

The AI-Powered Mover



Transforming Operations for Efficiency and Growth

8 January 2026

To Ensure Compliance with Antitrust Laws:

Discussion, comments, and presentations during IAM functions must not:

1. refer to any past, present, or future rates, prices or anything related thereto
2. include any reference to marketing strategies that would reduce competition
3. include any discussion of boycotts of any person, product, or firm
4. inhibit any member's employees from discussing employment with other member companies.

AGENDA

- 1 Enterprise Profitability
- 2 Current Literature
- 3 AI Fundamentals
- 4 AI Impact on the RMC Ecosystem
- 5 AI Impact - Moving Industry Response
- 6 Embracing AI for Your Future
- 7 Keys to Leveraging AI
- 8 OECD AI Capability Indicators
- 9 Questions

Starting with Some Generative AI

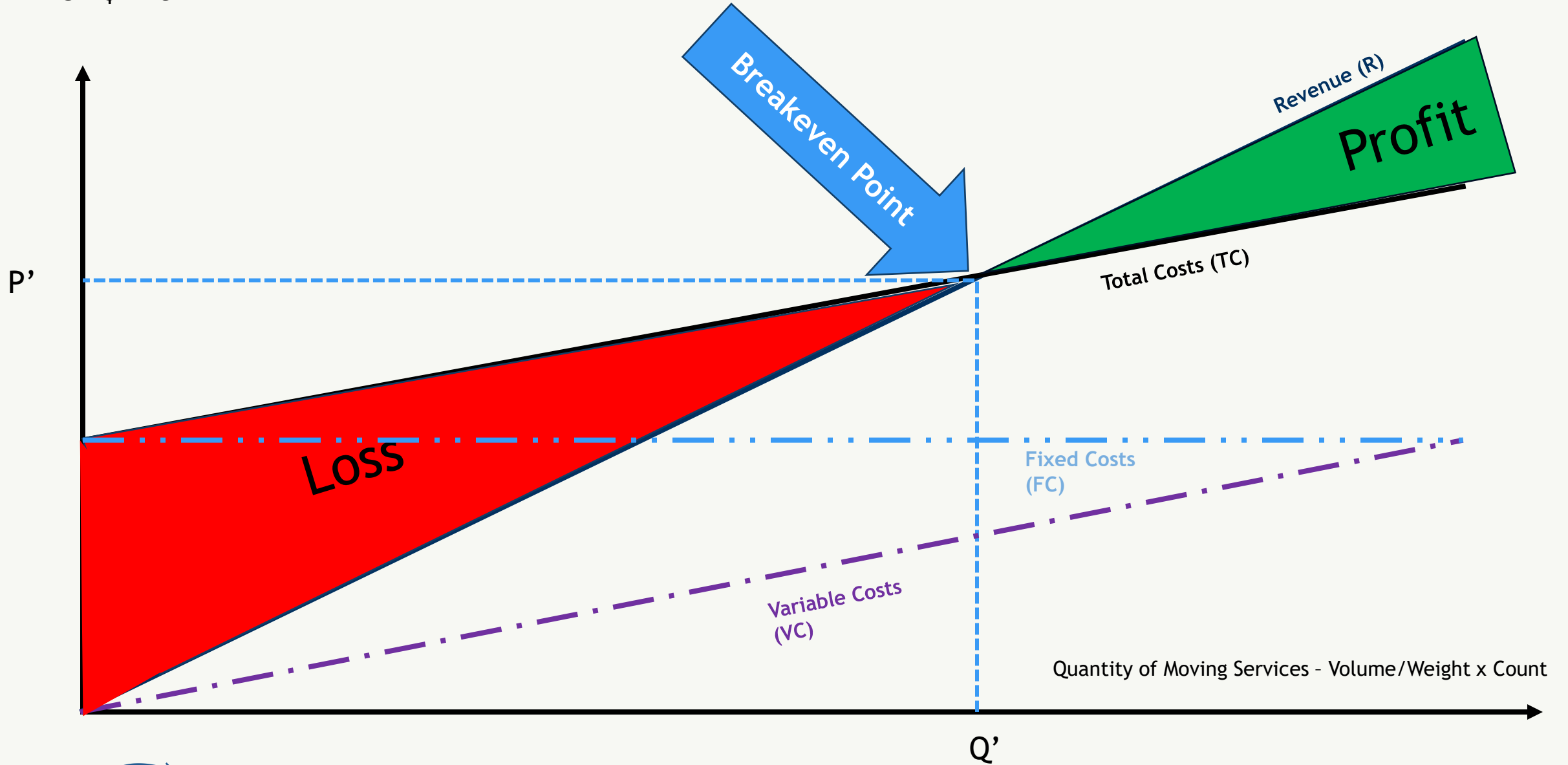


Economics 101 – Enterprise Profitability



Break Even Analysis

PRICE \$-£ €



Current Literature



Journal of Global Mobility 2025 Vol. 13, Issue 1

1. Narrative review on talent management: evaluating two decades and exploring future research directions
By Kousay Abid, Federica Polo
2. [Guest editorial: Global mobility and digitalization](#)
By Charlotte Jonasson, Alexei Koveshnikov, Jakob Lauring
3. Digitalization and expatriate cross-cultural adjustment: the role of mobile apps
By Yuling Wang, Martin Lockett, Abby Jingzi Zhou
4. Social media's role in enhancing psychological well-being of Generation Z expatriates
By Hoai Lan Duong, Thi Kim Oanh Vo, Minh Tung Tran, Thi Kim Cuc Tran
5. Integrating social media platforms into expatriate training and development programs: an experiential learning perspective
By Stephanie Bilderback, Matthew Farrell
6. Work, wander and repeat: modeling the enablers of digital nomadic lifestyle
By Vivek Vohra, Shanthi Banishetty, Tanusree Dutta, Aanchal Joshi

Journal of Global Mobility 2025 Vol. 13, Issue 1

7. Unraveling digital nomadism: a comprehensive bibliometric review of emerging research and trends
By Bárbara Viana de Sousa, Maria Bastida, Elvira Vieira
8. Extending expatriate support theory: a multi-level perspective on organisational, social and family support in remote work transitions
By Judit Végh, Joyce Jenkins, Marie Therese Claes
9. EXPERT REVIEW SERIES Restoring a parched tributary in global mobility research: the study of expatriates as leaders
By Mark E. Mendenhall, B. Sebastian Reiche

Artificial Intelligence Fundamentals



Progression in the Digitalization of Global Mobility

Global Communication Center in 1983

Phase
1

- Fax machines
- Computer systems
- Digitally printed forms



Phase
4

- Artificial Intelligence
- Digital assignees
- Self-initiated expatriate programs
- Economic driven constraints to HR decisions

Large Language Model – All About the Text



Text generation: Writing articles, stories, poems, and other creative content.



Translation: Converting text from one language to another.



