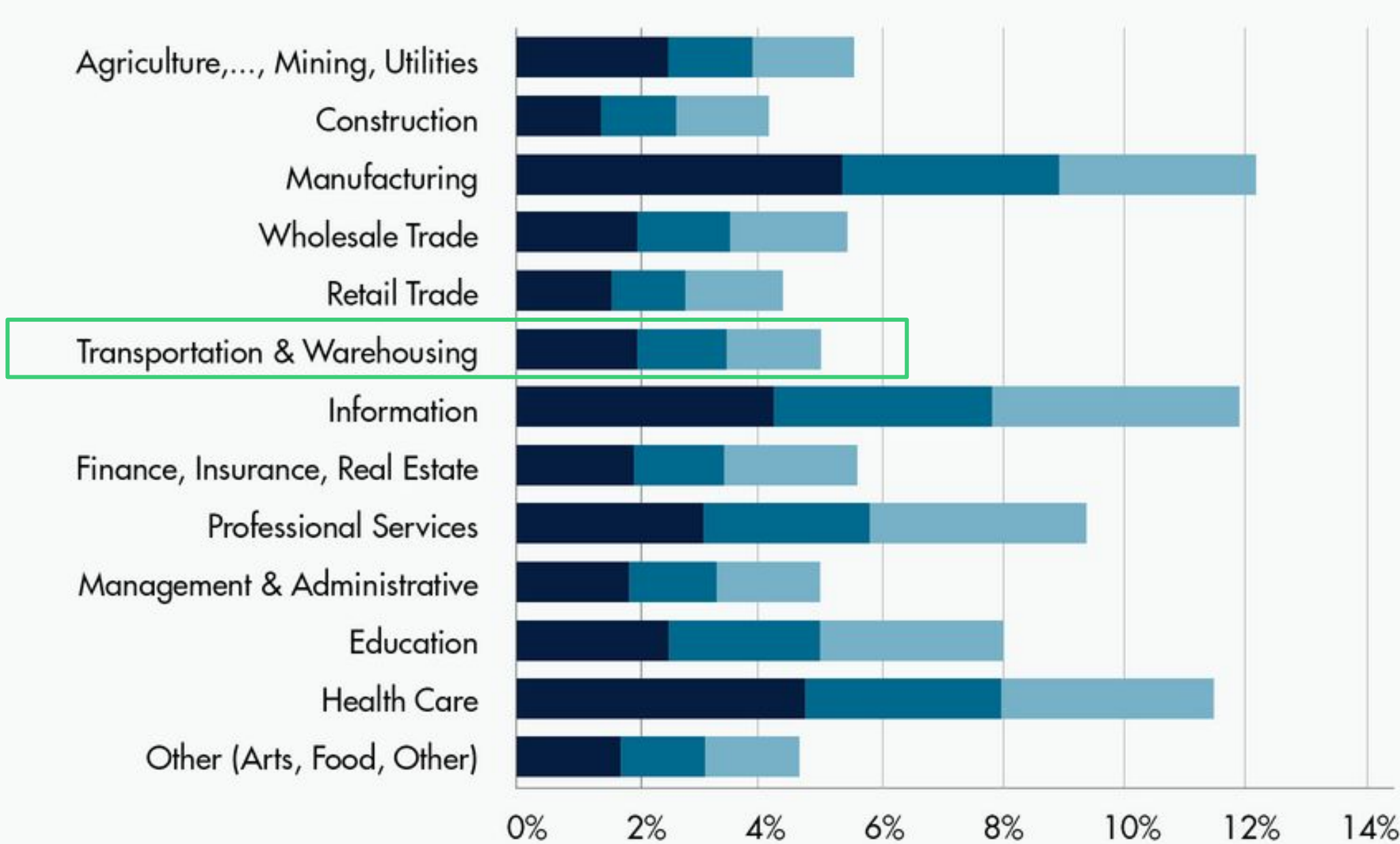
Now - Autonomy

- AI Agents act on user request
- Plan, execute, and adapt
- Improve using past results

AI is transforming other industries faster than moving

AI Use Intensity and Testing Rates by Sector

Legend:
- High Intensity
- Medium Intensity
- Low Intensity

Sectors (top to bottom):
- Agriculture,..., Mining, Utilities
- Construction
- Manufacturing
- Wholesale Trade
- Retail Trade
- Transportation & Warehousing
- Information
- Finance, Insurance, Real Estate
- Professional Services
- Management & Administrative
- Education
- Health Care
- Other (Arts, Food, Other)

X-axis: 0% 2% 4% 6% 8% 10% 12% 14%

Note: These figures visually represent the weighted share of firms that indicate intensity of use of at least one of the following business technologies: Automated Guided Vehicles, Machine Learning, Machine Vision, Natural Language Processing, or Voice Recognition.

