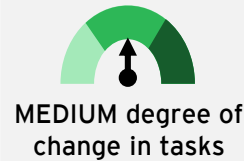


Vertical Specialist

Technology solutions impacting this job...

This job role is impacted by **all 13 technology solutions** identified across warehousing, transportation, freight forwarding, and sales and customer service.

Impact assessment...



A small proportion of the job tasks will be substituted by technology solutions, with human intervention required only for high value-adding tasks instead of routine, repetitive tasks

*Within **3 to 5 years**, the role will potentially...*

REQUIRE REDESIGN

Today, this job role is responsible for identifying customer needs, analysing and planning logistics solutions and managing customers in specific industry verticals, while ensuring that logistics solutions meet vertical specific operation, process, regulatory, quality and safety requirements.

Emerging skills

With more predictive insights on customer needs, the job holder will play a larger role in recommending offerings across multiple verticals, with a focus on advanced technology application.

- Artificial Intelligence Application
- Data Storytelling and Visualisation
- Internet of Things Application
- Threat Intelligence and Detection
- Business Advisory
- Knowledge Management
- Strategic Service Excellence
- Systems Thinking

Job tasks today	Impact at task-level / Future view of job tasks	
Analyse customer information and needs	M	<ul style="list-style-type: none"> • Advanced analytics and AI will help to synthesise customer profiles and analyse real-time needs. This will allow for more tailored conversations and planning of logistics services that meet customer requirements and enhance relationships.
Analyse logistics solutions to review gaps	M	<ul style="list-style-type: none"> • Predictive analytics of customer data e.g. process metrics, WMS/TMS reports, weather, traffic, market trends etc. will enable the job holder to identify and review operational gaps and weaknesses. • Focus will shift to identifying improvements and predicting potential risks in operations.
Propose standard solutions for verticals; support in vertical business tasks	M	<ul style="list-style-type: none"> • Advanced analytics will lead to selection of standard solutions for specific verticals and tailored to specific customer profiles, while digital platforms will make it easier for customers to research and compare solutions. • Focus will shift to utilising analytics around customer needs to propose customisation for solutions
Perform project management of logistics solutions	L	<ul style="list-style-type: none"> • Logistics management systems, equipped with advanced data analytics will help in resource optimisation and risk assessment. • Human involvement and judgment remain critical for programme management, and people and stakeholder management
In the next 3 - 5 years...	With increased data availability and predictive insights, this role will likely transform to play a larger advisory role across multiple verticals . This involves a shifting focus to customisation of solutions to customer needs, identifying service improvement opportunities and enhancing customer relationships with key accounts.	