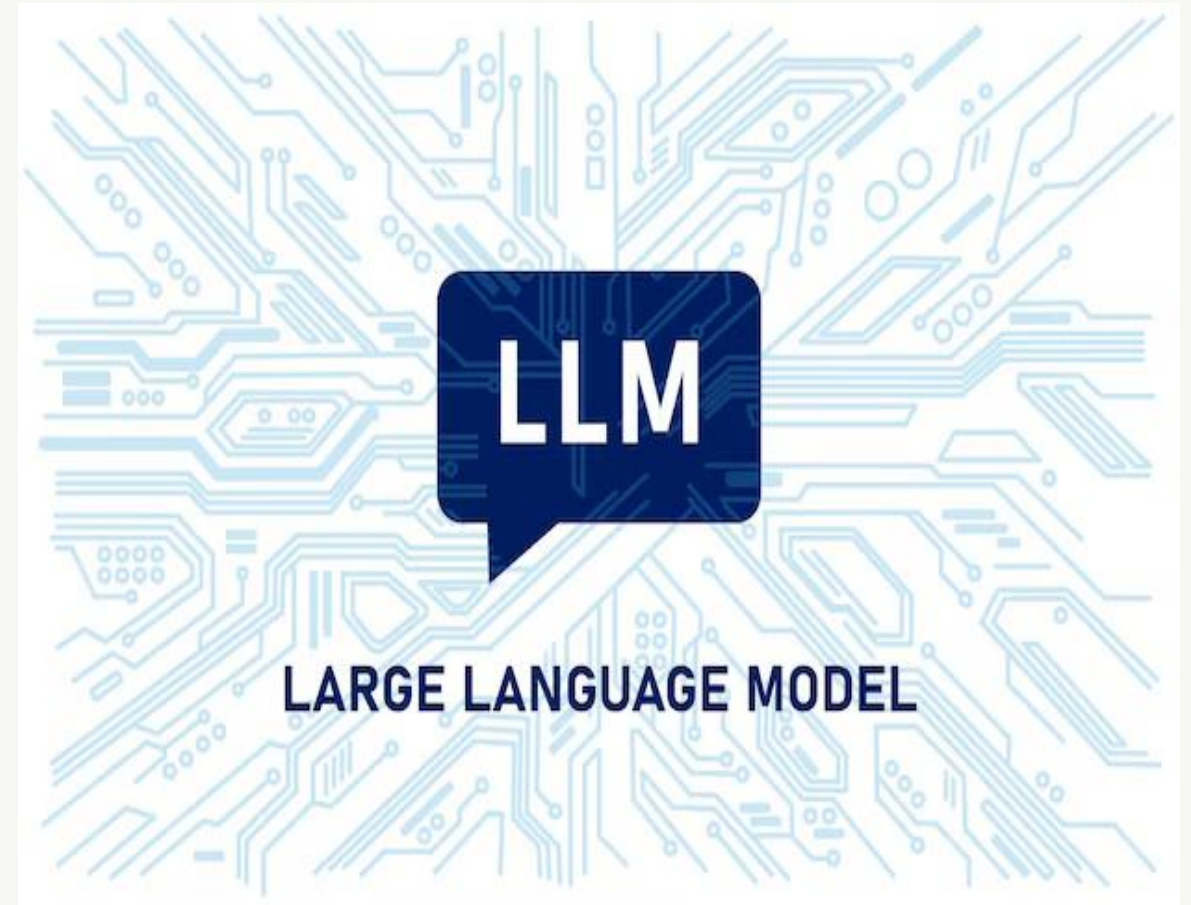
Question answering: Providing answers to questions based on the information they have been trained on.



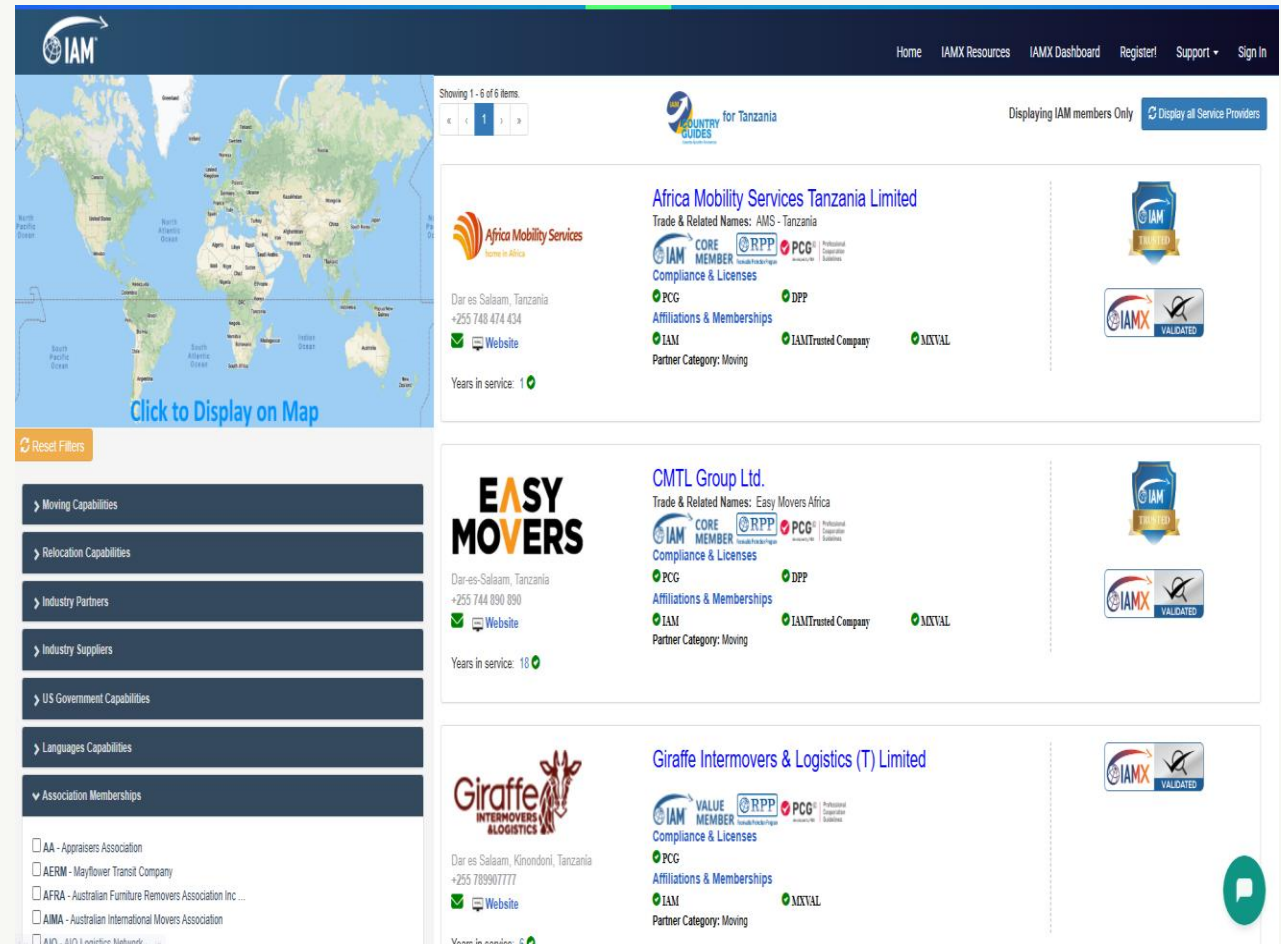
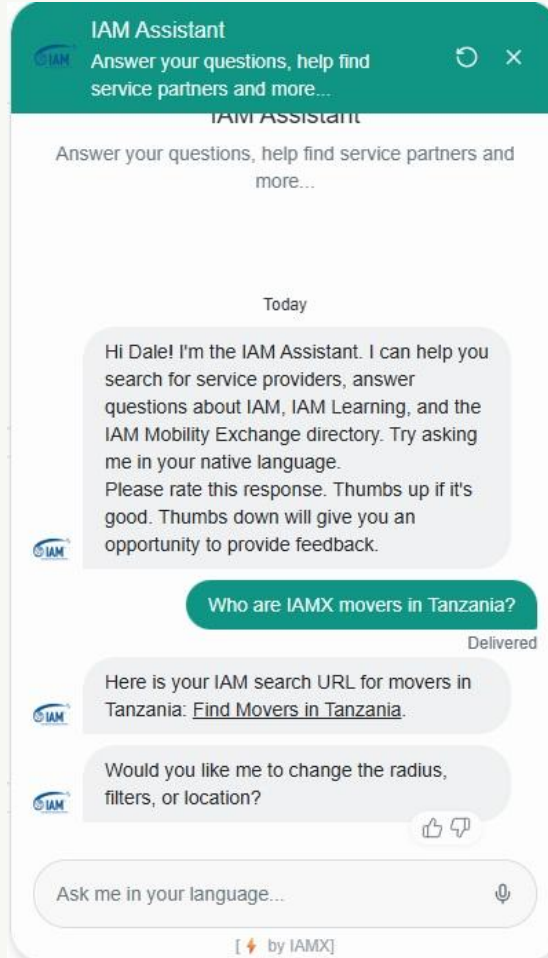
Summarization: Condensing large amounts of text into shorter, more concise summaries.



Chatbots: Creating conversational AI agents that can interact with humans in a natural and engaging way.




IAM Mobility Exchange - AI Assistant




IAM DP3 Assistant

If you have suggestions or comments, please use the discussion forum at the bottom of the page.

 **IAM DP3 Assistant** 

Share 

 Thank you, Dale! How can I assist you today with the US Transcom's Defense Personal Property Program (DP3)?

What are the requirements for US Flag service for DP3?