High intensity corresponds to respondents utilizing at least one of the AI-based business technologies "In use for more than 25% of production or service." Medium intensity corresponds to "In use for between 5%–25% of production or service." Low intensity corresponds to "In use for less than 5% of production or service."

Credit: "AI Adoption in America: Who, What, and Where." Kristina McElheran, J. Frank Li, Erik Brynjolfsson, Zachary Kroff, Emin Dinlersoz, Lucia S. Foster, and Nikolas Zolas

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Moving processes are still manual

Quoting

Perform in-home surveys

Calculate pricing

Prepare documents to sign

Scheduling

Email back-and-forth

Call & text to confirm

Reschedule and notify parties

Dispatching

Figure out availability

Group & organize movers and trucks

Call & text to confirm

Accounting

Audit invoices and statements

Flag & investigate discrepancies

Submit adjustments

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Why Moving Lags Behind

1. Highly variable (unique moves)

2. Fragmented systems

3. Information silos between departments

This complexity makes moving the *perfect* candidate for AI-driven transformation.
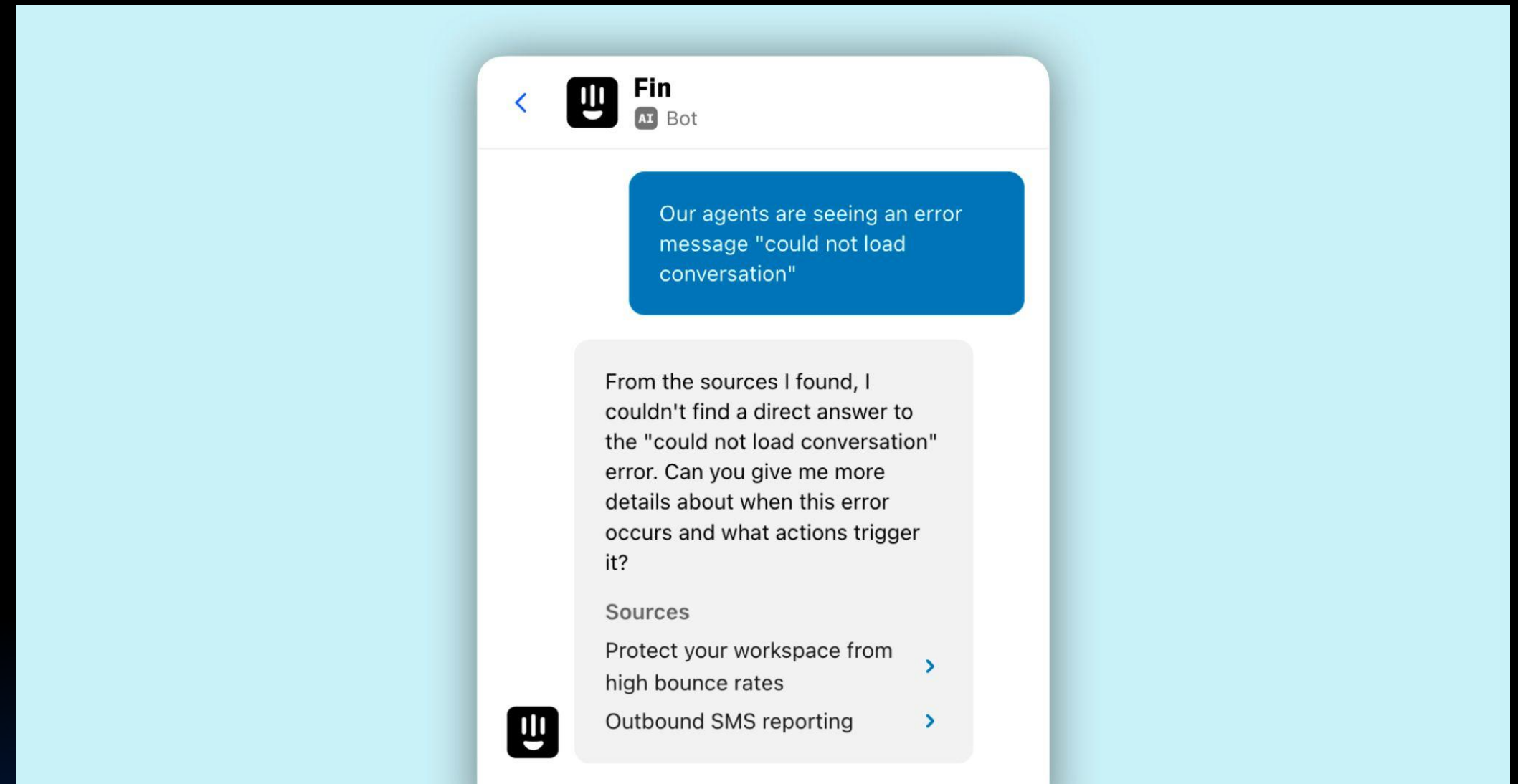
Lessons from Other Industries
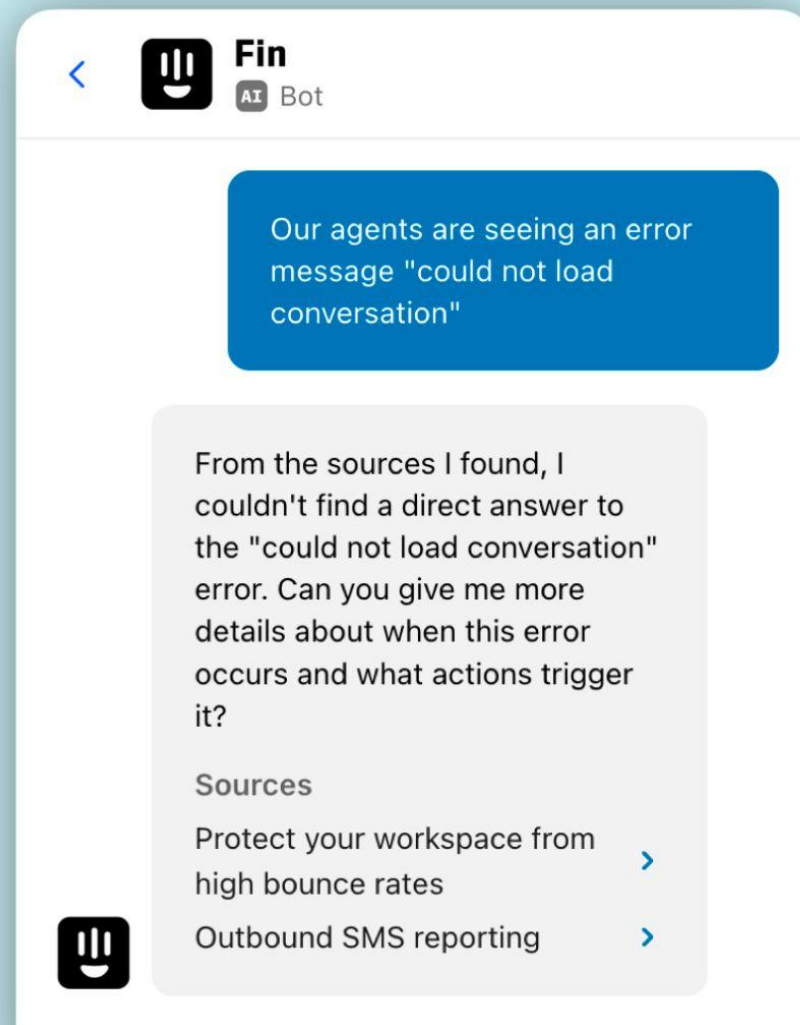
Lessons from Other Industries

