



## Case Study: How Estes Logistics Modernized its Pricing Infrastructure with G2Mint's Miles, an AI-Powered Engine that rates all modes and connects to everything

### Customer Overview

Company: Estes Logistics

Industry: Logistics Services

Services Offered: Dedicated Fleet, Driver Management, FTL, Final Mile, White Glove, Warehousing, Consolidation, B2B Delivery, and more

Estes Logistics is a comprehensive transportation and logistics provider offering a full range of services—from core truckload shipping to advanced Final Mile and White Glove delivery. Their capabilities also include Dedicated Fleet solutions, Driver Management, and a strategically positioned Terminal Network that supports regional distribution and national reach.

With service complexity increasing and customer expectations rising, Estes Logistics required a flexible and intelligent rating solution to bring speed, accuracy, and scalability to their operations.

### The Challenges

- Manual, error-prone rate management processes
- Limited ability to scale pricing logic across modes and services
- Static surcharge and accessorial models
- No way to easily manage client or address-level pricing variations
- Delayed invoicing and billing disputes due to lack of automation

### The Solution: Miles Boost, an AI-powered Engine that rates all modes, syncs all data, and integrates all third party plugins

Key Capabilities:

- **Multi-Mode Rating** for multiple service types
- **Fast and easy set-up** through a single pipe connection
- **Custom Rate Structures** (Zone-based, weight-tiered pricing, Effective-dated)
- **Automated Mode & Carrier Selection**
- **Dynamic Fuel Surcharge Management**
- **Tiered Accessorials and Client-Specific Pricing Logic**
- **Rapid Configuration without code changes**

## The Results

Through a single connection to Miles, Estes Logistics has supercharged its existing TMS with:

- Automated Multi-Mode Rating – Delivering accurate quotes across all services that resulted in a 91% improved rating time
- Reduced Admin Overhead – Less manual entry with 6% decrease in input errors and 9% improvement in total invoice accuracy
- Improved Margins – Pricing by customer, location, and service type
- Faster Invoicing and Settlement – Billing logic aligned with service delivery has decreased time required for invoicing by 75%
- Operational Agility – Rate and service models can be deployed in days, not weeks
- Better Client Experience – Transparent, reliable pricing and faster service turnarounds with fewer rating errors

## Summary

By modernizing its pricing infrastructure with Miles Boost, Estes Logistics is now positioned to scale its complex services through a single connection without disruption—offering speed, flexibility, and precision to clients across the U.S.

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