

TAILWINDS

THE UI FOR AI

BUILT ON



Amazon Bedrock

POWERED BY



IBM watsonx Assistant

ParcelPort

ParcelPort, a pioneer in smart locker technology, is transforming parcel logistics for retailers, residential multitenant buildings, couriers, and new developments. Their comprehensive network of smart lockers helps with last-mile delivery, offering significant time and cost savings while enhancing the delivery experience for every link in the logistics chain.

As ParcelPort continues to grow, so do the needs of their clients for the high-quality customer support experience they have come to expect. As a result, ParcelPort partnered with Innovative Solutions to augment their client experience with artificial intelligence technology using Innovative's Tailwinds platform. ParcelPort expects this technology to help improve their KPIs without a proportional increase in costs and without slowing their growth.

BUSINESS OBJECTIVES

1

Create an AI-powered support system capable of handling inquiries across multiple channels (chat, email, voice)

2

Reduce support costs while maintaining service quality

3

Enable 24/7 customer support availability

4

Improve first-contact resolution rates

5

Streamline support operations for their growing smart locker network



THE CHALLENGE

ParcelPort's rapid expansion of their smart locker network created increasing pressure on their customer support infrastructure. With a diverse range of support tickets spanning hardware issues, lost packages, and general inquiries, their support team needed to manage a complex knowledge base while maintaining quick response times.

Their existing support system struggled to handle the volume of inquiries efficiently, with monthly tickets reaching 141 and covering various issues from lost package incidents (24.1%) to hardware-related problems (15%). The company needed a solution that could scale with their growth while maintaining their high standards for customer service.

Property managers were spending significant time on delivery processing, and the support team needed to handle various priority levels effectively while ensuring consistent service quality across all channels.

THE SOLUTION

Based on a successful proof-of concept delivered by Innovative, ParcelPort stands ready to implement a comprehensive AI support system throughout the organization. The solution architecture combines IBM watsonx Assistant's chat capabilities with Amazon Bedrock running on AWS, integrating seamlessly with ParcelPort's existing infrastructure to create an intelligent, scalable support system.

Key components include:

- ✔ IBM watsonx Assistant providing a natural, conversational interface for customers
- ✔ Amazon Bedrock integration delivering secure access to advanced AI models
- ✔ Anthropic Claude integration through Bedrock for sophisticated query understanding
- ✔ Custom-trained AI models using ParcelPort's extensive support knowledge base
- ✔ Automated priority-based ticket routing and handling
- ✔ Multi-channel support capabilities (chat, email, voice)
- ✔ Real-time analytics and reporting dashboard
- ✔ Intelligent escalation protocols for complex issues

TRANSFORMING THE CUSTOMER EXPERIENCE

ParcelPort's partnership with Innovative Solutions and implementation of Tailwinds is targeting ambitious goals to transform their customer support operations through AI-powered automation and intelligence.

TARGETED OUTCOMES

Projected 40% reduction in average response time for customer inquiries

Expected 30% decrease in support operational costs

Target 95% first-contact resolution rate for common support issues

Implementation of 24/7 support availability without increasing staffing

Anticipated property manager **time savings of 10 hours per week** on delivery processing

CUSTOMER TESTIMONIAL

"We're excited about how Tailwinds will transform our customer support operations. Using the power of AI to expertly route and service routine inquiries allows our team to focus on complex issues that require the human touch of our team of logistics experts. We expect to see faster response times, happier customers, and significant cost savings."

-Michael Trueman, President and Co-Founder, ParcelPort

WHY WORK WITH A GENAI PARTNER

Innovative Solutions is a Premier Tier AWS Partner, specializing in AI and machine learning solutions. Our Tailwinds platform, coupled with expertise in Amazon Bedrock and IBM watsonx Assistant, enables businesses to leverage cutting-edge technology to solve complex challenges and drive growth rapidly and efficiently.

For more information on how Innovative Solutions and our Tailwinds platform can help transform your business, visit innovativesol.com/tailwinds.