

Ship Angel Chemical Case Study

Shipping Smarter: A Rate Management Revolution for Chemicals

Chemical logistics, perhaps more than any other vertical, is a paradox: it demands both rigidity and responsiveness. The rigidity of regulation; the responsiveness of risk. For decades, global chemical firms have structured their freight processes as bureaucratic fortresses—favoring predictability over adaptability. This made sense in a pre-pandemic world.

But that world is gone.

Today's chemical shippers face polycrisis logistics: environmental disruptions, port closures, capacity shocks, geopolitical uncertainty. Modal plans must shift in real time. Compliance must be dynamic. Cost must be scrutinized at a granular level—down to lane, mode, and fuel clause.

Most rate management systems were not designed for this volatility. Worse, they isolate the very intelligence that companies most need: the tacit knowledge of experts, and the real-time data that could replace guesswork with strategy.

This case study is not about automation. It's about reintegrating human and system intelligence—in the moments when decisions can no longer afford delay.

The Challenge

A multinational chemical manufacturer, operating across North America, Europe, and Southeast Asia, faced escalating logistical disarray. With freight volumes spanning hazardous, temperature-controlled, and high-value goods, the stakes were unusually high: one missed contract clause could cascade into multi-jurisdictional non-compliance. Despite an experienced logistics team, the company's freight management systems were outdated, fragmented, and fundamentally reactive.

Core issues included:

1

Modal Disintegration: Trucking was managed regionally, airfreight was reserved for emergencies, and ocean contracts were buried in static PDFs across procurement silos. Each mode existed in its own operational vacuum—decisions lacked coordination, flexibility, and data parity.

2

Compliance Tension: With every shipment subject to volatile regulatory constraints—UN numbers, hazard classes, SDS alignment—the absence of centralized contract validation created dangerous inconsistencies.

3

Invisible Costs: Rate discrepancies, accessorial creep, and redundant expedite fees had become normalized. Teams had lost faith in their own data, and more troublingly, in their ability to act on it.

4

Time Poverty Among Experts: The most experienced personnel were consumed with firefighting—manually cross-referencing carrier invoices with outdated rate sheets, chasing answers buried in email threads, and resolving disputes they should never have encountered in the first place.

These weren't merely operational inefficiencies. They were signals of a deeper structural inertia—a kind of logistical learned helplessness.

The Solution

The manufacturer partnered with Ship Angel to implement a holistic, AI-augmented approach to freight rate management—one that spanned contracts, modes, geographies, and stakeholders.

Key components included:

Multi-Modal Rate Consolidation

Ship Angel's platform ingested rate sheets from trucking, air, and ocean providers—regardless of format—and automatically reconciled terms into a centralized, searchable system. For the first time, modal switching was not an operational risk but a tactical option.

"When we had to divert ocean to air on a critical hazmat batch, we weren't scrambling. The rates were there. The contract terms were verified. We acted in minutes." — Head of Global Logistics

AI Co-Pilot: Logistics Intelligence on Demand

The AI Co-Pilot feature allowed teams to query the rate database in natural language. Whether asking "What's the fastest route from Antwerp to Houston under \$12,000?" or "Which trucking lanes are exceeding benchmarks by more than 10%?", procurement and ops teams gained conversational access to structured intelligence.

Amendment Guard for Regulatory Precision

Contract validation was no longer manual. Ship Angel's Amendment Guard flagged subtle discrepancies in hazmat clauses—ensuring that UN classifications, package group rules, and transit time guarantees were aligned before disputes arose.

Live Benchmarking & Market Insights

Through AI-powered market tracking, Ship Angel delivered live rate comparisons—both internal (by region or division) and external (against anonymized market data). This shifted procurement from passive receivers of quotes to informed price-makers.

The Results

In less than nine months, the transformation was not just operational—it was cultural.

\$6.2M

Annual Freight Savings

Enabled by modal optimization, surcharge control, and more assertive negotiations backed by benchmarking data.

91%

Reduction in HazMat Contract Errors

Regulatory teams reported a near-complete elimination of misalignment between contracts and compliance SOPs.

1,800+

Hours Reallocated

Experts previously tied to invoice audits and rate entry were redeployed to supplier development and risk scenario planning.

Faster Modal Switches, Fewer Escalations: When a port closure stranded a shipment mid-Pacific, the team rerouted half the load to air and half to domestic intermodal—within hours. No internal escalation. No executive meeting. Just execution.

Cultural Shift Toward Inquiry and Insight: With AI Co-Pilot, even junior team members began asking smarter questions—without needing to understand rate tables or legal clauses. Decision fluency increased across the board.

Conclusion

Ship Angel did not just fix a system—it reframed what the system was for.

In industries like chemicals, where precision and agility must co-exist, traditional rate management tools are insufficient. They record the past. Ship Angel anticipates the future—allowing logistics teams to move from defense to design.

The integration of AI Co-Pilot wasn't a gimmick. It democratized access to institutional knowledge. Multi-modal capability didn't just lower costs—it unshackled the team from their own systems. And the Amendment Guard? It brought compliance from the periphery to the center of strategy.

For this client, Ship Angel didn't provide software. It provided strategic clarity—in a domain where clarity is often the rarest resource of all.

About Ship Angel

Ship Angel is a next-generation rate management platform built for direct shippers navigating today's complex logistics landscape. With tools like AI Co-Pilot, Amendment Guard, dynamic benchmarking, and full multi-modal support, Ship Angel turns disjointed rate sheets into actionable intelligence—helping companies avoid overpayments, regulatory risk, and operational delays. We work across ocean, air, and trucking to unify strategy and execution.



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Processed**



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Combinations**



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Savings**



**0 Need for BPO
Centers**

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