



ID LOGISTICS' NEW CONTROL TOWER SOLUTION INCLUDES ALL STAGES OF CARGO TRANSPORT WITH DIRECT REDUCTION OF COSTS AND DELIVERY TIME

With services focused on the management of all logistics processes in a distribution center, the multinational reference in the field of logistics operators, ID Logistics, present in 18 countries around the world, expands its offer of solutions with the development and implementation of a Control Tower that becomes an essential tool for its partners, consolidating communication and giving an accurate view to all players (without exception) of your supply chain of how your goods are being moved, from the warehouse to the point of delivery of the product to the end customer.

"The management of the entire transport flow, integrating the customer's ERP, TMS, WMS and Power BI systems and the proper use of resources, reduces operating costs, improves planning and decision-making actions and consequently the efficiency of our customers' operations", explains Fabrício Friolani, Control Tower Manager of the Brazilian subsidiary of ID Logistics.

In addition to the management systems, the new solution includes data from various sources, and monitors the performance of each of the subcontracted carriers on possible delays or forgotten items. "The ability to provide accurate and up-to-date information on the status of each delivery, thanks to the alerts sent, allows anticipation of actions, which significantly improves the experience of the end customer," he adds.

According to Friolani, the Control Tower's services are flexible and customized according to the needs of each client or processes they want to control.

The main objective of this management solution developed by ID Logistics in Brazil is to speed up the delivery of cargo from the integrated analysis of the best route option, by region, *lead time*, cargo profile and/or type of vehicle, enabling real-time visualization of cargo transport and providing updated information on the location of vehicles, status of deliveries and possible delays along the way.

From the data collected, it is possible to carry out advanced studies, which speeds up decision-making, promptly responding to any problems or even anticipating possible occurrences the next day, with the implementation of corrective measures.



ID Logistics' Control Tower has a dedicated team, customized according to the customer's needs and prepared to solve occurrences. Every action is tuned directly to our customers' Customer Service channel.

STEPS IN THE MANAGEMENT PROCESS

The management of the entire process includes scheduling collections and at the distribution center and scheduling deliveries within the best time, monitoring any deviations that may occur.

Another important action of ID Logistics' management is the monitoring of the claim process if it occurs, with the generation of indicators and schedule for the customer.

The efficient management carried out by the new ID Logistics tool also includes Cargo Offer, to promote the best relationship with carriers, Pallet Current Account Management, Proof of Delivery, Cost Control, Freight Audit and Reverse Logistics.

"In an increasingly dynamic and demanding market, we know that operational efficiency and adaptability are crucial differentials. With this new solution, we are offering our customers a powerful tool that provides an integrated, real-time view of the entire logistics chain. This new service isn't just about technology; It's about strengthening our commitment to our partners and customers. The Control Tower enables our customers to be more agile, reduce operational costs, and deliver a superior experience to their own customers. It is about anticipating challenges and offering personalized solutions that really add value", concludes Gilberto Lima, CEO of ID Logistics Brasil.



ABOUT ID LOGISTICS

The ID Logistics Group, led by Eric Hémar, is one of the leading international logistics operators, with a turnover in 2023 of €2.75 billion. It manages 400 sites located in 18 countries, representing 8 million m² operated in Europe, the Americas, Asia and Africa and employing 38 thousand employees. With a balanced portfolio of customers across retail, industry, health and e-commerce & picking, ID Logistics offers technological solutions committed to sustainable development. In Brazil, it has more than 8 thousand employees and is led by the General Director, Gilberto Lima. There are more than one million square meters of storage, intended for the logistics of large players in the retail, industrial, FMCG, cosmetics and e-commerce segments in more than 55 distribution centers. ID Logistics is listed on Block A of the NYSE Euronext Paris Stock Exchange (ISIN Code: FR0010929125).