

Urbantz Launches Milo and Puts AI Agents at the Heart of Last-Mile Delivery Operations

Planners, dispatchers and delivery operations managers now hand routine delivery management to AI agents that act on the live plan, freeing hours every week and keeping deliveries on track, inside the rules their teams set

Brussels, 13 October 2026. Urbantz, the Delivery Management Solution used by 100+ enterprise customers including Carrefour, El Corte Inglés, Al-Futtaim, Bosch, FM Logistic and Chronopost XL, today announced Milo, an AI assistant designed to let planners, dispatchers and operations managers hand work to ready-made agents in plain language, or add agentic steps to their own workflows, while every action stays within the permissions, rules and approvals defined by the customer.

“The delivery plan changes after it is made, and today teams change it by hand, one stop at a time. Most of the roughly 52,000 weekly changes on planned routes in Urbantz are still made individually,” said Thomas Paré, Chief Technology Officer, Urbantz. “Milo lets teams describe what they need and have agents do that work on the real plan, with the real optimiser. Because the agents run inside the platform, they inherit the customer's rules from day one. Milo is only the first step: our agents today, our customers' own agents next.”

Milo works on three levels, each built to help teams anticipate rather than react: fewer failed deliveries, more satisfied customers, a lower cost per delivery and more volume per dispatcher. With “Explore”, a manager asks why a depot missed its slots last week and gets the cause from their own data, without building a report. With “Agents”, a dispatcher types “add the late orders to this afternoon's rounds” and the plan is updated right away. With “Workflows”, a team describes a process, such as offering new slots after a failed delivery, and Milo drafts it for them to review and switch on. Teams set the rules, Milo does the work, and every action is logged and explained.

“For ten years our customers have trusted Urbantz to run their last mile,” said Mélanie Applincourt, CEO and co-founder, Urbantz. “Urbantz is taking a decisive agentic turn and setting the new standard for delivery management. With Milo, delivery operators stop fixing routes one stop at a time and start directing agents that do the work for them, inside the rules they already set.”

Milo and the Explore agent are available to all Urbantz customers from 13 October 2026. In a next step, customers will be able to build their own agents: a new way to interact with the solution, use the full potential of their data, and work with greater precision and efficiency.

To learn more or book a tailored demo, visit urbantz.com/milo.

About Urbantz

Founded in Brussels in 2015 by Mélanie Applincourt, Michaël Darchambeau and Jonathan Weber, Urbantz combines deep logistics and last-mile expertise, strong technology know-how and a culture built around customers and product. It is now “the Agentic AI Platform for last-mile delivery”. It connects retailers, carriers, drivers and recipients on one live network, and plans, dispatches and tracks 50M+ deliveries a year in 20+ countries, helping companies cut the cost and environmental impact of every delivery. Urbantz won the SITL Innovation Award 2026, the Digital Supply Chain Award 2025 and the Nuit de la Supply Chain 2025 for its AI-powered innovations, and is backed by Korys and ETF Partners. Learn more at urbantz.com.

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