Delivered

Dale, for ocean shipments within the DP3, you must use a U.S. Flag vessel unless such a vessel is unavailable. If a foreign flag vessel is necessary, you must request to use it prior to use, in accordance with the Cargo Preference Act, 10 U.S.C. § 2631, as outlined in the International Tender.

Similarly, for air shipments, you must use a U.S. Flag aircraft in accordance with the Fly America Act and seek approval before using a foreign flag aircraft, as outlined in the International Tender.

If a foreign flag waiver is requested, it must be:

- In the format prescribed by HQ SDDC and accompanied by the HHG Foreign Flag Waiver Request form containing data elements for the shipment.
- Accompanied by email attachments of correspondence from two or more US flag carriers providing service on or near the lane in question, indicating that full US flag service is not available. This correspondence must be actual email traffic within the previous 30 days between the TSP or their representative and the carriers regarding the specific ocean lane. Screenshots of internet vessel schedules do not meet this requirement.
- Accompanied by a copy of the Bill of Lading (BL) for each shipment for which a waiver is requested.

Type your question here...



 by IAMX 1

Generative AI – Creation of New Content

- **Text:** Writing articles, poems, scripts, code, and other forms of text.
- **Images:** Creating realistic or stylized images from scratch or based on text prompts.
- **Audio:** Generating music, sound effects, and speech.
- **Video:** Producing short video clips or animations.
- **3D Models:** Creating three-dimensional models of objects or environments.



Use AI to Detect Damage Due to Moving

Condition at Origin

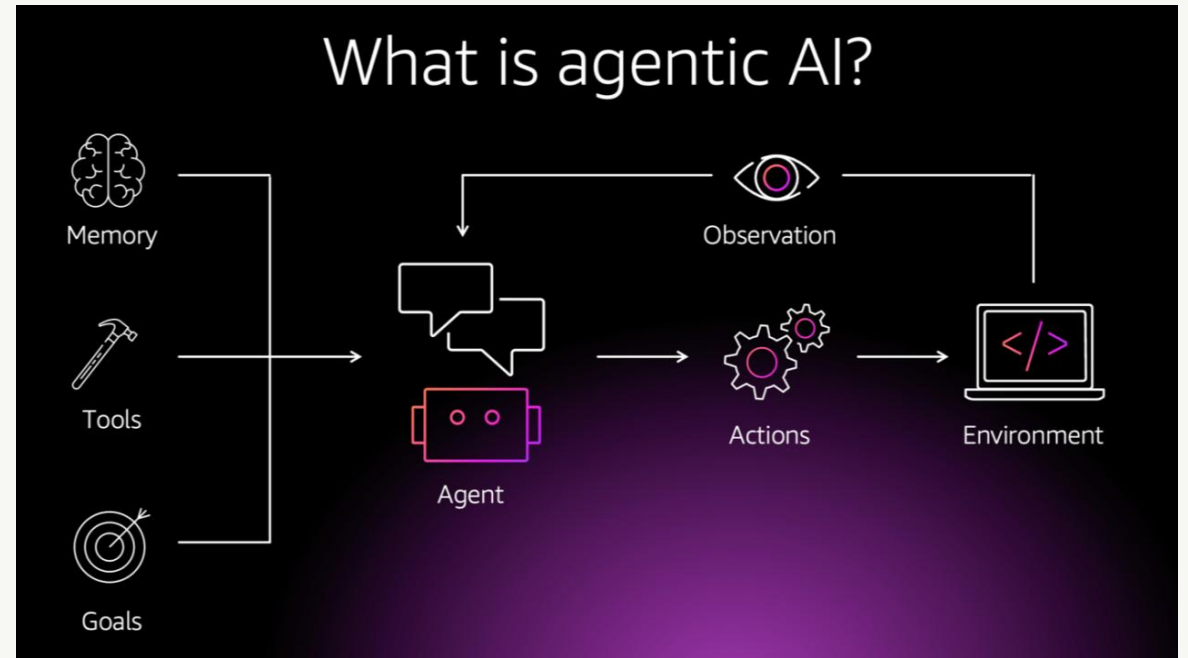


Condition at Destination



Agentic AI – Autonomous Action

- **Focus:** Autonomous action and goal achievement
- **Mechanism:** Combines various AI technologies (including generative AI) to plan, reason, and interact with the environment to achieve goals
- **Example:** An AI agent that researches a topic, writes an email, sends it, and schedules a follow-up
- **Nature:** Proactive, initiating actions and adapting to achieve objectives



What Makes Agentic AI Different?

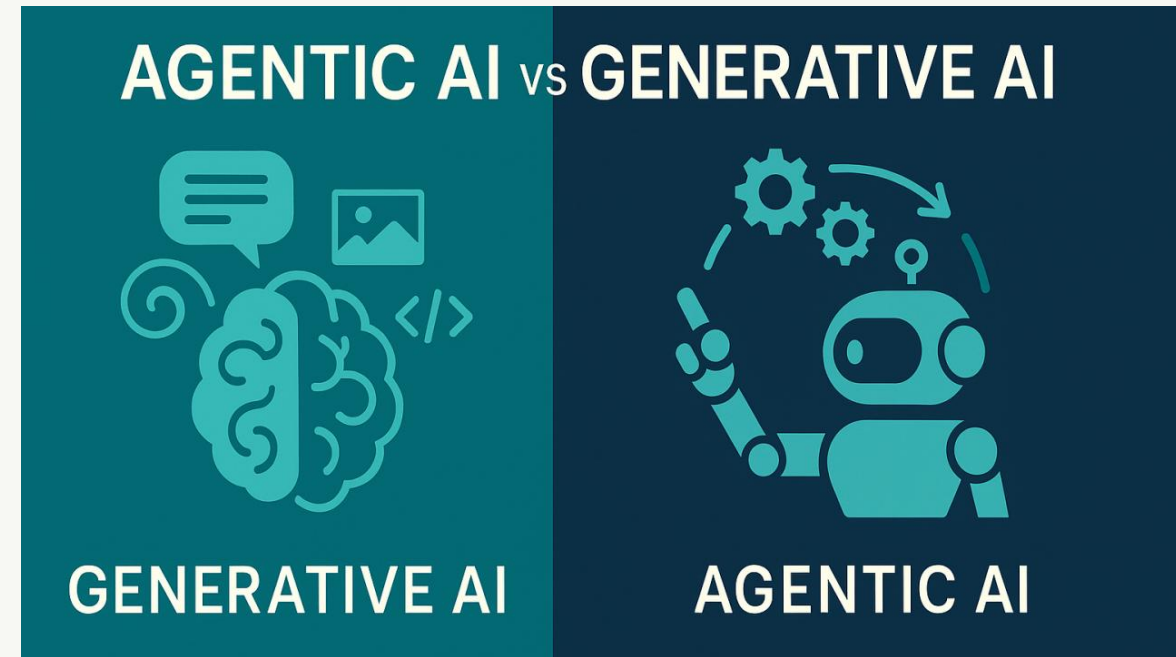
Agentic AI represents a fundamental shift from traditional approaches

Generative AI vs Agentic AI

- **Generative:** Performs specific, pre-defined tasks based on clear instructions and operates within narrow boundaries
- **Agentic:** Makes autonomous decisions, takes initiative within, defined parameters and continuously learns from outcomes

Agentic AI does not just automate existing processes; it transforms how work gets done

1. Augmenting human capacity
2. Acting with appropriate autonomy
3. Learning and adapting
4. Operating across silos



Source: Chief Executive Spring 2025

Artificial Intelligence Impact on the RMC Ecosystem



Additional Services Impacted by Agentic AI

- ❑ Pre-Decision Counselling
- ❑ Departure Services
- ❑ Destination Services
- ❑ Settling-In Services
- ❑ On Assignment Services
- ❑ Repatriation Services
- ❑ Supplier Management
- ❑ Assignee Communication

