Boosting Operational Efficiency

ONE
OCEAN NETWORK EXPRESS

The Problem

Sales representatives at ONE needed a faster, simpler way to retrieve customer booking data, as the existing interface required navigating multiple data fields, slowing response times and reducing efficiency.

The AI trailblazer solution

The team created a Text-to-SQL* chatbot which translates plain English questions into database queries, making crucial information easily accessible. This is made possible by:

- Access to Google Cloud tools like AlloyDB, a database management tool
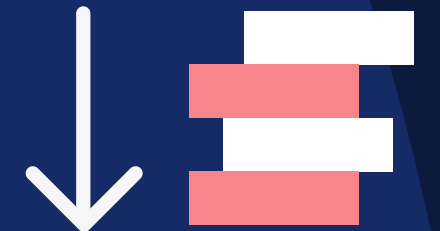- Expert support to optimise performance at scale

*SQL, Structured Query Language, is the language a database understands. The chatbot works as a translator, converting plain questions into commands the AI system can act on.

The Results

Fast, conversational access to crucial data

Reduced internal workload

Improved customer responsiveness

AI adoption expanded across global operations

The Future

The team seeks to build on their experience by:

- Expanding AI integration across global operations
- Exploring more AI uses for vessel capacity forecasting and organisational chart queries
- Embedding AI in sales, logistics, and internal systems