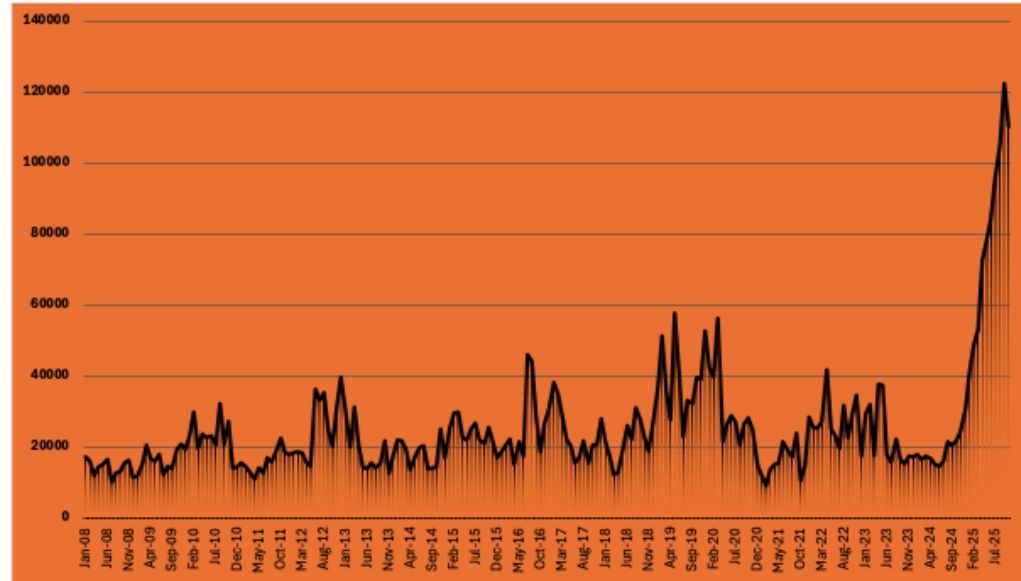


LEA REPLY™ GALILEA AND DYNAMIC INTELLIGENCE

WHY NOW

UNPRECEDENTED CHALLENGES ARE AFFECTING SUPPLY CHAINS

- **Pressure** on Operations is at a **sky-high level**;
- It is becoming increasingly **difficult** to hard-code rules to **manage exceptions**;
- Decision-making teams are **struggling** to keep up with the **pace of work**;
- No room to **extend the headcount**. When possible, it's hard to **acquire talent**.



[World Uncertainty Index](#) (updated Oct '25)



THE WAY FORWARD

UNDERSTAND AND TAME COMPLEXITY



ACQUIRE DATA IN REAL TIME

B.I. is not enough anymore. **Real-time analytics** is what differentiates a **proactive** Supply Chain from a reactive one.

Having **Visibility on deviations** before they turn into disruptions can make or break your bottom line.



ANALYZE DATA ON-THE-FLY

Having a real-time KPI **doesn't bring value** if **no intelligence is extracted** from it.

It's important that **anomalies** and deviations (as well as possible resolutions) are continuously brought to the **attention of decision-makers** and operatives.



EXECUTE IMMEDIATELY

According to Gartner*, **95%** of supply chains must **quickly react** to change, but only **7%** can execute decisions in **real-time**.

