

# Pallet launches new AI platform designed to execute logistics operations at scale

*The leader in AI for logistics operations announces the industry's first vertically integrated platform in partnership with Everest Transportation Systems*

**SAN FRANCISCO, February 9, 2025** — Pallet today announced the launch of a new AI platform designed to execute logistics operations at scale, extending its existing AI agent into an extensible system for end-to-end execution. The new platform moves the logistics industry beyond task automation by running complex, exception-heavy workflows, with accuracy enforced by design. Everest Transportation Systems is among the first customers running the platform in production, reporting up to a 15% reduction in operating costs and a 30% increase in employee productivity.

Logistics organizations have widely adopted AI, but results have been mixed. According to a recent McKinsey study, [88%](#) of all companies report using AI, yet only [7%](#) say it has been fully scaled across their organizations. In logistics, the gap is most acute in costly specialized operations such as cross-border shipments, intermodal movement, and regulated goods where cost-to-serve is highest and tolerance for errors is effectively zero. In these environments, AI fails to scale reliably because of the need to coordinate rules and exceptions across diverse customers and systems.

With the launch of this new AI platform, Pallet delivers a vertically integrated system that combines custom-trained AI models for logistics with embedded tribal knowledge to run the most complex operations at enterprise scale.

“Most AI in logistics is focused on simple, low-stakes operations like check calls and POD retrievals,” said Sushanth Raman, CEO of Pallet. “The real ROI comes from executing the complex, customized workflows that drain the most time. We built this platform to run that complexity with accuracy and control built in.”

The Pallet AI platform tackles the most complex operations, such as high-stakes hazmat and customs classification, and multi-step invoice auditing.

The platform vertically integrates three core components – custom AI models trained on logistics, enterprise memory that encodes tribal knowledge, and an agent builder that executes complex workflows, validates outcomes, and escalates true edge cases to humans.

The new platform is already live in production across a growing set of enterprise logistics operators, including Everest Transportation Systems, Mallory Alexander, and STG Logistics. At Everest, the platform runs more than 20 agents across the entire quote-to-cash lifecycle for truckload, freight forwarding, intermodal, and hazmat divisions.

“Everest operates in parts of logistics where mistakes are expensive and complexity is unavoidable,” said David Radom, CEO at Everest Transportation Systems. “Pallet allows us to abstract that complexity away with AI that executes work more accurately and scales our operations without pushing coordination back onto our teams.”

This launch builds on a period of strong momentum for Pallet, including a recent funding round, the introduction of Parallel Agents to support high-throughput execution, and surpassing 70 enterprise customers in production. As organizations look to scale complex logistics operations, Pallet is expanding its platform to support a broader range of specialized and high cost use cases. To learn more about the new platform, visit [pallet.com](https://pallet.com).