Customer Support

- 24/7 availability via Call, SMS, and Email
- Route based on customer need
- Determine customer sentiment and handle accordingly

Lessons from Other Industries

FOR MOVING

AI Chat with Prospects

- Embed AI chat widget on your website
- Engage and answer questions for potential customers
- Funnel into automated campaigns

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Shopping & Retail

- NFC tech reads items at checkout in seconds
- No scanning required
- Instantly updates inventory

Lessons from Other Industries
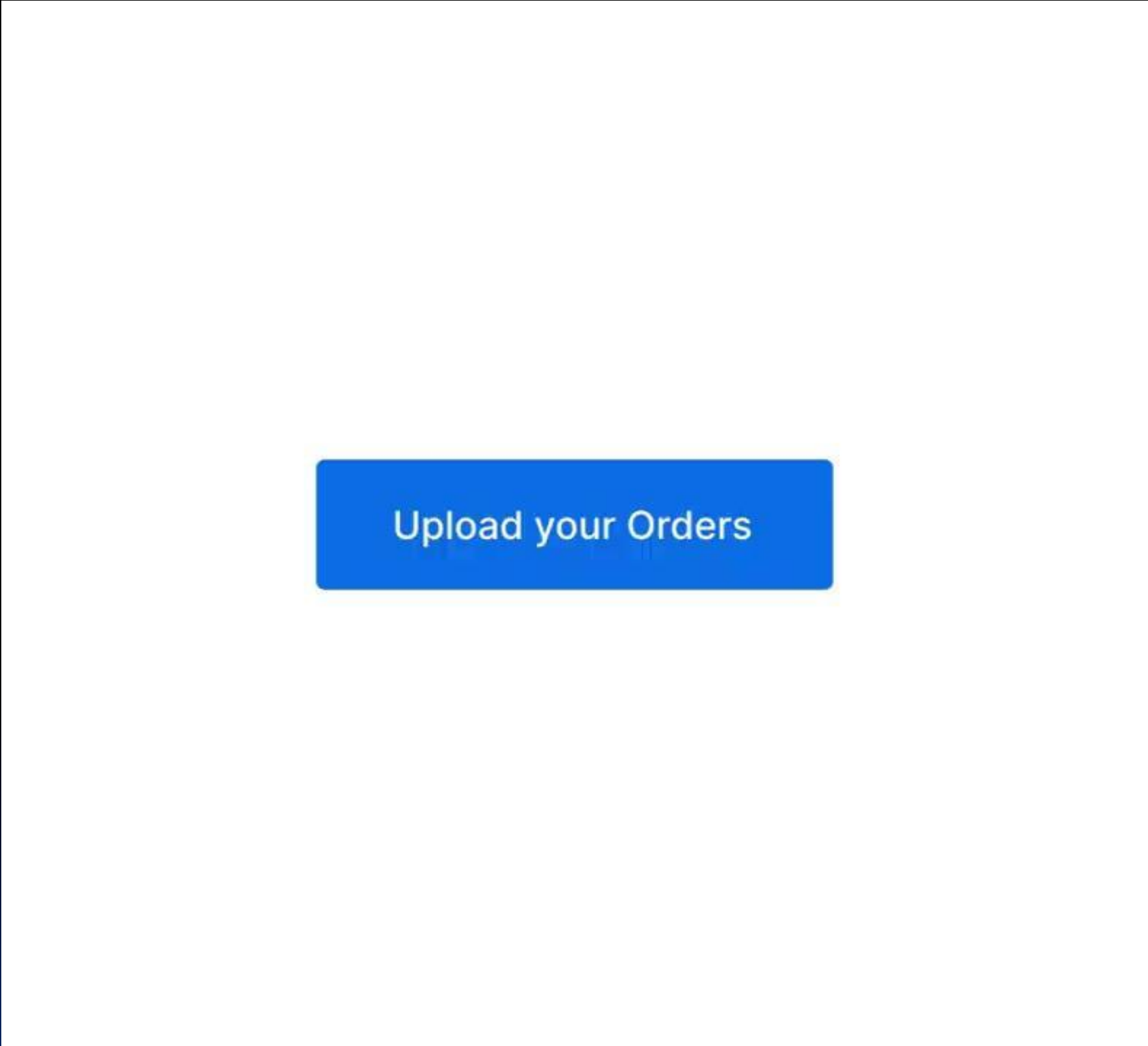

FOR MOVING

Inventory Management

- Use NFC tech inside trailers to track adding & removing cartons
- No scanning required
- Unload cartons to warehouse, check for items instantly