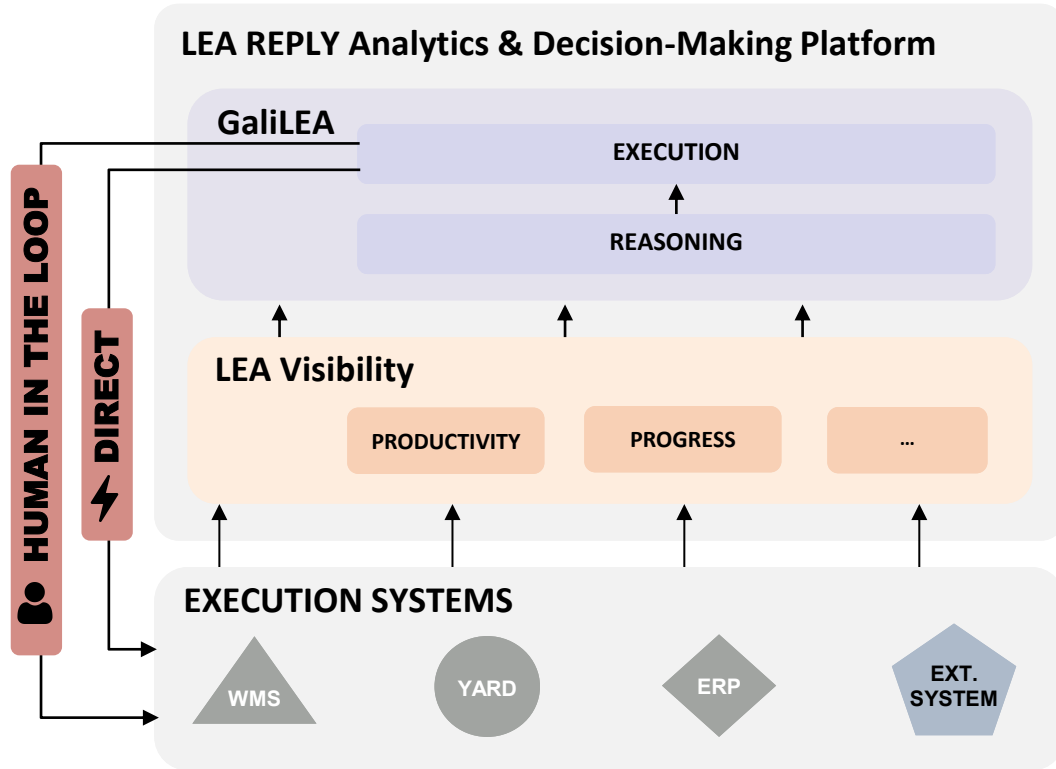
With the right technology, the future supply chain will **automate execution** and improve performance across the end-to-end value chain.

*<https://www.gartner.com/en/supply-chain/topics/future-of-supply-chain>



THE SOLUTION

ANALYTICS AND DECISION-MAKING PLATFORM



By combining **LEA Visibility** for **real-time analytics** and **GaliLEA** to generate **insights** and **execute actions**, LEA Reply can offer a comprehensive suite to manage your **Analytics and Decision Making** in Supply Chain.

With **cutting-edge technologies** and **deep industry expertise**, LEA Reply can turn your Supply Chain into a **proactive** powerhouse, **anticipating disruptions** and turning complexity into a **competitive advantage**.

