

# AI AGENTS FOR UK LOGISTICS

Intelligent automation for a sector defined by volatility, rising expectations, and structural change.

ELVRA AI Solutions | 2026

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# THE UK LOGISTICS LANDSCAPE

## The Scale

- The UK logistics sector generates more than a trillion pounds in annual revenue.
- It accounts for a substantial share of national economic activity and employment.
- Warehouse capacity continues to expand across the country.
- The sector remains one of the UK's most economically significant industries.

## The Pressure

- Fluctuating fuel prices and persistent supply chain disruptions constrain resilience.
- Global events extend lead times and introduce new layers of uncertainty.
- The regulatory push toward decarbonisation accelerates costs and complexity.
- Sector confidence has softened under the cumulative impact of these pressures.

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# OPERATIONAL REALITIES

## CHALLENGES

- Administrative workloads remain high with disproportionate manual effort
- Operational information is fragmented across multiple systems
- Customer expectations have evolved to demand real-time updates
- Labour shortages place additional pressure on already stretched teams

## CONSEQUENCES

- Skilled people are constrained by inefficient processes
- Outdated communication flows limit strategic improvement capacity
- Legacy processes no longer align with the pace of modern logistics
- Manual errors reduce accuracy and consistency across operations

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# AI IN LOGISTICS

Technology is emerging as a critical enabler of resilience and efficiency

## AI

### Warehouse Optimisation

AI now influences warehouse management, inventory tracking, and demand forecasting across the sector

## GenAI

### Audio and Vision AI

Generative AI, audio AI, and computer vision are leading the transformation of logistics operations

## Real-Time

### Decision-Making

Organisations are equipped with intelligence and responsiveness for dynamic operating environments

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# ELVRA AI SOLUTIONS

## Our Approach

- Deep understanding of how logistics organisations function day to day.
- AI systems that integrate seamlessly with your existing tools and processes.
- Real-time responses that automate repetitive tasks and reduce friction.
- Solutions built to be reliable, scalable, and tailored to each organisation.

## Our Commitment

- We develop AI agents aligned with the operational realities of logistics.
- Enhanced internal and external communication across the entire operation.
- Targeted, operationally meaningful AI that supports measurable improvement.
- No generic automation — every solution reflects your specific workflows.

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# WHY AI AGENTS MATTER

Practical, scalable solutions for persistent logistics challenges

## Instant Response

AI agents respond instantly to customer queries and provide real-time tracking updates

## Reduced Admin Burden

Routine scheduling, workflow tasks, and manual data entry are automated with precision

## Effortless Scaling

AI agents operate continuously, adapt to peak demand, and maintain consistent service levels

## Operational Resilience

Improved service levels, reduced costs, and a more resilient operating model for logistics

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# OUR SOLUTIONS

## AI Chatbots

Reduce pressure on customer service teams by handling tracking queries, delivery updates, and routine enquiries

## AI Voice Agents

Manage inbound calls, route enquiries, and provide immediate information without placing customers in queues

## Workflow Automation

Streamline scheduling, routing updates, compliance tasks, and operational notifications across the business

## Enterprise Integration

AI agents connect effectively with TMS, WMS, CRM, and other operational systems for cohesive data flow

## Sector Expertise

Technical capability combined with deep logistics insight for solutions that deliver tangible operational value

## Continuous Support

Ongoing optimisation, refinement, and scaling of AI agents as your logistics business evolves

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# THE ROI OF AI AGENTS

Data-driven evidence for intelligent automation investment

## 190%

### Average ROI

Logistics firms deploying AI agents report an average 190% return on investment within 12 months (Gartner, 2025)

## 4.1

### Months to Payback

Customer service AI agent deployments achieve full payback in just 4.1 months on average (Bain Agentic AI Benchmark, 2026)

## 9x

### Cost-Per-Task Reduction

AI agents resolve customer service tasks at 9x lower cost per interaction compared to manual handling (Forrester TEI, 2026)

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# AI CHATBOT BUILD

## Starter

£700 — one-off build cost

## Premium

£1,400 — one-off build cost

## Diamond

£2,900 — one-off build cost

## Monthly Rolling

£500 per month — hosting, optimisation, and ongoing support

## What's Included

Conversational AI flows, FAQ handling, lead capture, and channel deployment

## Ideal For

Teams automating client intake, FAQs, and triage at scale

# AI CHATBOT — PLAN COMPARISON

## Starter

**£700**

*Delivery: 7–10 business days | 1 round of revisions*

- 1 channel setup (Website / Messenger)
- Up to 30 FAQs & responses
- Custom greeting & branding
- Basic AI/NLP for question variations
- Live chat hand-off when human support is needed
- Mobile & desktop optimised widget

## Premium

**£1,400**

*Delivery: 10–14 business days | 2 rounds of revisions*

- Everything in Starter
- Multi-step conversation flows for lead qualification & conversion
- Appointment booking integration (Calendly, Google Calendar)
- CRM or email marketing integration (HubSpot, Mailchimp)
- Up to 75 FAQs & AI-trained responses
- Lead scoring logic (hot, warm, cold)