Lessons from Other Industries

Logistics

- Analyze all orders to determine efficient routes
- Group based on geolocation
- Quickly assign drivers

Upload your Orders

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Lessons from Other Industries

FOR MOVING

Shipment Optimization

- Analyze all shipments to determine efficient loads
- Group based on weight and size
- Quickly assign drivers to full shipments

Upload your Orders

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Let's poll the audience

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All of these departments will soon be
greatly improved by AI.

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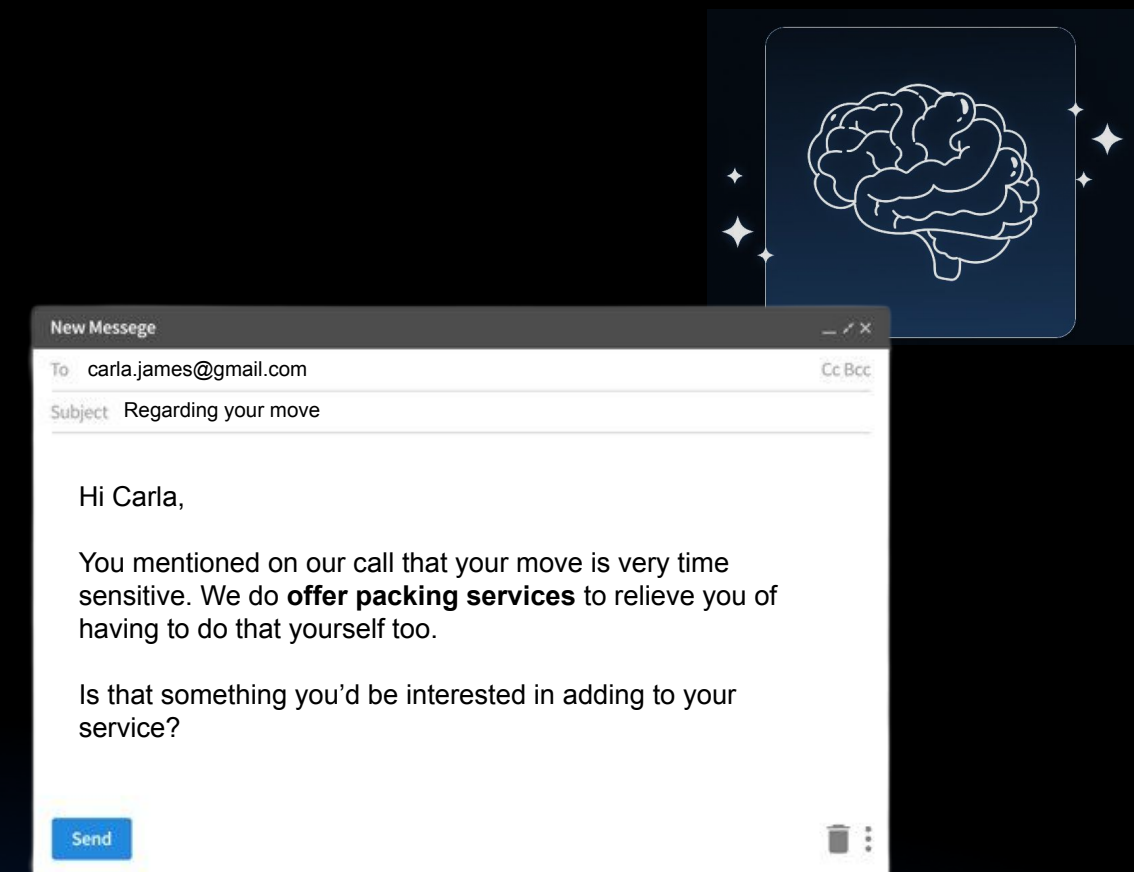
Marketing