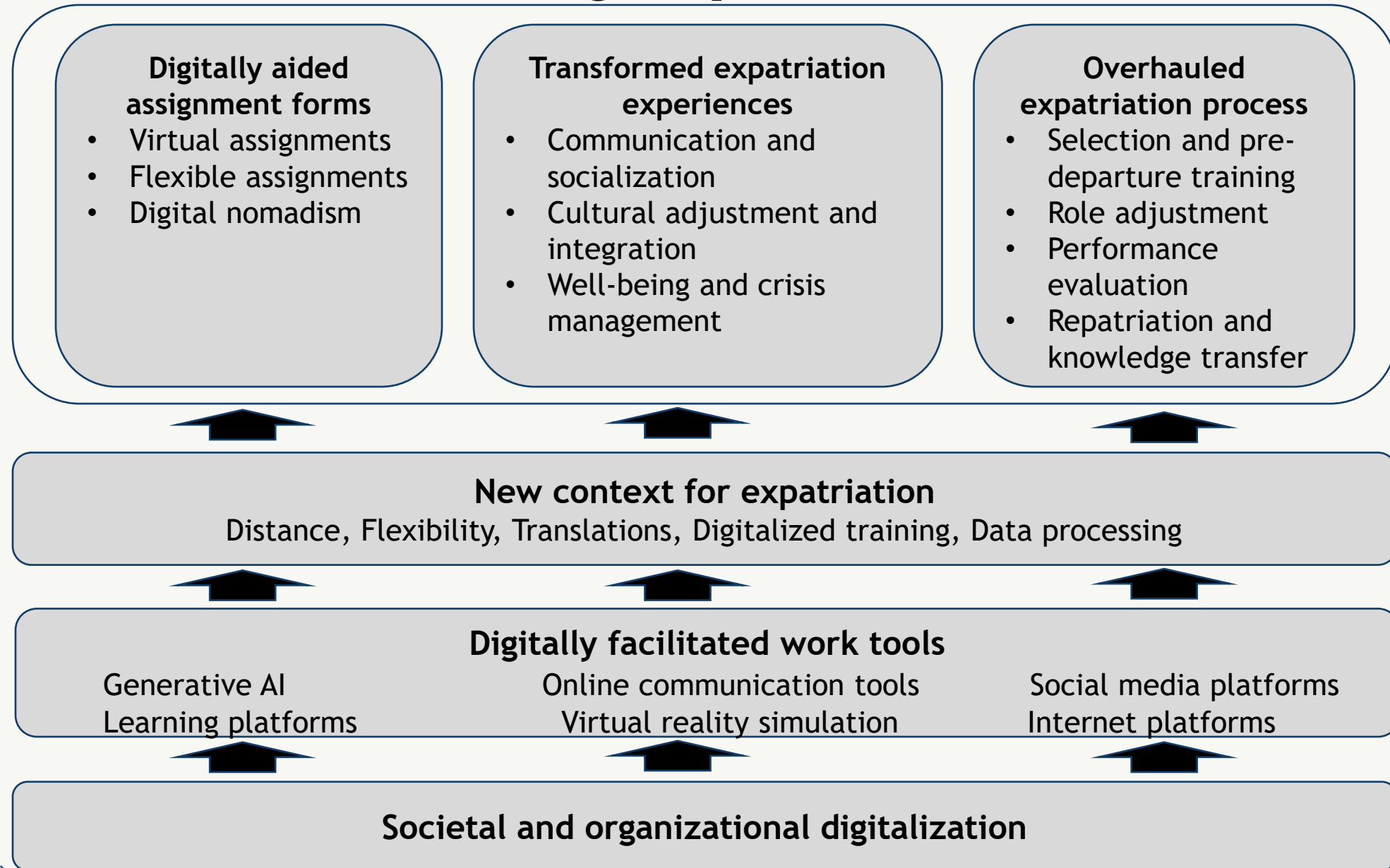


Additional Services Under Significant Pressure by Artificial Intelligence

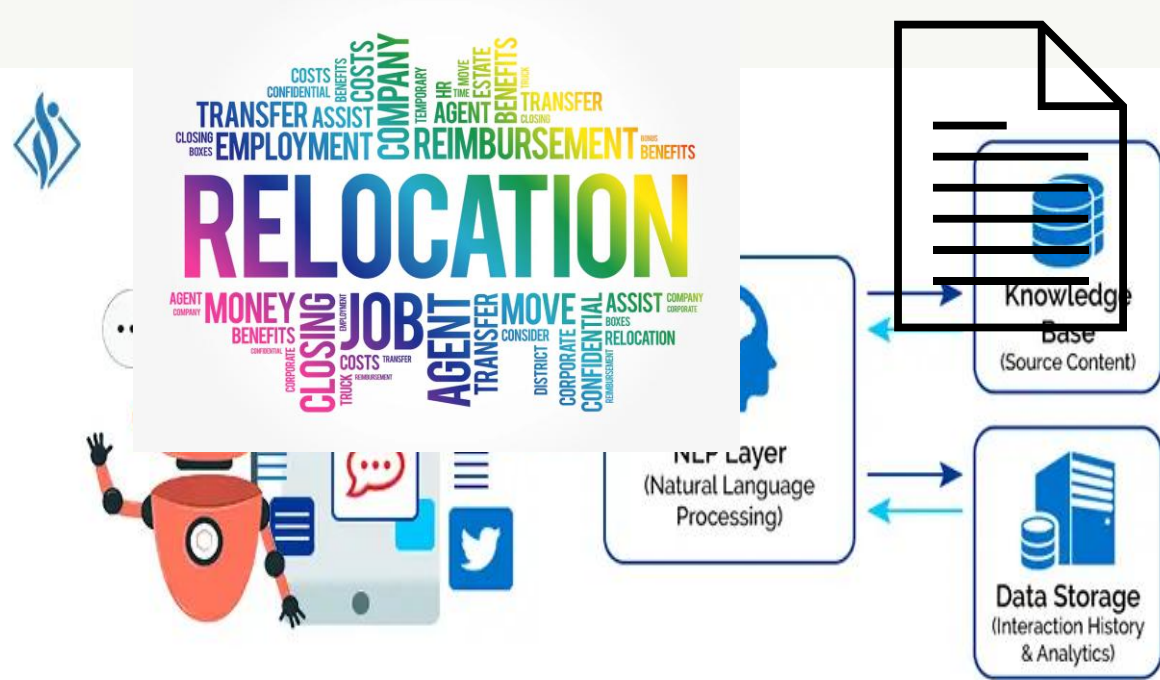
- ☐ Visa & Immigration Processing
- ☐ Tax Preparation and Submission
- ☐ Allowance/Expense Management and Reimbursement
- ☐ Data Collection and Predictive Analytics
- ☐ Policy Enforcement and Exception Management
- ☐ Language/Cultural training



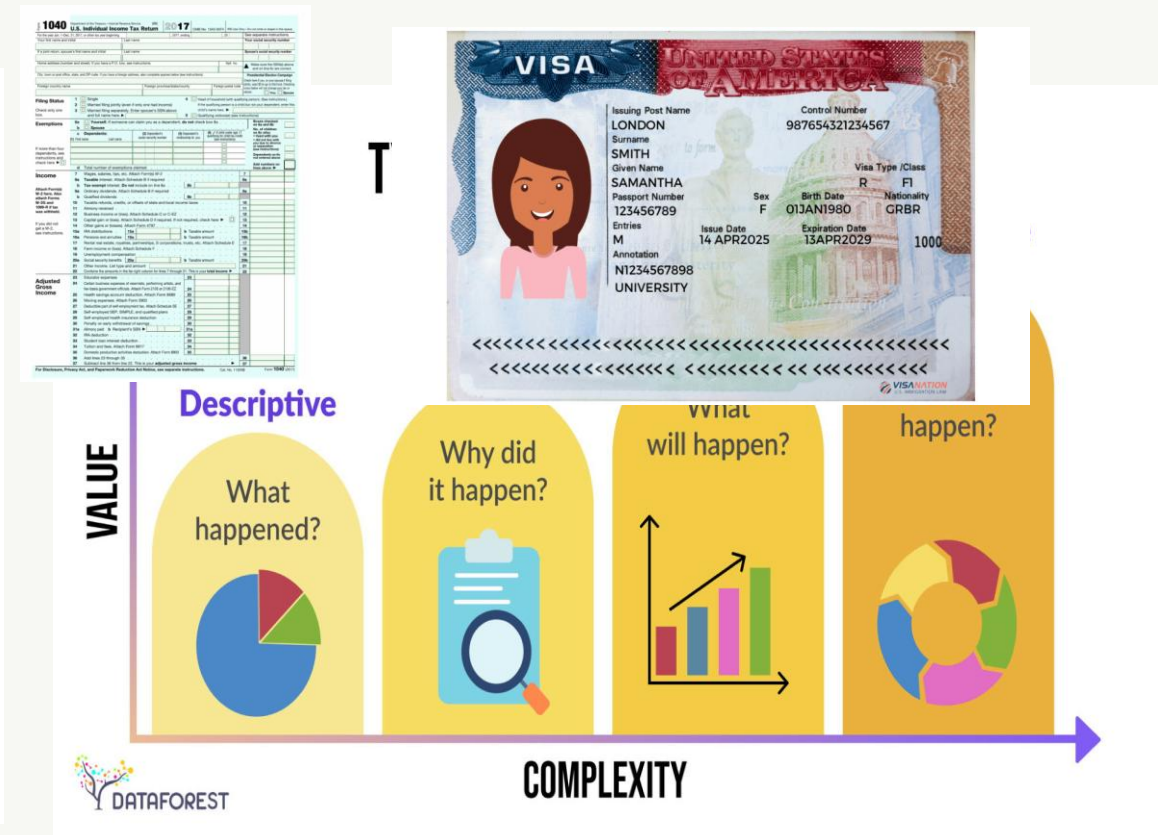
Rethinking Expatriate Work



Non-Value Add Services Will Disappear



What is a Chatbot? and How does it Work?



