



aramex



aramex Logistics Center

# Aramex Success Story: Redefining Logistics Operations with AI & Wearable Technology

A Blueprint for End-to-End Traceability, Predictive Routing, and Industry 5.0 Ergonomics

# Executive Agenda

- 01. The Global Ecosystem: Scaling Logistics for the E-Commerce Era**
- 02. The Hidden Costs of Hyper-Dynamic Operational Variability**
- 03. From Manual Operations to Intelligent Automation**
- 04. The Paradigm Shift: Reactive vs. Predictive Operations**
- 05. Quantifying Operational Excellence & ROI**
- 06. Future-Proofing Global Supply Chains (Accelerate28)**

**01**

# The Global Ecosystem: Scaling Logistics for the E-Commerce Era

Aramex is a global supply chain orchestrator managing unprecedented regionalization and e-commerce volume. Operating with highly capable, scalable infrastructure, their challenge is no longer just managing volume, but transforming raw data into predictive, actionable insights. Through the Accelerate28 strategy, Aramex is deploying an AI-first global data foundation to push their operational excellence beyond Industry 4.0 standards.

**6.3B AED**

FY24 Revenue (+11% YoY Growth)

**600+ Offices**

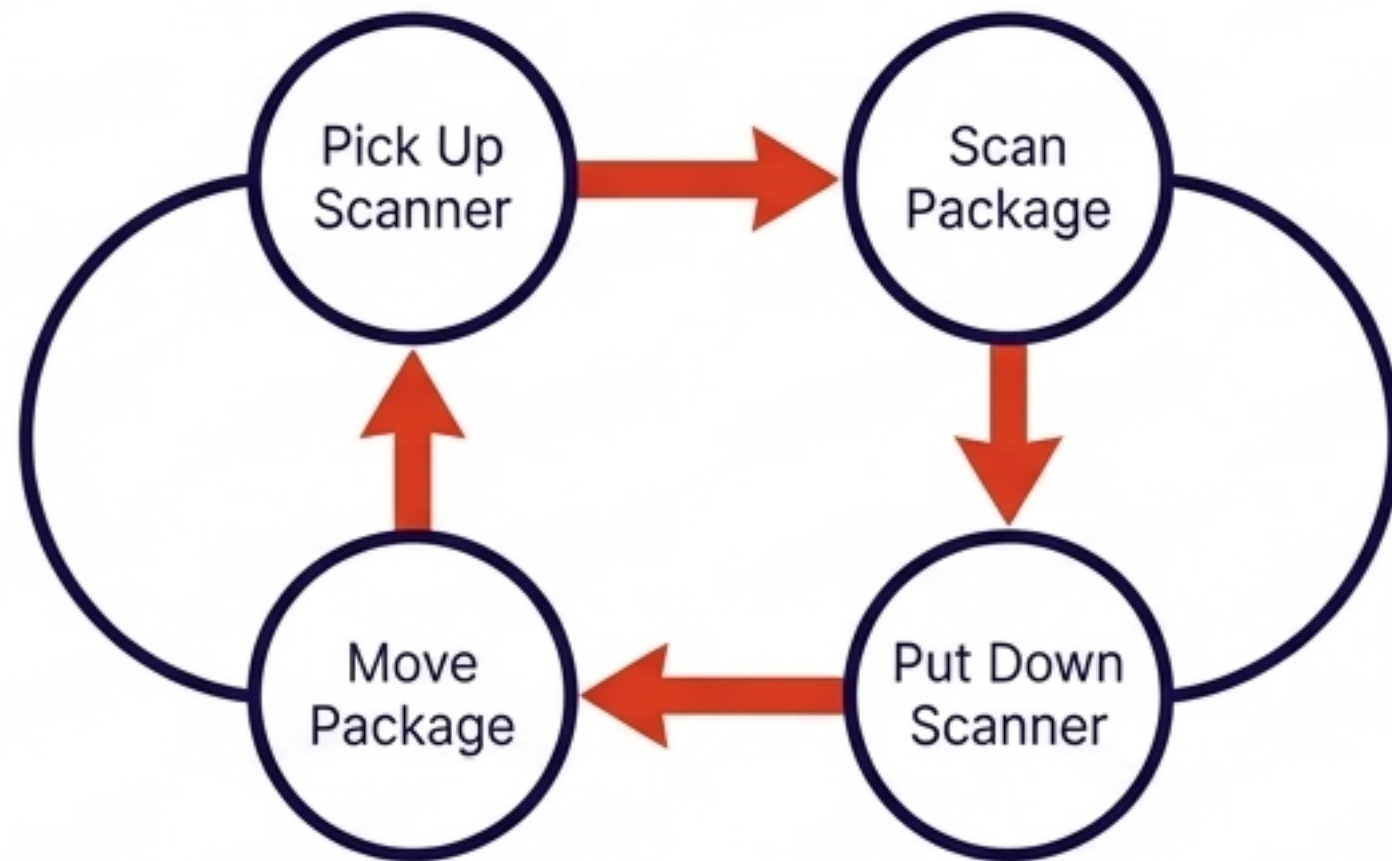
Across 70+ Countries

**16,000+**

Dedicated Employees

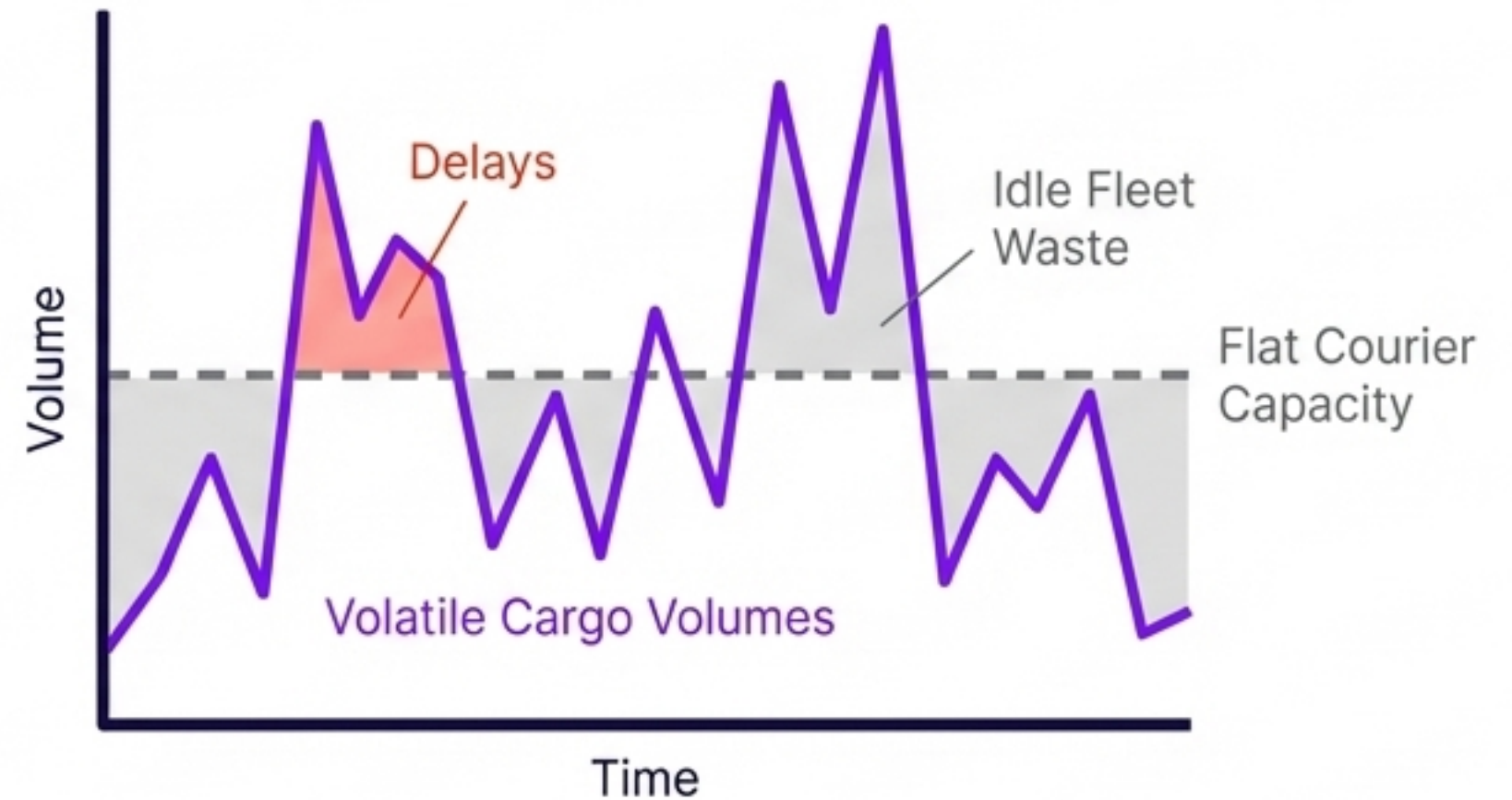
# The Hidden Costs of Hyper-Dynamic Operational Variability

