

Transforming Large-Scale Logistics & Operations

How Jones Lang LaSalle Resolved \$1M in Delivery Disputes While Managing 146K Packages Per Year



Overview

Jones Lang LaSalle (JLL) is a global real estate and investment management firm operating in more than 80 countries. It manages millions of square feet of corporate space and supports logistics, mail, and facility operations across some of the world's largest campuses.

"At one point we had over 10,000 employees on-site, so visibility into every package was critical. We needed a way to scale delivery tracking without adding headcount, while still proving compliance at every step."

Pamela Trader,
Senior Manager Mail and Shipping, JLL

The Landscape

At one of Jones Lang LaSalle's major corporate campuses, Senior Manager of Mail and Shipping, Pamela Trader, leads a team that manages all mailroom, shipping, and internal deliveries. The group processes 350 to 400 packages a day across multiple buildings, maintaining reliable service and compliance for more than 10,000 employees for a global leader in the oil and gas sector.

The Challenge

Before adopting LogisticsOS (previously Intra/SCLogic), JLL's logistics team lacked real-time visibility into deliveries across its multi-building campus. As package volumes grew, locating parcels became increasingly difficult, and recipients often assumed items hadn't been delivered. The perception of missing packages began affecting confidence in service quality.

The team struggled to investigate past deliveries when questions arose. Without a centralized system, tracing a package's full journey or identifying who handled it often required manual follow-up and guesswork.

"We were having an issue finding parcels, locating them on the campus. If the employee wasn't at their desk, they had no idea a delivery had been attempted and just assumed they weren't getting their packages."

Pamela Trader,
Senior Manager Mail and Shipping, JLL

In addition, JLL's compliance tracking processes were time-intensive and inconsistent. The campus handled confidential materials, vendor shipments, and corporate credit cards that required proof of handling, as well as packages that passed through x-ray screening and restricted zones. The team needed a better way to capture these compliance steps automatically and make them searchable for audits.

JLL Set Out to Solve Three Key Challenges:



Achieve consistent delivery performance and KPI visibility



Build a complete, searchable audit trail for every parcel



Ensure compliance and documented proof of handling for high-security items

The Journey

Jones Lang LaSalle's logistics team began exploring ways to improve visibility and accountability across its high-volume delivery network. To ensure any new solution would meet their operational needs, Pamela Trader's team followed JLL's pilot-first approach, testing LogisticsOS in a real campus environment before expanding it across operations.

Trader explained that her team always pilots new systems before rolling them out. She started by downloading LogisticsOS onto her phone and using it for several weeks to see how it handled day-to-day demands. The experience confirmed that the platform could easily adapt to JLL's complex workflows and that the transition from test to full implementation would be straightforward.

The pilot also demonstrated the system's flexibility, which was one of the deciding factors for her team.

"The flexibility of LogisticsOS is what makes it work for us. We can configure it to fit exactly how our campus operates."

Pamela Trader,
Senior Manager Mail and Shipping, JLL

Implementation & Training

Implementation took four weeks and included on-site support from a FacilityOS technician. The rollout covered device setup, workflow configuration, and training for both mail and delivery teams. Trader described the process as extremely smooth, noting that all timelines were met and that the system was fully operational on the first day.

She also noted that FacilityOS continues to improve its training resources based on feedback. While early manuals were extensive but difficult to navigate, the updated materials have made onboarding and skill-building easier for new users.

Ongoing Partnership

FacilityOS remains closely involved with Jones Lang LaSalle's team through regular check-ins and proactive support. Trader said the FacilityOS team "keeps tabs on us," scheduling annual or biannual visits to recommend improvements and make small system adjustments at no extra cost.

This ongoing partnership has been especially valuable as JLL's technology environment evolves. When the team transitioned from Samsung to iPhone devices and adopted Navolo for mobile integration, FacilityOS managed the updates and ensured everything continued running seamlessly.

The Solution

With LogisticsOS, Jones Lang LaSalle replaced fragmented delivery tracking with a digital system that captures every step from





“One of the biggest things we were able to do was create notifications. When we built the cubby system, it completely changed how employees received parcels. They now know immediately when something arrives.”

Pamela Trader,
Senior Manager Mail and Shipping, JLL

package intake to delivery confirmation. Each parcel is scanned throughout its journey, creating a verified chain of custody and a searchable history for audits or investigations.

The team customized the system to match the campus’s complex logistics workflows. They added x-ray status tracking to record when each item enters and exits screening, and configured alerts for executive-level deliveries that require special handling.

To close the communication gap with employees, JLL introduced a self-service cubby system integrated with automatic notifications. When an item is scanned into a cubby, the system instantly emails the recipient and copies the delivery team to confirm it is ready for pickup.