Greater Knowledge-Based Services Will Emerge

Artificial Intelligence: The Moving Industry's Response



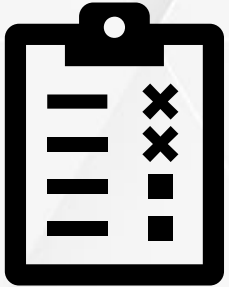
Start By Asking Basic Business Questions

- How much is being done by my current white-collar administrative staff?
- How much more can be done with AI help and integration?
- What portion of my white-collar costs are fixed and how much is variable?
- How much time are blue-collar staff spending on non-production physical activity?
- How can I remove or reduce that time?
- How can I plan and staff my blue-collar crews to optimally complete jobs in less time even if it means adding crew members to ensure next day availability?



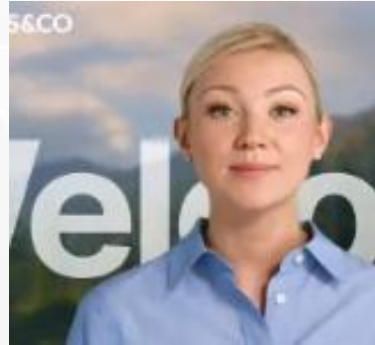
When you have these answers, begin to look at specific tasks and create check lists to determine what can be done now and at what cost to implement.

Start With Small Things – Then Go Bigger



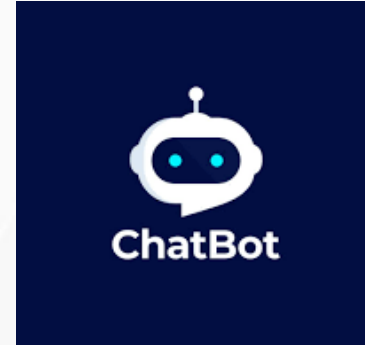
- Translation

Inventory translation-
Google Translate
solved this already



- Instructional

Repetitive instructions
and tutorials - customs
forms, insurance forms,
initial briefing call



- Customer Guidance

Start with standard
scripts and evolve with
more complex responses
to avoid the need for
human intervention



- Price Transparency

Develop transparent and
fully descriptive pricing -
strive to emulate medical
billing and provide it to
the customer in seconds
on demand

Embracing Artificial Intelligence for Your Future

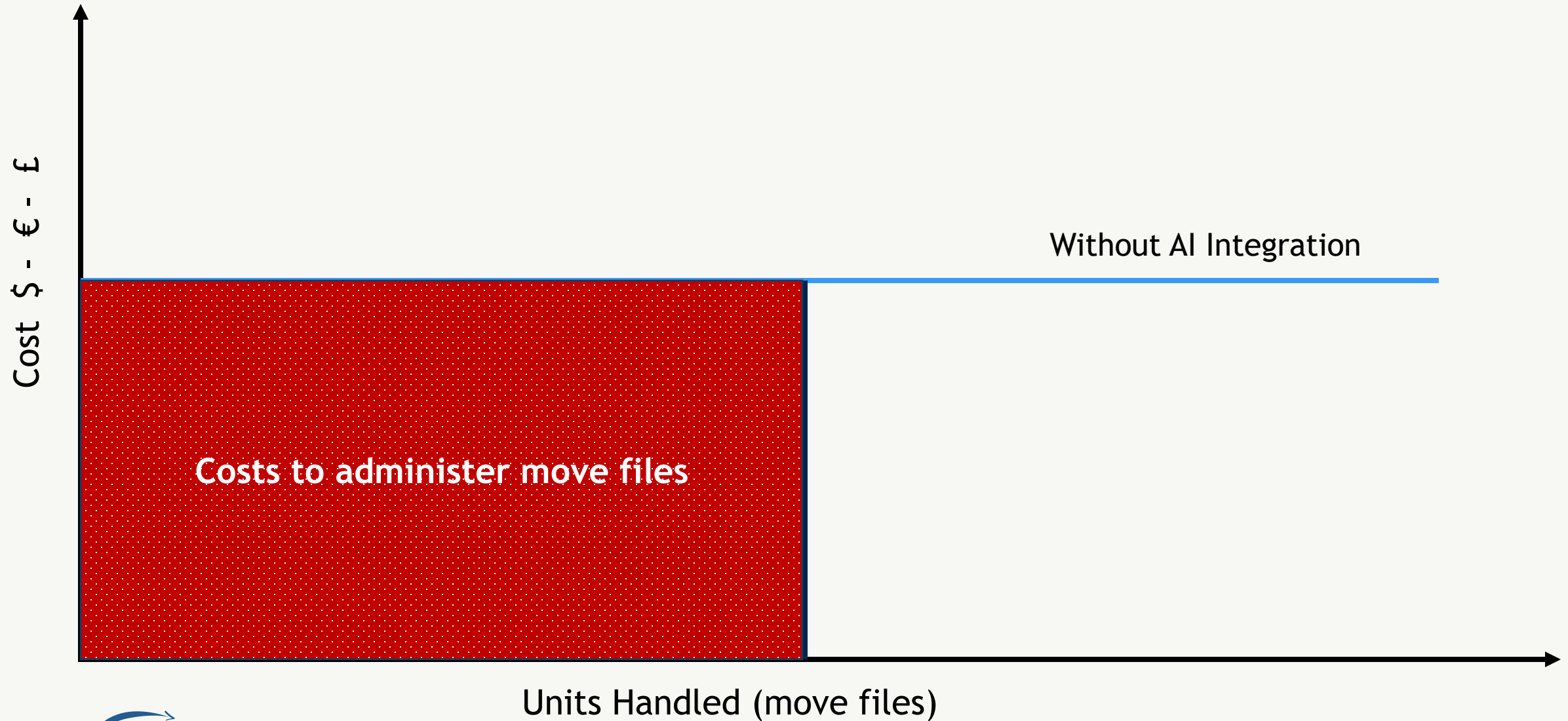


The key to AI is, above all else, just getting going. If you want to win, you've got to play. Get it up and running and doing things for you, rather than just tweaking tech.