## Diamond

**£2,900**

*Delivery: 14–21 business days | 3 rounds of revisions*

- Everything in Premium
- Multi-channel deployment (Website, Messenger, WhatsApp, Instagram)
- AI intent recognition for complex queries & contextual understanding
- E-commerce integration (Shopify, WooCommerce)
- Order tracking & personalised product recommendations
- Custom AI training on your documents & knowledge base
- Multi-language support (English + 1 additional language)

# AI VOICE AGENT BUILD

## Starter

£1,100 — one-off build cost

## Premium

£2,500 — one-off build cost

## Diamond

£5,000 — one-off build cost

## Monthly Rolling

£500 per month — hosting, optimisation, and ongoing support

## What's Included

Inbound and outbound call handling, routing, and real-time data capture

## Ideal For

Firms needing AI to manage calls, qualify leads, and deliver updates 24/7

# AI VOICE AGENT — PLAN COMPARISON

## Starter

**£1,100**

*Delivery: 7–10 business days | 1 round of revisions*

- Inbound call management for one business line
- AI call routing & FAQ answering (up to 20 responses)
- Voicemail-to-text & email delivery
- Simple appointment booking integration (Calendly, Google Calendar)
- Call summary reports (daily or weekly)

## Premium

**£2,500**

*Delivery: 10–14 business days | 2 rounds of revisions*

- Everything in Starter
- Outbound call handling (lead follow-up & reminders)
- Lead qualification script (hot, warm, cold)
- FAQ handling (up to 50 responses)
- Integration with CRM or booking system (HubSpot, Zoho)
- Multi-number support (up to 3 lines)
- AI call transcription & searchable logs

## Diamond

**£5,000**

*Delivery: 14–21 business days | 3 rounds of revisions*

- Everything in Premium
- Multi-language call handling (English + 1 language)
- Complex workflow automation (pre-qualify, book, follow-up emails)
- E-commerce order status & tracking over calls
- Outbound campaign calls (appointment setting, renewals)
- Integration with multiple systems (CRM, ERP, payment gateways)
- Real-time data lookups (inventory, order info)

# CUSTOM AI AGENT BUILD

## Starter

£2,200 — one-off build cost

## Premium

£4,800 — one-off build cost

## Diamond

£9,500 — one-off build cost

## Monthly Rolling

£10,000 per month — ongoing optimisation, training, and strategic support

## What's Included

Bespoke AI agents across workflows with integrations to your core systems

## Ideal For

Businesses ready for end-to-end AI transformation across operations

# CUSTOM AI AGENT — PLAN COMPARISON

## Starter

## £2,200

*Delivery: 7–10 business days | 1 round of revisions*

- 1 custom AI agent for a specific task (lead follow-up, data research, report generation)
- Basic prompt engineering & task flow setup
- Connection to 1–2 data sources or tools
- Limited autonomy (executes predefined actions)
- Manual trigger or simple scheduling

## Premium

## £4,800

*Delivery: 10–14 business days | 2 rounds of revisions*

- Everything in Starter
- Multi-task capabilities (sales outreach, lead qualification, follow-ups)
- Access to multiple data sources & APIs
- Autonomous task scheduling & execution
- Intermediate decision-making based on data & rules
- Integration with CRM, email, and communication tools
- Activity logs & performance reports

## Diamond

## £9,500

*Delivery: 14–21 business days | 3 rounds of revisions*

- Everything in Premium
- Multiple AI agents operating in coordination (sales, support, operations)
- Dynamic goal-oriented autonomy (self-creates tasks to meet objectives)
- Integration across CRM, ERP, support platforms, payment systems
- Real-time data analysis & decision-making
- Advanced memory & continuous learning from interactions
- Multi-language support

# ALL PLANS AT A GLANCE

Nine build options across three agent types — pricing, monthly cost, and headline capability

| | STARTER | PREMIUM | DIAMOND |
|---|---|---|---|
| **AI Chatbot**<br>*Monthly rolling: £500* | **£700**<br>1 channel, 30 FAQs, basic NLP, live hand-off | **£1,400**<br>Multi-step flows, CRM & booking integration, 75 FAQs, lead scoring | **£2,900**<br>Multi-channel, intent AI, e-commerce, custom training, multi-language |
| **AI Voice Agent**<br>*Monthly rolling: £500* | **£1,100**<br>Inbound calls, AI routing, voicemail-to-text, booking | **£2,500**<br>Outbound calls, lead qualification, CRM, 3 lines, transcription | **£5,000**<br>Multi-language, complex workflows, ERP/payments, real-time data |
| **Custom AI Agent**<br>*Monthly rolling: £1000* | **£2,200**<br>1 agent, 1–2 data sources, manual triggers, predefined actions | **£4,800**<br>Multi-task, autonomous scheduling, multi-API, decision rules | **£9,500**<br>Multi-agent coordination, goal-oriented, ERP/CRM, learning memory |

# OUR DELIVERY PROCESS

### 1. Discover

We analyse your business needs, goals, and challenges to define the right AI strategy

### 2. Design & Build

We design and build your AI solution with focus on performance and smooth integration