Together, these workflows gave JLL complete visibility into every parcel’s location and status while strengthening audit readiness and compliance reporting.

Solution Highlights:

- Real-time tracking with proof of delivery and recipient alerts
- X-ray compliance logging with configurable statuses
- Executive and priority handling workflows
- Self-service cubby system with automated notifications
- Historical search for past deliveries, audits, and investigations

The Benefits

With LogisticsOS in place, Jones Lang LaSalle improved delivery performance, compliance visibility, and communication across a large, multi-building campus while maintaining a lean team structure.

Key Benefits:

- **Met Delivery KPIs with Greater Accuracy:** JLL fine-tuned workflows within LogisticsOS to consistently meet delivery goals and improve timing.
- **Established a Complete Chain of Custody:** Every handoff is now logged with timestamps and signatures, creating a searchable audit history for each parcel.
- **Strengthened Compliance and Risk Management:** The system captures x-ray tracking, proof of delivery, and historical data to support audits and investigations.
- **Increased Efficiency with a Lean Team:** A six-person staff manages hundreds of daily deliveries through technology that maintains speed and reliability.
- **Resolved Delivery Disputes with Verified Data:** Accurate records helped recover misplaced packages, close vendor disputes, and uncover a false carrier claim.
- **Enhanced Collaboration Through Ongoing Partnership:** FacilityOS continues to provide proactive updates and configuration improvements at no additional cost.



“The only way we’re able to manage that volume with a team of six is through technology. We’ve used LogisticsOS data to resolve theft cases, verify deliveries, and even disprove false carrier claims.”

Pamela Trader,
Senior Manager Mail and Shipping, JLL

These results not only improved internal performance but also strengthened confidence across departments. The visibility and proof of delivery that once required manual follow-up are now instantly available. For JLL, the measurable outcomes translate into real operational impact.

Stories That Show the Impact

Each example from Jones Lang LaSalle's operations illustrates how data visibility and process automation deliver real results day to day.

High-Value Package Recovery

When a \$10,000 shipment was reported missing, the team used LogisticsOS to trace its complete delivery path. The records showed the exact recipient and time of delivery, revealing that the item had been left on an administrator's desk while they were on vacation. What could have escalated into a loss or dispute was resolved within hours.

"Without that proof, we wouldn't have known where to look," said Trader. "Having the data gave us answers immediately."

Major Investigation Support

During a \$1 million internal theft investigation, JLL's mailroom data provided indisputable proof that cleared the logistics team. LogisticsOS records showed who signed for the packages, when they were received, and where they were delivered.

"That data cleared my team completely," Trader said. "We were able to prove delivery and accountability without question."

Carrier Accountability

A delivery driver once claimed to have delivered several packages, but the system logs told a different story. LogisticsOS tracking data confirmed the driver never checked in at the dock or scanned the items. The evidence was escalated to the shipping company's fraud department for review.

"The system showed exactly what happened," said Trader. "We were able to prove it wasn't delivered and turned it over to [the delivery company's fraud department]."

These stories demonstrate the operational and reputational value of complete delivery visibility. For JLL, LogisticsOS did more than improve process efficiency; it protected the integrity of the mailroom and strengthened trust across the organization.

Conclusion

Jones Lang LaSalle continues to set a high standard for operational accountability and service excellence. By partnering with FacilityOS and using LogisticsOS, the company gained the real-time visibility and compliance control needed to manage logistics at scale.



Trader credits the partnership for its consistency and responsiveness. FacilityOS remains engaged through regular check-ins, recommendations, and system enhancements that continue to add value.

What began as a visibility initiative has grown into a foundation for data-driven logistics and compliance intelligence across JLL's campus operations. The system's configurability, audit-ready tracking, and measurable results have strengthened efficiency, accountability, and trust throughout the organization.

Looking ahead, JLL plans to build on that success by expanding its use of FacilityOS beyond mail and delivery. Trader's team is exploring how LogisticsOS can support internal asset tracking, AI-assisted intake, and process automation to further streamline operations and uncover new data insights.

With continued partnership and platform innovation, JLL is well positioned to advance its goals for transparency, compliance, and efficiency across its broader operational network.

Ready to Transform Your Logistics & Operations?



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- ✓ Automate Billing and Service Workflows
- ✓ Cut Manual Processing and Paperwork
- ✓ Gain Real-Time Visibility and Control
- ✓ Improve Service Satisfaction Campus-Wide

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"FacilityOS isn't just a vendor. They're a partner that listens, adapts, and helps us find new ways to improve."

Pamela Trader,
Senior Manager Mail and Shipping, JLL