Ad Agent

- Automate ad spend, optimize campaigns, and create follow up sequences.

- Quickly iterate on messaging and pricing to increase conversion.
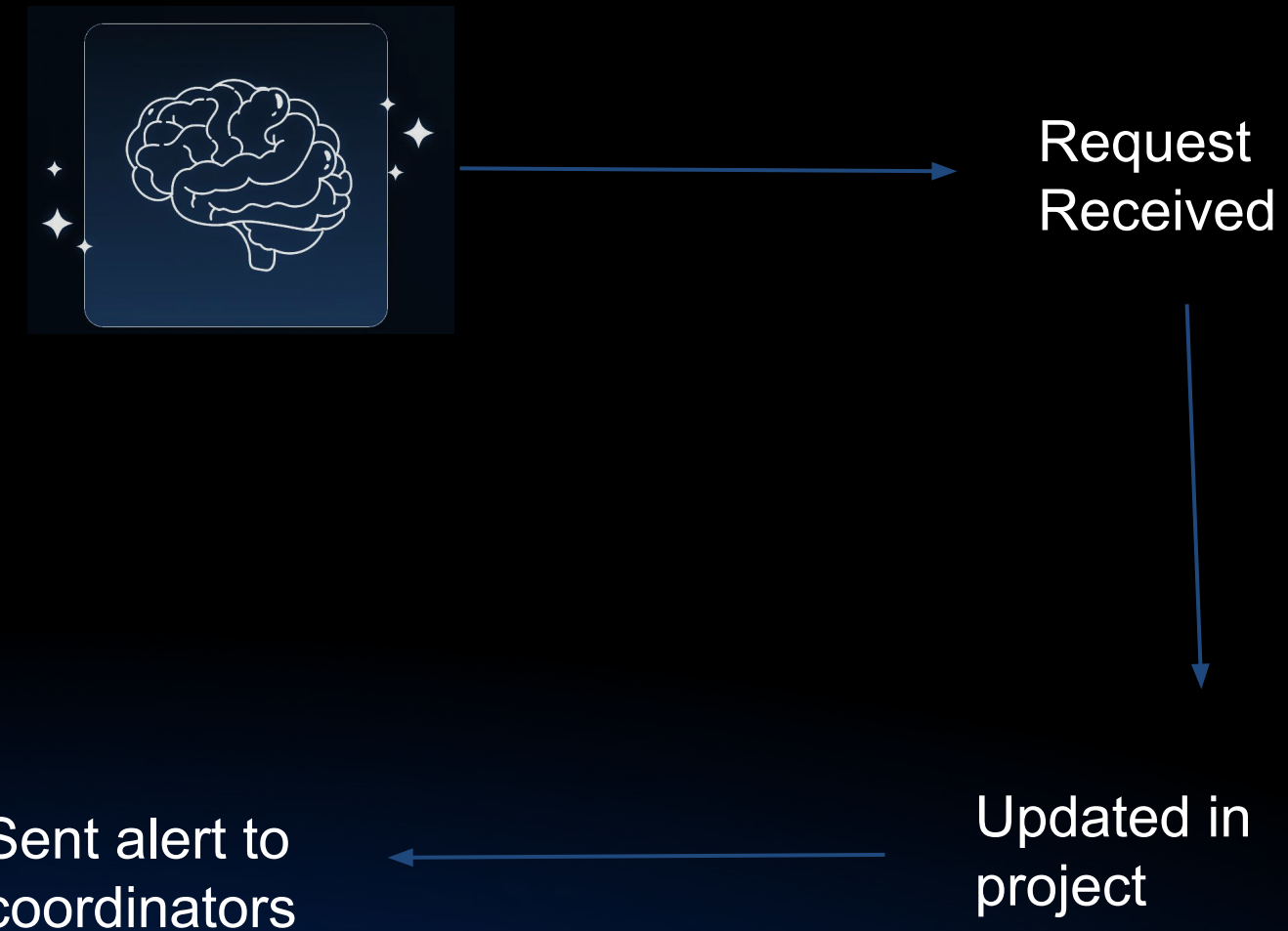
- Suggest highest ROI ad campaigns.
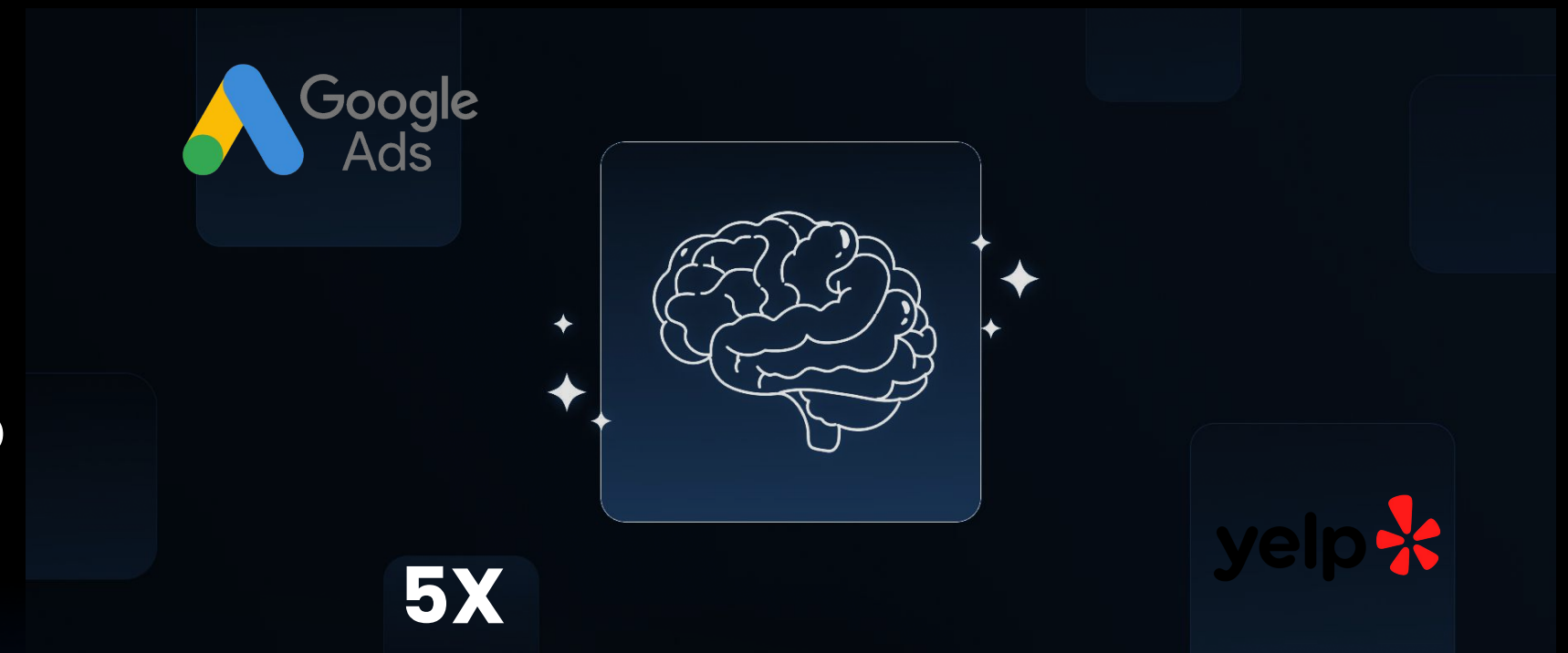
Upsell Agent

- Analyze moves to determine the most likely needed services.

- Develop outreach sequences for upcoming moves to offer additional services.

- If customer shows intent, loop in the salesperson to close the deal.

New Messege

To: carla.james@gmail.com   Cc Bcc

Subject: Regarding your move

Hi Carla,

You mentioned on our call that your move is very time sensitive. We do **offer packing services** to relieve you of having to do that yourself too.

Is that something you'd be interested in adding to your service?

Send

Operations & Dispatch

Reschedule Agent

- Process requests to reschedule moves.

- Communicate with the customer via outbound calls and messaging.

