

The Agentic AI Platform for last-mile delivery

Urbantz connects retailers, carriers, drivers and recipients on one live network. Its platform plans, dispatches and tracks deliveries for enterprise shippers and carriers, helping them cut the cost and environmental impact of every delivery. Founded in Brussels in 2015.

50M+

deliveries a year

100+

enterprise customers

20+

countries

8,000+

active drivers

99.9%

uptime SLA

NEW · OCTOBER 2026

Milo, the AI layer of Urbantz

Planners, dispatchers and operations managers hand routine work to ready-made agents in plain language, or add agentic steps to their own workflows.

Explore finds the root cause of late rounds or failed deliveries in the customer's data.

Dispatch replans in real time from plain-language instructions.

Manage turns a process description into a workflow the team reviews and switches on.

Agents use the same APIs, optimiser and permissions as the teams. Every action is logged with its inputs and reasoning.

MEASURED ACROSS EUROPE

Results for customers

-20%

cost per delivery over five years

+20%

revenue per route, with 7% fewer routes

2.5×

deliveries per planner, same team

-27%

failed deliveries

4.8/5

average recipient rating (4.8–4.9)

CUSTOMERS INCLUDE

Carrefour, El Corte Inglés, Al-Futtaim, Bosch, FM Logistic, Chronopost, Picard, Kiloutou, Siemens, Solucious

NETWORK

Retailers, carriers, drivers and recipients on one platform. Carrier Network with access to 50+ markets.

AWARDS

SITL Innovation Award 2026

AI last-mile assistant and Dynamic Dispatch

Digital Supply Chain Award 2025

AI-powered platform

Nuit de la Supply Chain 2025

Gold medal, Innovative Supplier

LEADERSHIP

Mélanie Applincourt, CEO and co-founder

Thomas Paré, Chief Technology Officer

Michaël Darchambeau, co-founder, VP Business Development

Jonathan Weber, co-founder, Vice-Chairman

INVESTORS

Korys, ETF Partners

PRESS & MEDIA CONTACT

Michaël Darchambeau · mike@urbantz.com · +32 477 60 85 96

urbantz.com/milo

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