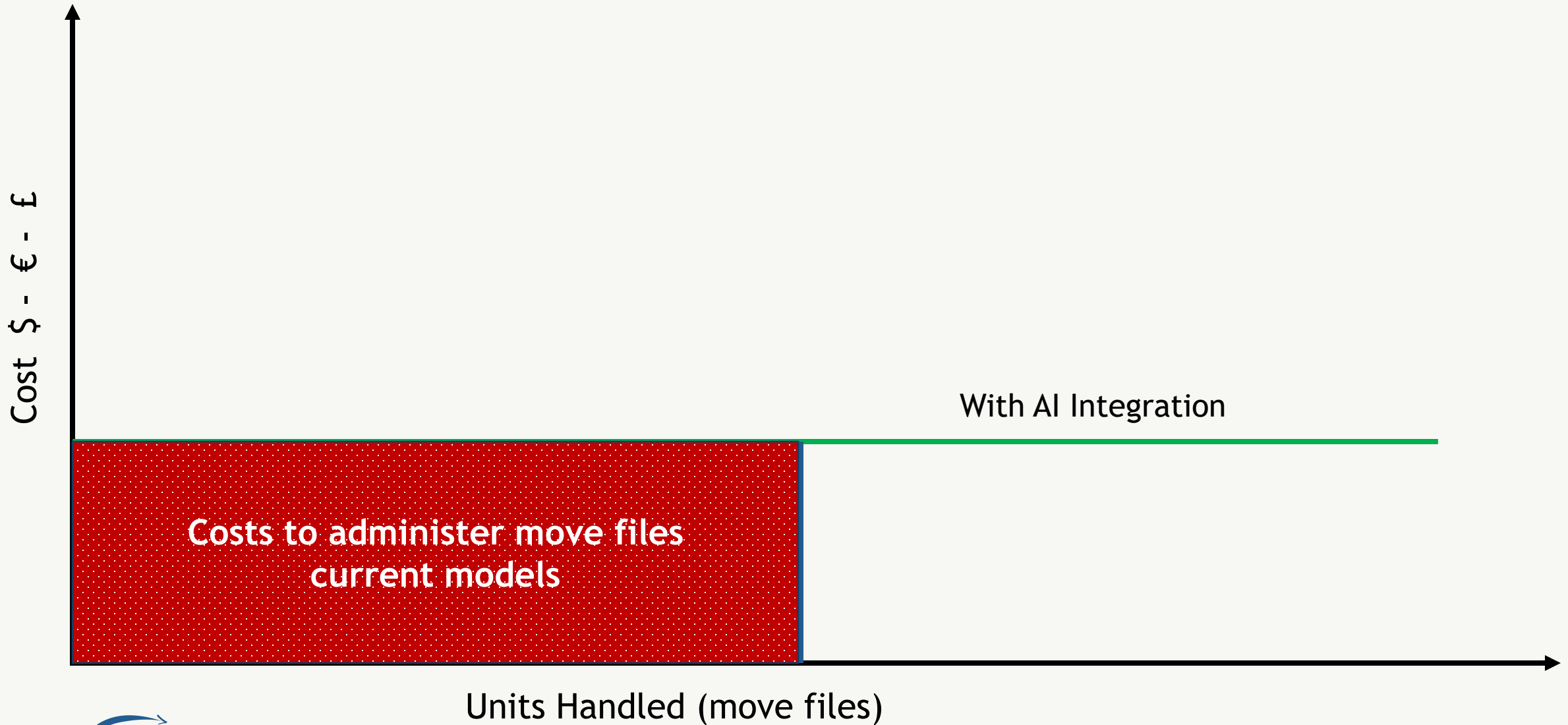
Expanding your
business capabilities
without expanding
your human workforce