- Flag changes to coordinators for review and processing.

Request Received

Updated in project

Sent alert to coordinators

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Customer Service

Claims Agent

- Respond to claims requests to gather required documentation.

- Flag accepted claims to the team to process.

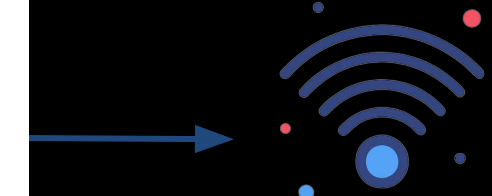- Automatically send reminders and close expired claims.

Invoice Audit Agent

- Analyze and report on all processed invoices for the day.

- Discover discrepancies and flag urgent issues to controllers.

- Create adjustments for review.

XPRESS TEAM

Best Moving Company
DOT 553729
23456 Lynn Street, Hayward, CA, USA
(888) 888-8888

Customer: Dan Rosato

Invoice No: 45
Term: On receipt
Bill to: Dan Rosato
Date move tendered & bill issued: Sunday 08/25/2024
Shipper (customer): Dan Rosato
Party to be notified on delivery or for Item 100: Dan Rosato (209) 653-7925
Points of origin/destination: Origin: 4814 NW 44th Ave, Gainesville, FL 32606 / Destination: 500 North
Main Street, Gainesville, FL 32601
Description of shipment: Shipper's household goods
Number of crew members: 2
Date of pickup and expected delivery: Pickup: Sunday 08/25/2024 09:00 PM - TBD / Delivery: Sunday
08/25/2024

08/25	Move 45-1			
Moving Services Bill				
2 Movers	1.75 hours	$100.00 / hour		$175.00
Fuel Surcharge	1	$55.00		$55.00
		Subtotal		$230.00
		Credit Card Rate		$6.90
		Total Moving Services Bill		**$236.90**
Hour Minimum 1.75				2.0 hours
		Tip (Tip for Move 45-1)		$47.38
		Grand Total		**$284.28**
💳 **Payments**				
Payment for Move 45-1		Cash		$284.28
		Balance Due		**$0.00**

AI is *executing* while humans are *strategizing and overseeing* the work.

Org Charts are Changing

Salesperson

Coordinator

| Quote Agent | Confirmation Agent | Packing Agent | Follow Up Agent | Day of Agent | Check In Agent |

| Pricing Agent | Survey Agent | Valuation Agent | Additional Services Agent | Reschedule Agent | Review Agent |
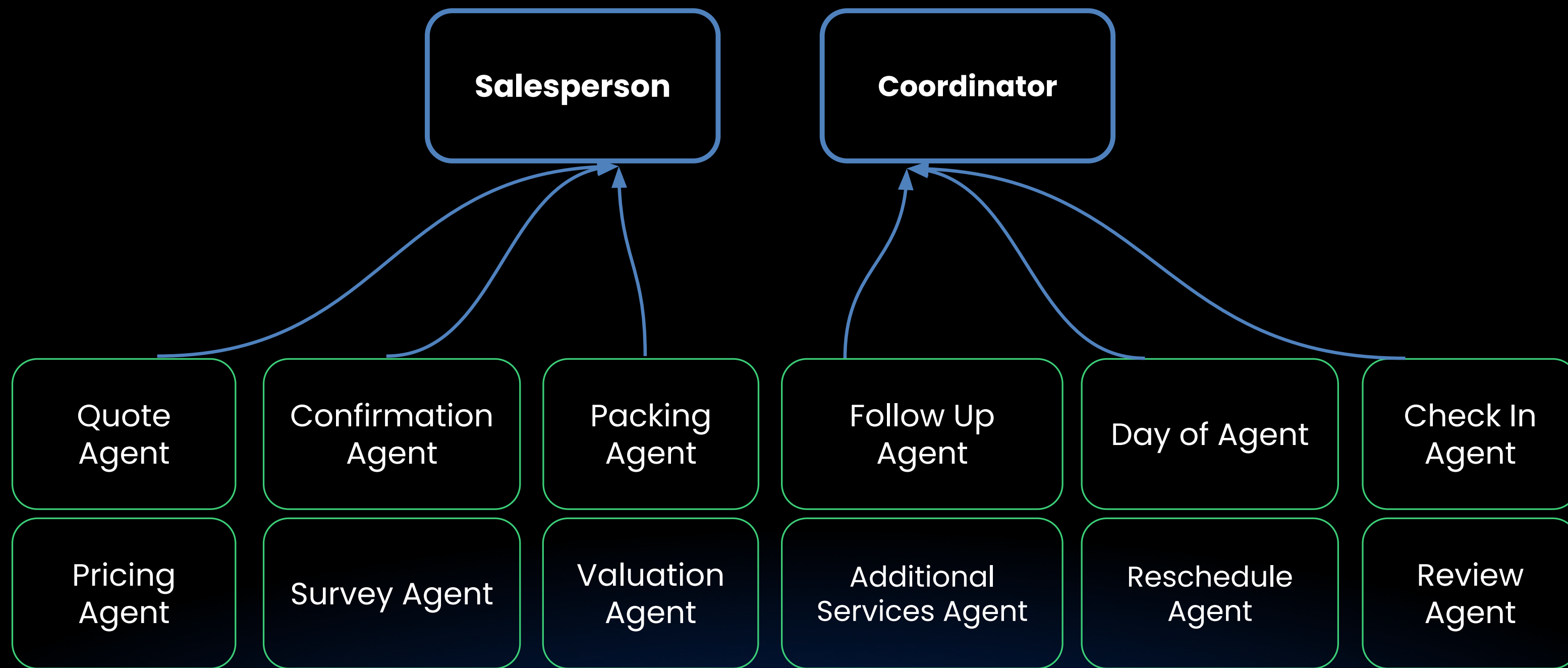
One person will be able to *multiply their output* by creating and controlling large systems.