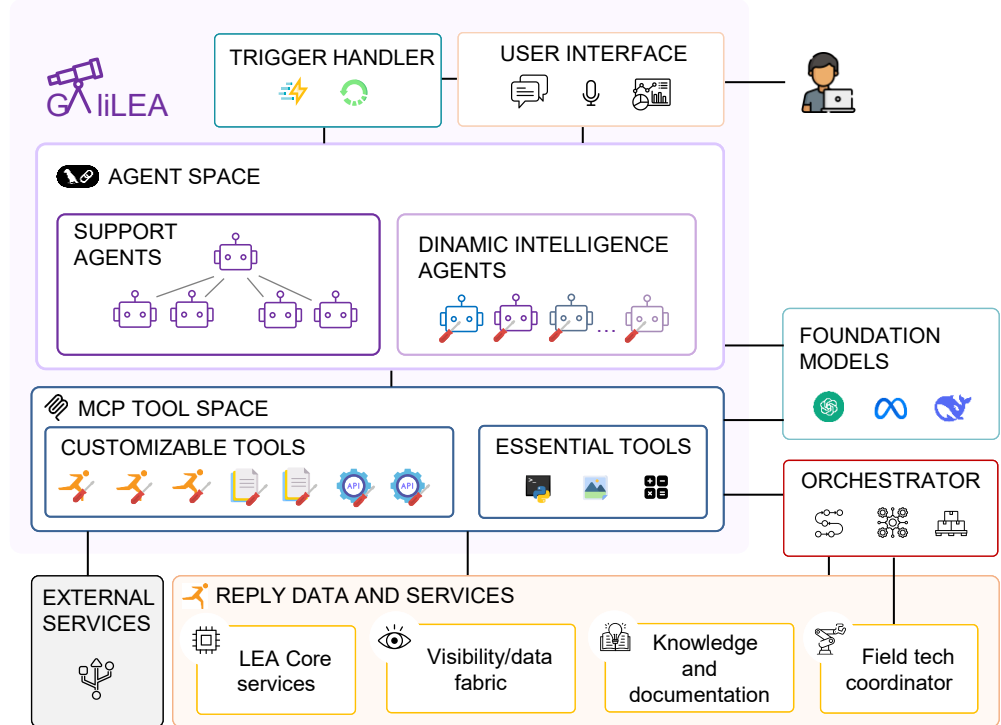


GALILEA & DYNAMIC INTELLIGENCE

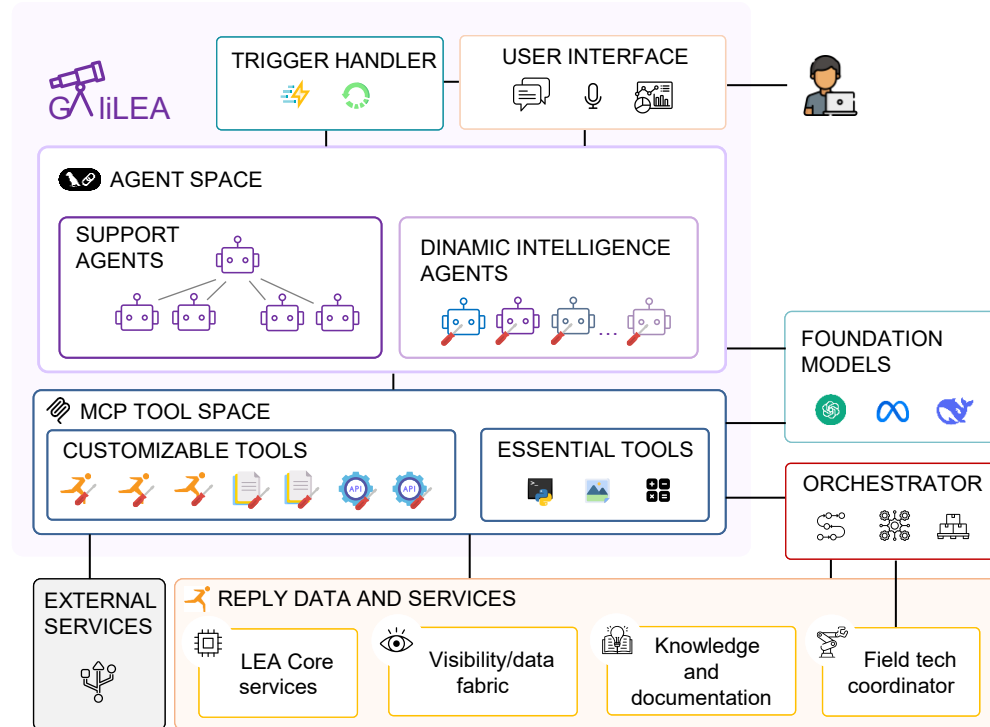
GaliLEA is our AI-driven solution that, based on an innovative **multi-agent architecture**, aims to redefine warehouse operations by **seamlessly integrating** with the LEA ecosystem.

OBJECTIVES and GOALS

- **GaliLEA Support Agents:** enhance user experience on LEA and Click apps;
- **GaliLEA Dynamic Intelligence:** Configure dynamic agents to gather insight and automate extended Supply Chain processes.



GALILEA & DYNAMIC INTELLIGENCE



SUPPORT AGENTS

GALILEA SUPPORT AGENTS

Knowledge Access

Scattered documentation

Information spread across manuals and historical tickets making it difficult to access consistently and efficiently

Manual search inefficiencies

Keyword-based searches and manual navigation require time and system familiarity

Operational delays and cost impact

Delays in operations caused by slow access to reliable information, directly affecting productivity

Customer support

Fragmented knowledge sources

Knowledge distributed across ticket history and informal expertise, without a single point of access

Time-wasting lookup processes

Significant time spent reconstructing context before actual problem resolution can even begin.

Responsiveness and learning

Inconsistent response quality and limited knowledge transfer across teams

Data Retrieval

Unstructured data storage

Data available in the WMS but not easily accessible through intuitive, querying mechanisms.

Disrupted workflows

Users must interrupt their operational flow to request technical support or run complex queries.

