

Project Guardian

Addressing Duplicate Orders and Fraud
in Car Shipping

ABOUT RUNBUGGY

RunBuggy is a technology platform that connects car shippers and haulers.

We enable shippers to seamlessly integrate car transportation services, reducing cost and improving time to deliver. For transporters, we offer an alternative to expensive load boards and custom software solutions to better find and manage transportation loads.

The Problem Project Guardian Addresses

- Duplicate orders puts undue strain on logistics operators, increases delivery time, and frustrates haulers

Description of Project Guardian

- Project Guardian is an internally developed, adaptive Machine Learning (ML) application designed to flag potential duplicate orders or orders with potential issues, including fraud.

How Project Guardian Works

- Listens to webhooks for new orders
- Queries RunBuggy system for similar orders
- Identifies potential duplicates and notifies personnel
- Uses ML to detect abnormal behavior in real-time

Project Guardian Technical Details

- Event-driven, rule-based queries, adaptive ML model
- Deploys on Kubernetes
- Asynchronous subscription to event bus
- Stateless agent can scale infinitely
- Integrates with existing systems
- Customizable alerts
- Notifies via email, SMS, phone, or Slack

Project Guardian Key Takeaways

- Reduces time (and cost) spent on investigating duplicate VINs by logistics operations team
- Improves order completion time (faster delivery)
- Improves customer experience (happy hauler)

Project Guardian Lessons Learned

- We're able to stop fraudulent activity earlier and detect other anomalous behaviors based on the data we collect and have access to.
- We've transitioned from being reactive to proactive, which is providing our team with greater confidence in working with orders.

The RunBuggy Team

- We would like to recognize the following people for their role in developing, securing, and launching Project Guardian:
 - Sasha Jovicic – CTO
 - Max Graupner – Head of Cybersecurity & IT

For more information about Runbuggy

- Please visit RunBuggy.com