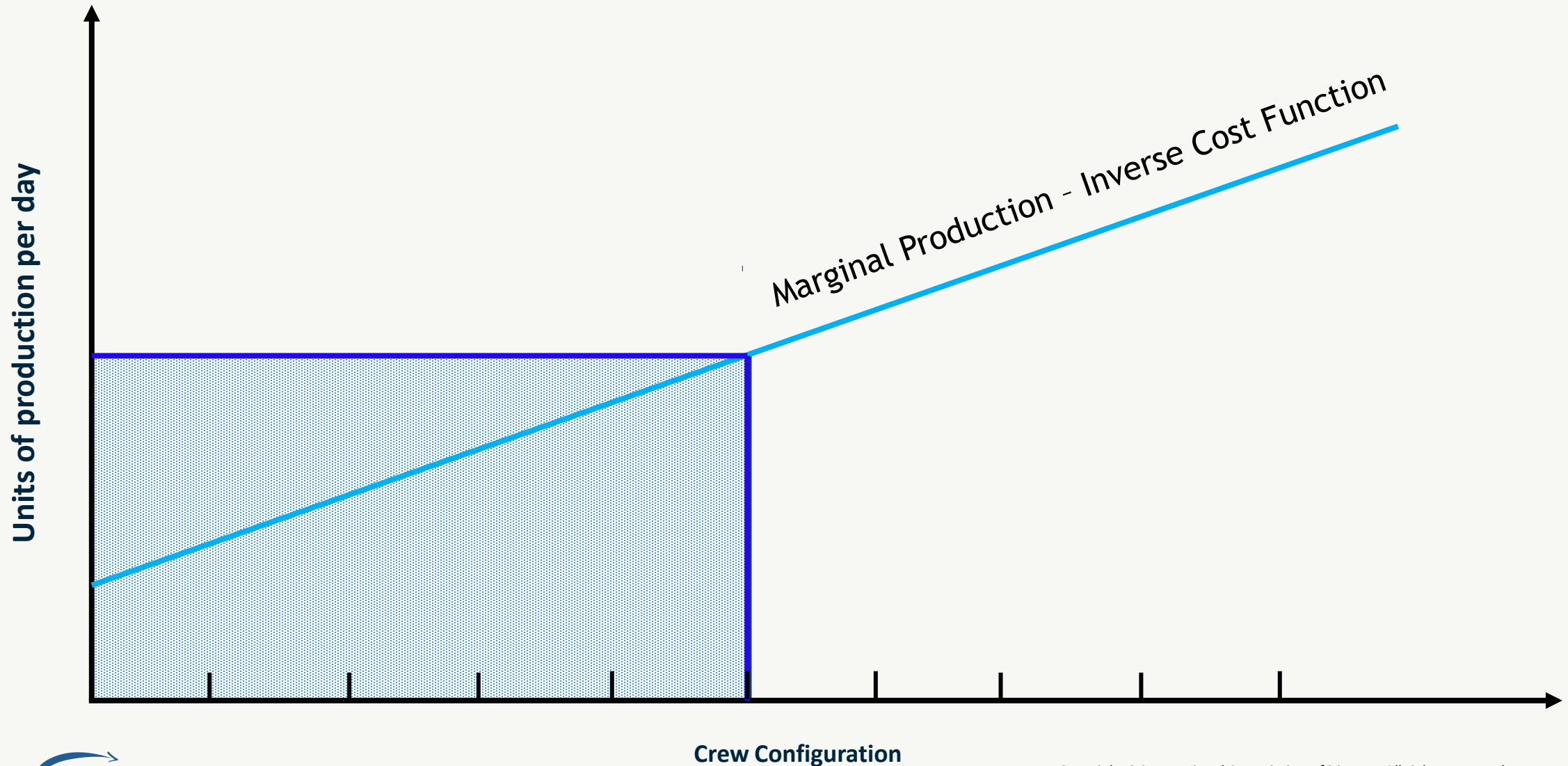
AI Administration - Fixed Cost Impacts



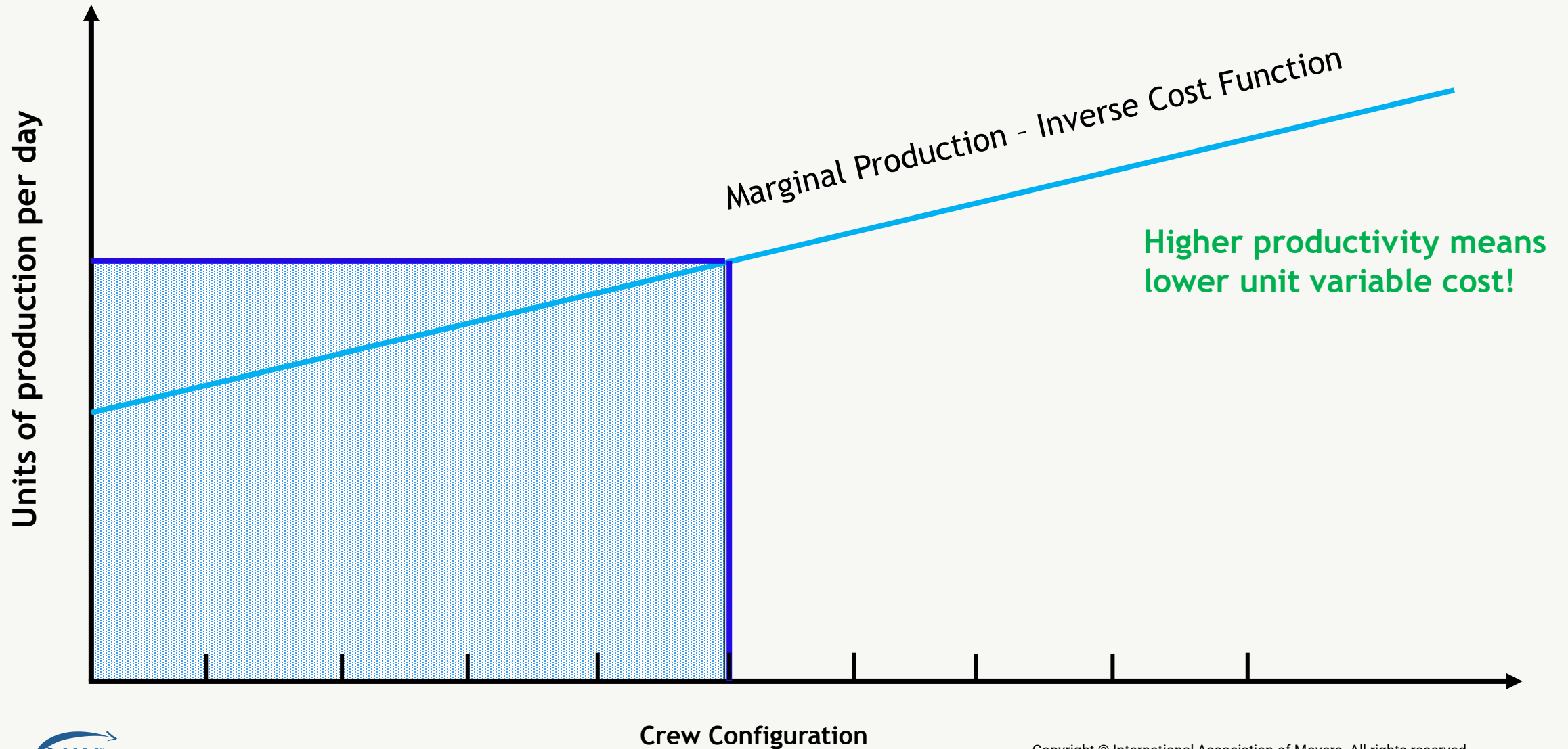
AI Administration - Fixed Cost Impacts



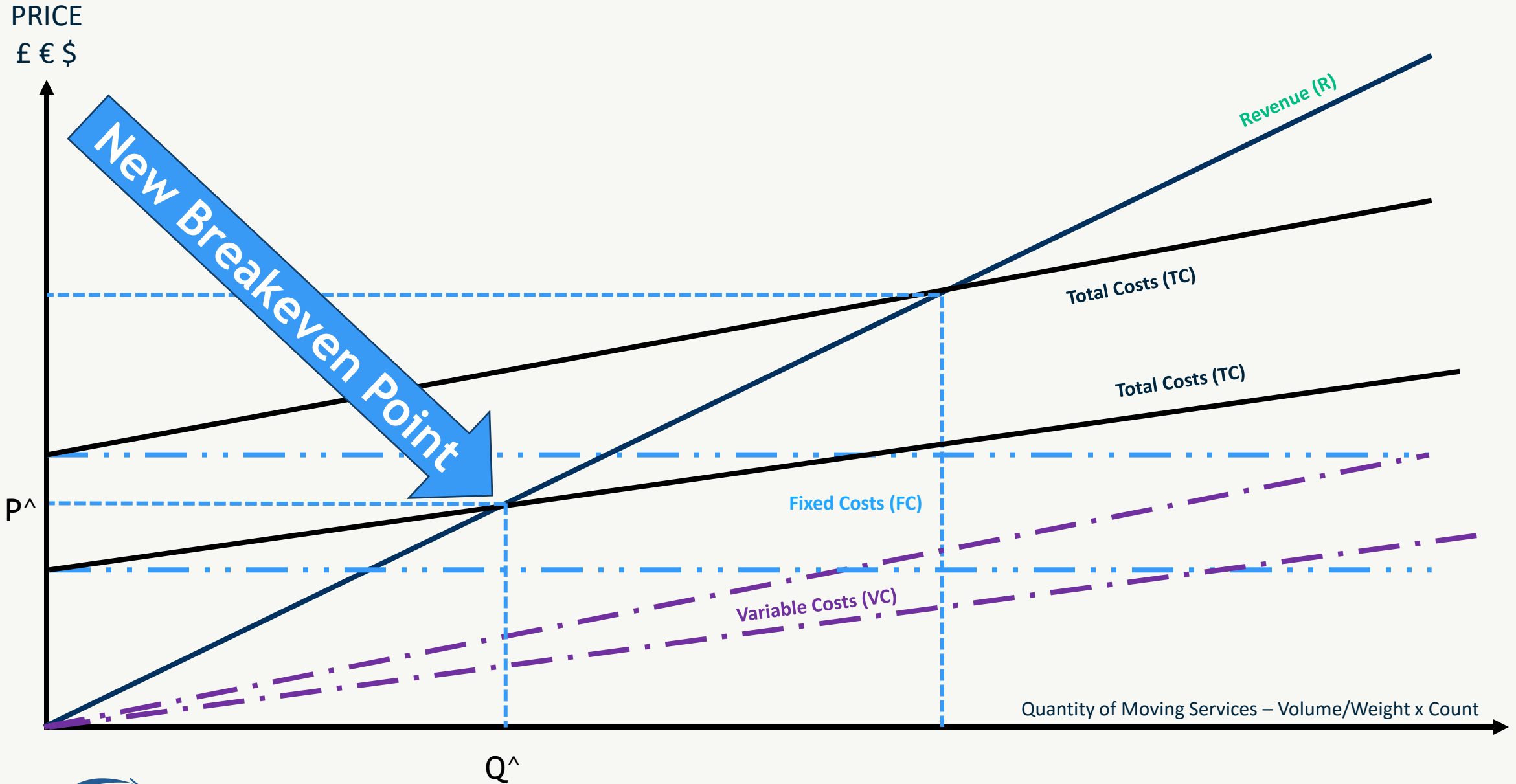
Without AI Integration – Variable Cost Impact



Leveraging AI Integration – Variable Cost Impact



Back to Economics 101



Keys to Leveraging AI Successfully



How to Gain Blue-Collar Efficiency for International Moving Crews

Collateral Impacts for Moving Crews

- Planning for material usage, reduce collection time
- All paperwork must be electronic format with, translated inventories - descriptions now have meaning
- AI tools mean assembly instructions are always available
- Packing material control and supply management - automated supply chain
- Vehicle maintenance scheduling

Direct Impacts for Moving Crews

- AI can track, analyze, and report on claims by packer, job, route, etc. to ensure crew training is current
- AI can look at daily/weekly scheduling to optimize crew sizes and skill sets to ensure maximum productivity
- AI can be used to train new crew members to optimize preparedness before actual job activity begins
- Balancing manpower usage with warehouse and field crews to optimize labor resources

Question Posed to Abacus.AI

How will AI help carry furniture down multiple flights of stairs and load it into a moving van?



Abacus.AI responded saying...

- Great question! Moving heavy furniture downstairs and into a van is a very physical, hands-on task, so AI won't be carrying your couch itself (at least, not yet!).
- But AI can still play a big role in making the process easier, safer, and more efficient. Here's how:
 - 1) Planning and Logistics: AI can optimize your moving plan—figuring out the best order to move items, mapping the most efficient routes through your building, and even scheduling the right number of helpers at the right times.
 - 2) Smart Inventory: AI-powered apps can help you catalog your furniture, estimate how much space you'll need in the van, and suggest the best way to load everything to avoid damage.
 - 3) Robotic Assistance: While fully autonomous robots that can carry a sofa downstairs aren't mainstream yet, there are already AI-powered stair-climbing robots and exoskeletons that can assist movers by reducing the strain and risk of injury. These are mostly in the prototype or early commercial stages, but the tech is advancing quickly.



Abacus.AI responded saying...

- 4) Safety and Training: AI can analyze video footage or use sensors to give real-time feedback on lifting techniques, helping movers avoid injuries. It can also simulate tricky moves in virtual reality for training purposes.
- 5) Communication and Coordination: AI chatbots or virtual assistants can help coordinate between team members, send reminders, and adjust plans on the fly if something changes (like weather or traffic).
- 6) Autonomous Vehicles (Future): Eventually, AI-driven moving vans might park themselves in the best spot, adjust ramps automatically, or even use robotic arms to help with loading and unloading.
- So, while AI won't be sweating alongside you on the stairs just yet, it can make the whole moving process a lot smoother, safer, and less stressful. Would you want a robot helper for your next move, or do you prefer the human touch?