Higher downtime

Slower decision-making due to delayed data access



GALILEA SUPPORT AGENTS

CUSTOMER SUPPORT



50%

more than 50% of tickets have been opened via GalILEA

KNOWLEDGE ACCESS



-20%

Decrease in Extra Training Tickets

CUSTOMER SUPPORT



+30%

The tickers opened with GalILEA are resolved faster

DATA RETRIEVAL AND VISUALIZATION



Up to 2x

Faster to execute queries using natural language



DYNAMIC INTELLIGENCE

CREATE YOUR CUSTOM AGENTS TO AUTOMATE PROCESSES

GALILEA DYNAMIC INTELLIGENCE



AI Models



Foundation Models



FineTuned Models

Knowledge and Tools



LEA APIs



MCP (External APIs)



Documentation



Code Interpreter



Inner Memory

Task & Behaviour



Prompt



I/O format



Constrain



Guardrails

Triggers Type



Chat



Event



Schedule

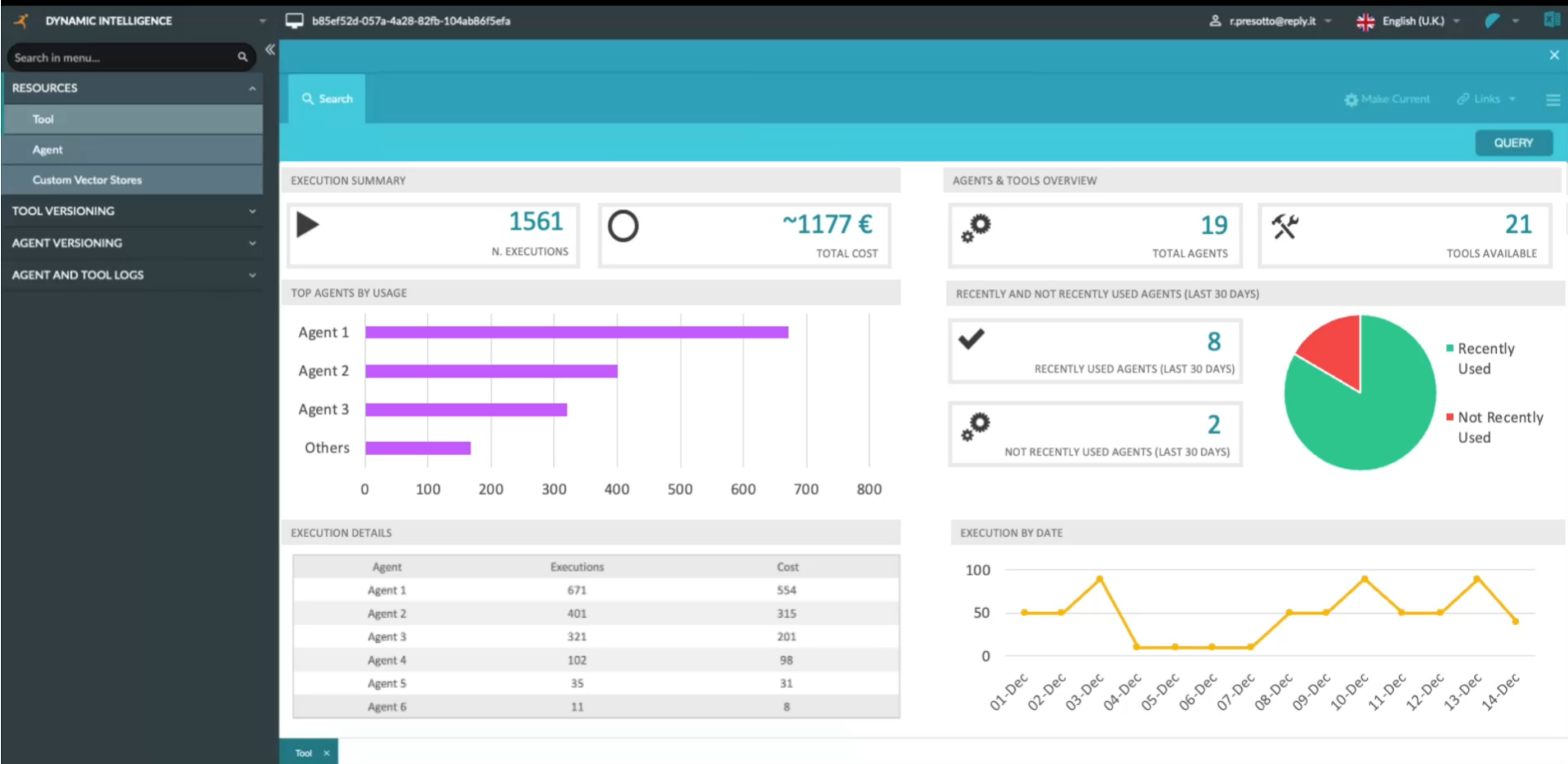
The user can select the model from a library of state-of-the-art foundation model or fine-tuned model specialized on specific logistics processes

Then, it is possible to configure the tools that the agent can use to retrieve and process data coming from heterogeneous data sources, as well as how to process them

The behavior of the agent is then defined by the prompt, while the constraints and guardrails need to limit and specialize the agent for its specific task.