What can you do now?

The companies that will lead are those that learn and move the fastest.

1. Use a central system where workflows are executed.

2. Figure out the high impact problems that AI can help solve.

3. Empower your teams to use AI tools to manage & aid their existing work.
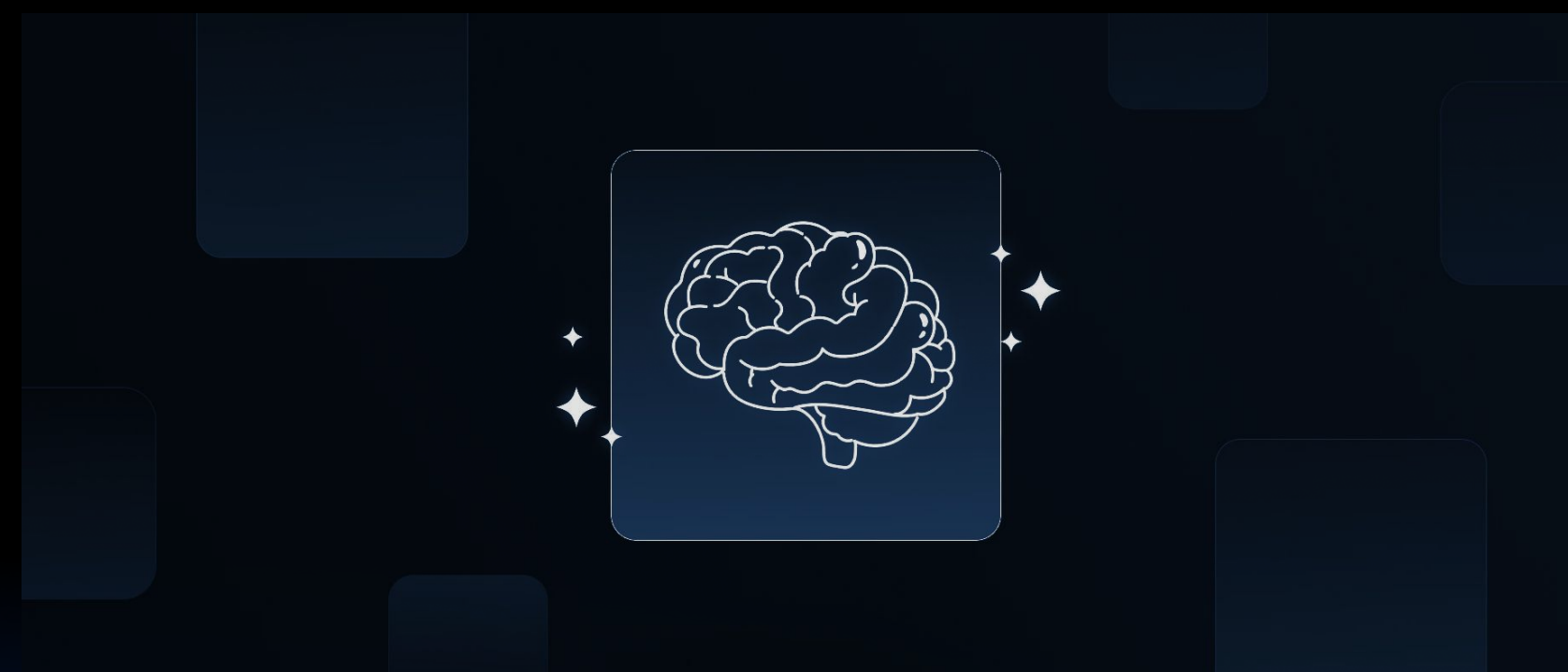
Autonomous enterprises aren't built overnight — but the *first movers* will jump far ahead.