## Wasted Motion in Sorting



Standard handheld devices require workers to pick up, scan, and put down the scanner for every package. While reliable, this sequential stop-and-go process creates micro-delays that compound into massive physical fatigue and operational slowdowns across 16,000 employees.

## The OpEx Drain of Reactive Routing



Cargo volumes vary drastically by the hour. Traditional routing relies on manual forecasting. Overestimating demand leaves idle fleets and inflated OpEx. Underestimating demand causes delivery delays. The core challenge: Exactly how many couriers are needed on Route X, at this exact minute?

# From Manual Operations to Intelligent Automation

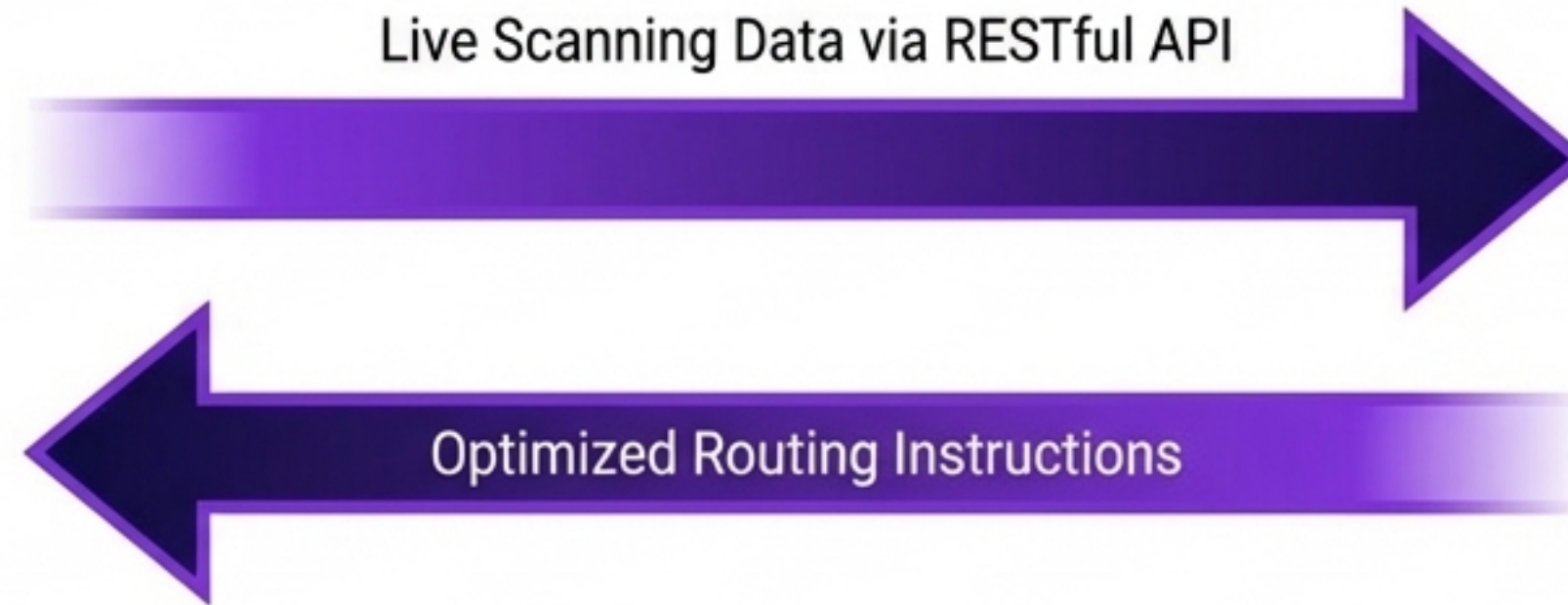
## The Edge: Hardware



### Vega-X Smart Gloves

- End-to-end hands-free workflow unlocking Ergonomic Efficiency.
- Built-in optical, haptic, and acoustic Poka-Yoke feedback physically prevents mis-sorting mistakes.
- Swappable battery for limitless power.

## Closed-Loop Ecosystem



### The Integration

Real-time API integration directly into Aramex WMS/ERP with zero latency. Physical action dictates digital insight, which immediately directs the next physical action.

## The Core: Software



### TIM FLOW AI Platform

- A predictive AI engine that synthesizes massive historical datasets with live warehouse floor data.
- Executes dynamic courier route optimization.
- Ensures a Just-in-Sequence supply chain.

# 04 The Paradigm Shift: Reactive vs. Predictive Operations

Operational Dimension	Legacy Operations	Integrated TIM Ecosystem
Routing Strategy	Reactive planning based on historical guesses.	✓ Predictive route allocation updating in real-time.
Resource Allocation	Static fleet deployment (risks idle capacity).	✓ Dynamic optimization (Right courier, right route, exact time).