GalILEA agents can be triggered in multiple ways: through chat, by a specific event (e.g., a value exceeding a threshold), or scheduled to act as part of a routine.





REFUND AGENT

GaliLEA Dynamic Intelligence for Returns Optimization.

The client was experiencing high volumes of returns with frequent mismatches between expected items and returned orders.

When an unexpected item is included in a return, the WMS automatically triggers the GaliLEA Refund Agent to identify the correct order number via the real-time Visibility layer. The process is completed in under 15 seconds, enabling the case to be resolved even before leaving the warehouse.

Operational Highlights:

- Accuracy ~ 100%
- Up to 6 FTE's of repetitive data reconciliation work replaced
- Dramatic reduction of open customer cases
- Huge increase in service levels



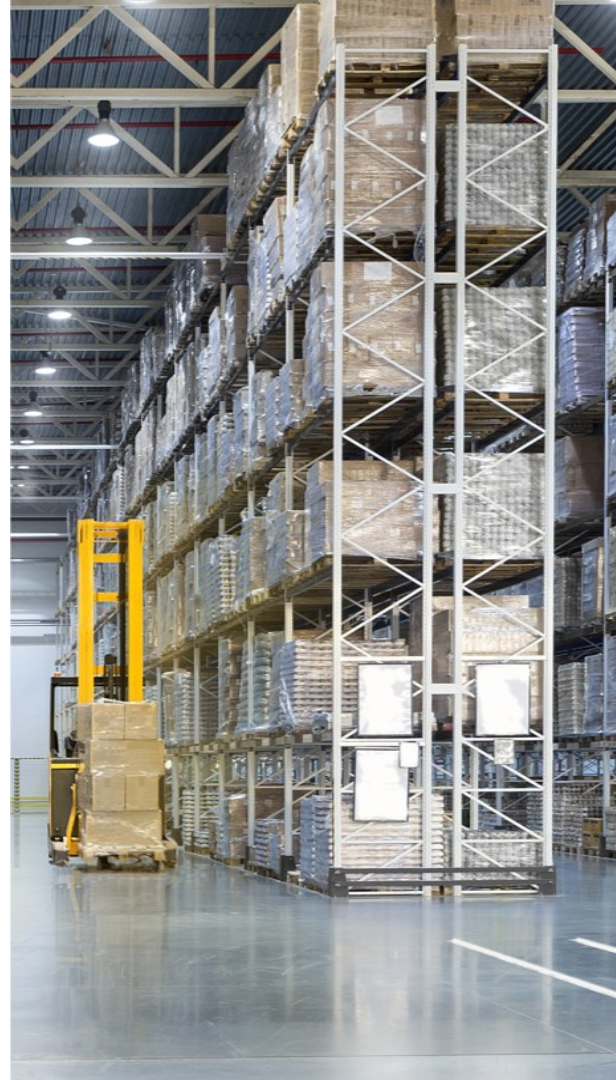
INSIGHT AGENT – PRODUCTIVITY

In dynamic warehouse environments, bottlenecks are often detected too late and managed through slow, manual coordination. Supervisors rely on operators to report issues or react only after KPIs drop, causing productivity losses and service risks.

The GaliLEA Insight Agent introduces a proactive, real-time monitoring workflow. It detects slowdowns early, identifies the likely root cause, and supports supervisors with clear recommendations — enabling faster and more effective resource rebalancing before productivity is impacted.

Operational Highlights:

- Real-time detection of productivity slowdowns
- Automated identification of affected areas and likely causes
- Human-in-the-loop decision support with clear notifications
- Faster resource reallocation, preventing service level degradation



DYNAMIC INTELLIGENCE

ORCHESTRATION



- Bay Saturation Agent
- Inbound Delay Management Agent
- Task Re-Prioritization Agent

INVENTORY MANAGEMENT



- Item & Layout ABC Classification Agent
- Item Association Agent

ANOMALY



- Anomalies Investigation Agent
- Anomalies Detection Agent

MOBILE / VISION



- Mobile Master Data Agent
- Camera Quality Control Agent

