

Outcreate Smarter Hi-Tech Supply Chains with Salesforce AI for Faster, More Reliable Delivery

Introduction

LTM helps high-tech and original equipment manufacturers (OEMs) unify fragmented supply chain operations across enterprise resource planning (ERP), logistics, and service environments using Salesforce and AI. By combining intelligent shipment optimization, predictive visibility, workflow automation, and Salesforce Agentforce, we help enterprises improve delivery performance, reduce cost-to-serve, and respond faster to customers and disruptions.

Where Supply Chains Break Down

Many hi-tech and OEMs run multiple ERP systems across regions, business units, and manufacturing locations. Shipment, inventory, and logistics data stay fragmented across silos, slowing coordination and limiting end-to-end visibility. Manual interventions and legacy workflows raise cost-to-serve, while the lack of predictive monitoring means delays and fulfillment risks often surface only after customer commitments are already at risk.

How We Make It Work



Unified ERP Integration Layer

- Consolidates ERP systems under a single integration backbone, enabling seamless data flow across planning, inventory, and logistics.
- Improves data accuracy and removes manual reconciliation across manufacturing sites and distribution centers.



Intelligent Shipment Optimization

- Uses AI-driven models to predict shipment delays, optimize load planning, and dynamically prioritize shipments.
- Enables proactive alerts for warehouse teams and logistics managers to address issues before they escalate.



Salesforce Agentforce for Contact-Center Modernization

- Centralizes customer interactions and logistics data within Salesforce Agentforce.
- Gives agents a 360-degree view of orders, shipment estimated times of arrival (ETAs), case history, and escalations, helping reduce handling time and operational overhead.



Predictive AI + Advanced Dashboards

- Uses predictive AI models to identify shipment risks related to capacity, material availability, and route disruptions.
- Provides real-time dashboards and key performance indicator (KPI) governance, enabling leadership to track global shipment efficiency, cycle time, exceptions, and service-level agreement (SLA) compliance.



Automation & Process Simplification

- Uses mini-bots and workflow automation to remove manual steps across order creation, shipment routing, document verification, and coordination with logistics partners.

What Enterprises Stand to Gain



better on-time delivery through proactive issue detection and shipment prioritization.



lower cost-to-serve with less manual effort and more efficient logistics execution.



faster case resolution with Agentforce and unified shipment visibility.



Near real-time end-to-end shipment visibility across regions and ERP systems.



Stronger customer satisfaction through fewer escalations and more accurate delivery commitments.



Better operational governance with real-time KPIs, predictive alerts, and leadership dashboards.

Why LTM

As your Business Creativity partner, LTM brings human insight and intelligent systems together to reframe fragmented supply chain operations into connected, intelligent fulfillment. With Salesforce, AI, and deep hi-tech domain understanding, we help enterprises move faster with more visibility, stronger control, and measurable outcomes.

Build a faster, more resilient hi-tech supply chain with LTM and Salesforce.

Contact us to explore the right path forward – [Mohit.Mohan@ltm.com](mailto: Mohit.Mohan@ltm.com)