



Buying Outcomes, Not Hours

Nashville, TN | Oct 4–7, 2026
Innovation Theater | #Booth 629

Your shipment is visible. Your systems talk to each other. So why does a late pickup or a stuck container still need a phone call, an email chain and a spreadsheet to fix? We help supply chain, transportation and logistics teams close that gap, so more of what goes wrong gets caught and fixed before it costs you.

EXCLUSIVE SESSION

Buying Outcomes, Not Hours: Reinventing Transportation Operations

Monday, Oct. 5 | 12:45 – 1:05 PM | Innovation Theater

“When something goes wrong with a shipment, an order or a container, you shouldn't have to choose between speed and getting it right. We help you catch it early, decide what to do and get it resolved, and we're accountable to the results you actually care about: freight that moves, cost that stays down and customers who stay happy.”



What You're Dealing With

- A late pickup or a held shipment turns into calls, emails and spreadsheets before anyone actually fixes it.
- By the time you see the problem, it's already cost you: a missed delivery, a detention fee, an unhappy customer.
- You've added AI tools, but they mostly tell you what's wrong. They don't do much about it.



What You Get Instead

- You pay for the result: freight moved, cost avoided, cash collected. Not for hours worked.
- Problems get caught and acted on automatically, often before your team even sees them, with people stepping in for the judgment calls.
- You see the difference in weeks, on a handful of real shipments, not after a long transformation project.

What This Looks Like For You



Keep Freight Moving

When a pickup slips or a delivery is at risk, we catch it early and coordinate the fix with carriers and customers, so fewer loads sit still.

FEWER DELAYS, FEWER CALLS, MORE ON-TIME FREIGHT



Get Paid Faster

Orders that arrive by email or phone become clean, ready-to-bill data automatically, so invoices go out sooner and less revenue slips away.

FASTER INVOICING, LESS REVENUE LOST



Always Know Where Things Are

From the gate to the yard, every container and asset is tracked in real time, so a delay gets caught before it becomes a bigger problem.

LESS IDLE EQUIPMENT, FEWER MANUAL CHECKS



Take Care of the Customer

Tracking questions, claims and customs checks are handled proactively, so customers hear from you before they have to call.

FEWER CALLS IN, FASTER CLAIMS, HAPPIER CUSTOMERS

Delivering Outcomes

40%

Reduction in operational costs

70%

Improvement in collections

100%

On-time delivery

94%

Increase in sales

Bring us one shipment, claim or invoice that's stuck. We'll show you exactly where it breaks down, and how to fix it.

MEET OUR EXPERTS

Manish Madan · Dean Birtwell

Nitin Pant · Ranjit Mathews

Sutherland is an AI-driven business transformation partner to enterprises, including several Fortune 500 clients. We design, run, and automate business operations at scale, helping clients improve efficiency, strengthen customer experiences, and deliver measurable outcomes.

Most companies either build AI-led capabilities or run operations. Sutherland does both. We run complex, mission-critical processes while engineering the AI-led solutions that sit within them. This closed loop helps clients move beyond AI pilots to reliable, governed outcomes that improve and scale over time.

With deep operational expertise, advanced products, platforms, and engineering, we help clients modernize operations and build future-ready businesses.