Summary Table

<u>Step</u>	<u>AI Role/Feature</u>	<u>Employee Benefit</u>	<u>Customer Benefit</u>
Assignment	Smart scheduling, digital briefing	Clear instructions, right crew	Prepared, skilled team
Inventory	Automated check-in, digital inventory	Less paperwork, fewer errors	Accurate records, transparency
Packing/Loading	Packing/loading guidance, safety monitoring	Faster, safer, less stress	Items protected, efficient move
Transit	Route optimization, auto-updates	Fewer delays, less planning	Real-time info, peace of mind
Unloading/Delivery	Unloading plan, condition verification	Organized, less confusion	Easy verification, less hassle
Post-Move	Feedback, claims, analytics	Less admin, learning opportunities	Easy claims, better service

Embrace AI Now!

- Do not wait! The time is now!
- Failure to utilize AI effectively will mean others are overtaking you in the market
- Know the benefits and costs and most importantly - leverage AI to enhance execution of the value proposition of your organization - the human touch!
- Drive fixed costs down as far as possible in your organization and then drive down the inhibitors to variable costs
- Sustain your organizations with the right balance of knowledge-based services and physical services to ensure you survive each short run



OECD AI Capability Indicators



Nine AI Capability Indicators

The nine indicators cover a range of human abilities that each describes the development of AI towards full human equivalence:

1. Language
2. Social interaction
3. Problem solving
4. Creativity
5. Metacognition and critical thinking
6. Knowledge, learning, and memory
7. Vision
8. Manipulation
9. Robotic intelligence.

Source: INTRODUCING THE OECD AI CAPABILITY INDICATORS © OECD 2025

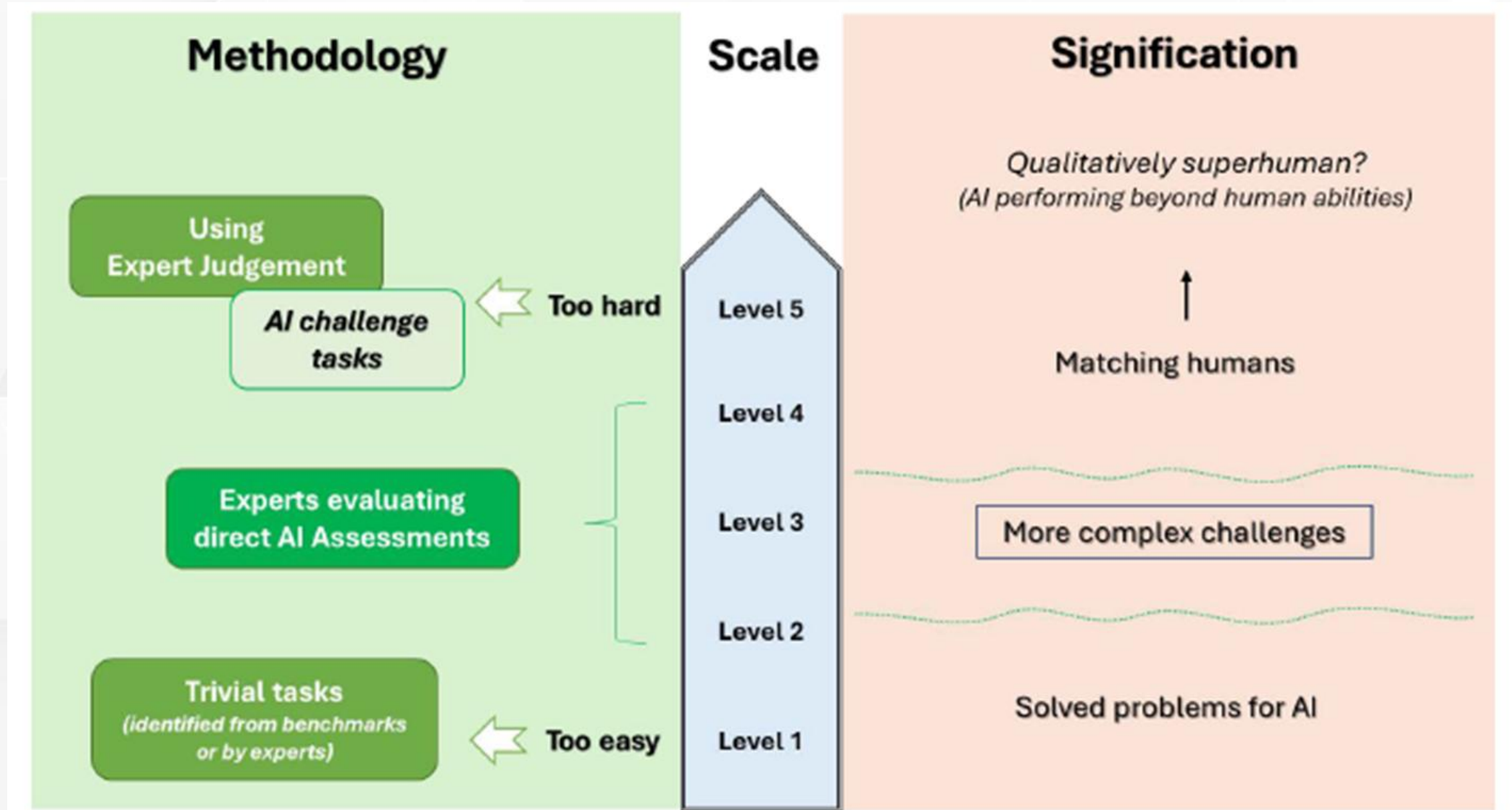


5 Level Scale

- At one end, level 1 reflects long-solved and uncontroversially trivial aspects of capabilities for current AI systems.
- At the other, level 5 AI systems can replicate all aspects of the corresponding human ability.
- The intermediate three levels show the development of different aspects of AI performance towards full human equivalence.



Overview of the Five Levels of AI



Comparative Table of Current AI Capabilities

Domain	Level (1 to 5)	Capability Description
Language	3	AI systems at this level reliably understand and generate semantic meaning using multi-corpus knowledge. They show advanced logical and social reasoning ability and can process text, speech and images. They support a diverse range of languages and adapt through iterative learning techniques.
Social Interaction	2	AI systems combine simple movements to express emotions and learn from interactions for future encounters. They recall events and adapt slightly based on experience, recognizing basic signals and detecting emotions through tone and context. They also perceive individual distinctions and apply past experiences to recurring challenges.
Problem Solving	2	AI systems integrate qualitative reasoning - such as spatial or temporal relationships - with quantitative analysis to address complex professional problems framed using conventional domain abstractions. They handle multiple qualitative states and transitions, predicting how systems may evolve or change over time.
Creativity	3	AI systems generate valuable outputs that deviate significantly from their training data and challenge traditional boundaries. They generalize skills to new tasks and integrate ideas across domains.
Metacognition & Critical Thinking	2	AI systems monitor their own understanding and adjust their approaches accordingly. They work with familiar information that may contain ambiguities, requiring measured confidence and informed guesses. They can handle partially incomplete information by discerning what they know and what they do not.

Comparative Table of Current AI Capabilities

Domain	Level (1 to 5)	Capability Description
Knowledge, Learning & Memory	3	AI systems learn the semantics of information through distributed representations and generalize to novel situations. They can process massive datasets for context-sensitive understanding but lack real-time learning capabilities.
Vision	3	AI systems can handle some variation in target object appearance and lighting, performs multiple subtasks, and can cope with known variations in data and situations.
Manipulation	2	AI systems handle a variety of object shapes and moderately pliable materials, operating in controlled environments with low to moderate clutter. They navigate around small obstacles in open spaces, accommodate objects placed randomly within a defined region and perform tasks without time constraints.
Robotic Intelligence	2	Robotic systems operate in partially known, mostly static, semi-structured environments with some well-defined variability. They handle short-horizon, simple multi-function tasks that, while well defined, involve inherent uncertainty. They can engage in limited human interaction, such as minimal interfaces, and manage some unexpected outcomes within familiar task settings. They deal with little to no ethical issues.

Thank you!



Questions and Discussion

