IPTECHVIEW™



AI Supervision Reduces Labor Waste and Enhances Accountability for 3PL Provider

Overview

A third-party logistics (3PL) provider with a Customer Service Representative (CSR) team of 12 employees at one of its primary facilities suspected that productivity issues were impacting both labor efficiency and customer satisfaction. Despite strong SOPs and team leads, the client believed a few employees were consistently distracted, possibly spending time on non-work-related activities such as TikTok or personal texting. The company partnered with **IPTECHVIEW**, a leading provider of AI-powered supervision and video intelligence, to identify and quantify the suspected inefficiencies.

The Challenge

Despite strong workflows and experienced supervisors, management had a hunch that some team members were misusing their time on personal devices—watching TikTok videos, texting, and generally disengaging during work hours.

Without visual proof or continuous oversight, these behaviors were difficult to track, let alone correct. Traditional tools lacked the real-time context to differentiate between idle time and active distraction.

The IPTECHVIEW Solution

IPTECHVIEW's AI Supervision platform was deployed to monitor workstation behavior through existing surveillance infrastructure. The AI system flagged moments of distraction, focusing specifically on visual patterns consistent with unauthorized mobile phone use and video watching.

What Was Uncovered

Within the first week, the platform identified three chronic offenders who were spending an average of **3 non-productive hours per week each** on personal phone usage. These time theft incidents were previously undetected and had been normalized into the team's culture.

Cost Impact

- 3 Employees x 3 hours/week x $32/hour x 4 weeks/month = $1,152/month
- Annualized Direct Labor Waste = $13,824/year

*Note: $32/hour represents only the **direct loaded labor cost**. This does not account for indirect losses such as:*

- Customer dissatisfaction from delayed responses
- Increased workload on other employees
- Potential overtime to compensate for inefficiencies
- Higher employee turnover due to uneven workloads

Cost of the IPTECHVIEW Solution

- **AI Supervision License:** $196/month or $2,352/year

Return on Investment

Annual Net Savings:
$13,824 - $2,352 = $11,472

ROI Calculation:
($11,472 / $2,352) = 4.88x

ROI: 488% annually

Next Steps

Encouraged by the quick and measurable impact, the 3PL client now plans to deploy IPTECHVIEW's AI Supervision solution across its **five additional locations**. The company expects to replicate these results, improving accountability, reducing labor waste, enhancing operational excellence across its entire customer service network, and saving a total of nearly $84,000 annually!

Conclusion

By implementing IPTECHVIEW's AI Supervision solution, this 3PL company not only recovered thousands in direct labor cost but also gained a scalable tool to enforce productivity standards - without micromanagement or guesswork. The result is **a smarter, fairer, and more profitable workforce.**