Picking Methodology	Handheld scanners (stop-and-go wasted motion).	✓ Hands-free Vega-X (continuous, ergonomic flow).
Error Prevention	Double-checking and manual QA.	✓ Poka-Yoke mistake-proofing with instant haptic/visual feedback.
Traceability	Siloed checkpoints.	✓ End-to-end digital twin tracking for transparent OpEx management.

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# Quantifying Operational Excellence & ROI

45 Minutes Saved  
per Courier, per Day

## Micro-Efficiency

Hands-free sorting + dynamic rerouting eliminates idle time and traffic bottlenecks.

### OpEx & Capacity Optimization

45 daily minutes saved directly increases drop-size capacity. Same fleet, higher volume. Overtime is slashed, and idle capacity is eliminated.

### Zero-Error Traceability

Haptic feedback eliminates mis-sorting. Reverse logistics costs plummet. End-to-end traceability grants C-suite a live x-ray of operational health.

### Scope 1 & 2 Emissions Drop

Eliminating unnecessary driving hours and vehicle idling slashes fossil fuel consumption, directly supporting Aramex's strict carbon reduction targets.



## Fulfilling the Accelerate28 Vision

The TIM FLOW implementation perfectly realizes the goal of an AI-first global data foundation, turning operational data into the ultimate competitive advantage.

## Pioneering Industry 5.0

Shifting from pure automation to human-centric augmentation. Vega-X prioritizes worker ergonomics, reducing physical fatigue, lowering stress, and massively boosting employee satisfaction.

## Uncompromising ESG Leadership

By aligning with the Future Vehicle Program and LEED goals, predictive routing acts as a primary lever in reducing Scope 1, 2, and 3 emissions through optimized fuel utilization.

THREAD IN MOTION



## GET IN TOUCH WITH US

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