### 3. Test & Deploy

We test thoroughly, refine, then deploy for reliable real-world performance

### Rapid Deployment

Fast delivery cycles enable quicker automation gains and time to value

### Custom Architecture

Systems built around your workflows with flexibility and control

### Enterprise Integration

Solutions integrated into your existing systems and operations

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# DELIVERY TIMESCALES & OUTCOMES

### Starter Plan

Indicative delivery within 2–4 weeks from discovery to live deployment

### Premium Plan

Indicative delivery within 4–8 weeks across discovery, build, and rollout

### Diamond Plan

Indicative delivery within 8–12 weeks for full enterprise transformation

### 99% Success Rate

Across 300+ satisfied clients served globally

### 95% Integration Success

AI solutions reliably integrated into client environments

### 90% Delivery Excellence

Consistent quality sustained across project lifecycles

# AI PLATFORMS WE USE

*We build intelligent AI agents on a carefully chosen platform stack to deliver bespoke solutions that help businesses communicate, operate, and grow.*

- **Intelligent AI agents** — We design AI agents that improve how businesses communicate, operate, and grow across everyday operations.
- **Automation and customer interaction** — Our platforms power efficient systems that automate processes and elevate customer interactions.
- **Adaptive and scalable** — We choose tools that adapt to each client's workflows and scale as operations grow.
- **Custom architecture and integration** — Bespoke AI architecture is built for flexibility and control and integrated into existing systems.
- **Rapid, proven delivery** — Fast deployment with rigorous testing, backed by 300+ clients and a 95% successful-integration record.

# TOOLS WE USE

## n8n

- Connects APIs, databases, SaaS tools, and internal systems into powerful automated workflows.
- Enables custom logic, triggers, and multi-step processes without heavy engineering.
- Ideal for secure, self-hosted automation at scale for compliance-focused clients.

## ElevenLabs

- Ultra-realistic AI voices, speech-to-text, voice cloning, and full audio creation tools.
- Powers voice agents, audiobooks, marketing content, dubbing, and real-time interactions.
- Offers no-code tools and developer APIs for seamless audio integration.

## Retell AI

- Automates inbound and outbound phone calls with natural, human-like AI voice agents.
- Handles complex multi-turn conversations for customer service, bookings, and operations.
- Includes visual builders, APIs, CRM lookups, analytics, and telephony integrations.

# TOOLS WE USE

## OpenAI GPT Models

- Advanced language models that generate text, analyse documents, write code, and automate reasoning.
- Used for customer service, content creation, research, workflow automation, and AI agents.
- Provides APIs, fine-tuning, and multimodal capabilities for easy integration into apps and systems.

## Claude (Anthropic)

- Safe, reliable AI model designed for deep reasoning, analysis, and structured outputs.
- Ideal for research, summarisation, customer support, and enterprise-grade AI workflows.
- Offers strong safety controls, long-context processing, and flexible API integration.

## LangChain

- Connects LLMs with tools, APIs, databases, and vector stores to build intelligent agents.
- Powers chatbots, voice agents, RAG systems, workflow automation, and enterprise pipelines.
- Modular framework with chains, agents, prompts, memory, and retrieval components.

# TOOLS WE USE

## Pinecone

- High-performance vector database for semantic search and Retrieval-Augmented Generation.
- Enables fast, accurate retrieval for chatbots, assistants, recommendation engines, and document search.
- Handles indexing, filtering, scaling, and deduplication automatically for production-ready AI apps.

## Make.com

- Visual drag-and-drop automation for connecting apps, AI models, and data systems.
- Builds multi-step workflows for operations, content, customer service, and lead management.
- Reduces manual work with scalable automations that run instantly or on schedules.

## Voiceflow

- Visual platform for designing chatbots, voice assistants, and multimodal AI agents.
- Integrates LLMs, APIs, memory, and testing tools for high-quality conversational experiences.
- Supports collaboration, prototyping, and deployment across web, mobile, and telephony.

# TOOLS WE USE

## Perplexity

- AI search engine delivering accurate, cited answers using real-time web browsing.
- Ideal for research, market analysis, content creation, fact-checking, and decision support.
- Helps businesses speed up insight gathering with fast, reliable, evidence-based responses.

## Midjourney

- AI image generator producing high-quality, stylised visuals from text prompts.
- Used for branding, concept art, marketing assets, product visuals, and photorealistic scenes.
- Accelerates creative workflows with fast iterations and rich artistic control.

## Higgsfield

- AI video creation platform generating cinematic-quality content from text, images, or product links.
- Provides camera logic, colour grading, VFX, face swap, and professional film tools.
- Ideal for ads, social content, storyboards, and full AI-driven video production.

# WHY CHOOSE ELVRA

Safe, compliant, and genuinely transformative AI solutions

### Deep Expertise

AI automation combined with practical understanding of legal workflows and pressures

### Logistics Specific

Solutions that address real challenges: admin overload, slow response, and inefficiency

### Tailored Approach

Collaborative, transparent process focused on measurable outcomes for your firm

### Strategic Partner

More than technology — a committed ally helping your firm operate smarter and faster

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# YOUR PATH TO AI

A structured approach to AI-enabled logistics

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