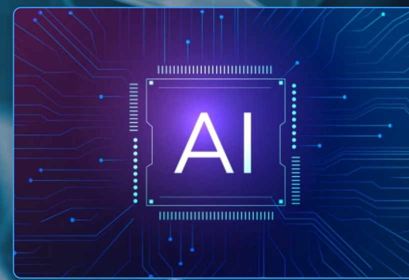

International Association of Movers

Tech Talk Webinar Series

About this Resource: Technology is changing how moving companies operate, secure information, manage risk, and stay competitive. To help members navigate those changes, the IAM Technology & Communications Committee launched the **Tech Talk Series** through IAM Learning. This guide brings together insights from all four sessions and translates discussions around AI, cybersecurity, compliance, and operational technology into practical applications members can use in their businesses today.

IAM Technology and Communications Committee

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Tech Talk Series 1 - January 8, 2026

The AI-Powered Mover: Transforming Operations for Efficiency and Growth

Dr. Dale Collins, PhD

Executive & Industry Consultant
Armstrong Company

Dr. Collins brings an economics and strategy lens to AI adoption in the moving industry. His background spans enterprise operations, global mobility, and business transformation, with a focus on helping moving companies understand how technology investments translate directly into profitability and competitive advantage.

Session Summary

Dr. Collins opened with a straightforward economic argument: **AI lowers both the fixed and variable costs of running a moving business, so you can handle more shipments without hiring proportionally more staff**. This isn't technology reserved for large enterprises. Practical, affordable tools exist today that can move your bottom line.

The session also took a wider view of the relocation ecosystem. RMCs are already automating pre-decision counseling, visa processing, and expense management. As those services get absorbed by AI, moving companies that stay manual risk becoming invisible to the clients who matter most.

Major Themes

- **Lower your break-even point.** AI reduces administrative overhead, enabling you to become profitable at a lower volume of shipments.
- **White-collar efficiency first.** Start with office tasks from quoting, customer comms, inventory, and compliance before tackling field operations.
- **Blue-collar optimization follows.** AI can optimize crew scheduling, analyze claims by packer, and reduce non-productive time on the job.
- **AI is already reshaping RMCs.** Corporate clients and government programs are increasingly expecting digital, AI-enhanced service delivery from their moving partners.

5 Actionable Takeaways

- **Start small**
  Begin with simple wins: automated inventory translation, customer onboarding chatbots, or a tool that provides instant pricing transparency to clients. Google Translate, for instance, already solves inventory translation at no cost.
- **Ask yourself the hard cost questions**
  How much of your white-collar labor is fixed? How many move files can one coordinator realistically manage? AI can significantly increase that number.
- **Use AI to train crews, not just office staff**
  AI tools can help new movers learn packing techniques through virtual simulations before their first day on the job.
- **Track claims data by crew and route**
  AI analytics tools can identify where damage is occurring by specific packers, routes, or job types - so you can target training precisely.
- **Don't wait for the "perfect" solution**
  The competitive risk of inaction is greater than the risk of imperfect first steps. Get something running and iterate.

Plain-Language Insight:

Think of AI the way you think of hiring a very fast, tireless office assistant who can answer customer emails at 2 a.m., pull together quotes in seconds, and never forget to follow up. The goal isn't to replace your team, it's to let your existing team handle far more without burning out.

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Tech Talk Series 2 - February 10, 2026

CMMC Level 1 Self-Assessment Deadline

John Bedford

VP of Information Technology

TMM

Chris Wolfl

Director of Technical Services

TMM

With 25+ Years Enterprise Technology & Logistics Leadership, John has led technology and compliance initiatives across financial services, software, and logistics since 2015 at TMM. He holds multiple certifications in technology, project management, and business continuity.

With 20+ Years IT & Federal Compliance Frameworks, Chris joined TMM in November 2025 with a background in federal compliance frameworks dating to 1997 and a decade supporting federal contract vehicles. He approaches CMMC as a maturity journey, building practical security foundations that work for real organizations.

Session Summary

CMMC is now a condition of receiving DP3 shipment awards. Moving companies handling DoD household goods must demonstrate they are protecting sensitive government data. Level 1 is the starting point: 17 controls across 6 categories covering basic cyber hygiene. Most of it reflects practices a well-run business already has in place.

What Data Are You Protecting?

- **FCI (Federal Contract Information):** Non-public data created to do the job. Shipment origins, destinations, pickup dates, Required Delivery Dates, contract service data. Protected by Level 1.
- **CUI (Controlled Unclassified Information):** Personal data of service members and families. Names, SSNs, addresses, DoD IDs, banking info, claims documentation, household inventories. Protected by Level 2.

Critical Deadline, Already Passed: The Level 1 self-assessment deadline was March 15, 2026. TSPs who did not submit are at risk of not receiving DP3 shipment awards starting May 15, 2026. If you haven't completed this yet, act immediately. The Level 2 deadline is March 1, 2027 (for awards starting May 15, 2027).

The 6 Control Families

- **Access Control:** Unique logins for every employee. No shared accounts. Remove access immediately when someone leaves.
- **Identification & Authentication:** Verify identity before granting system access. Passwords, PINs, or MFA required.
- **Media Protection:** Securely wipe or destroy hard drives, USBs, and laptops before disposal or reuse. Keep a disposal log.
- **Physical Protection:** Lock sensitive areas. Visitors sign in, wear badges, and are escorted. Maintain entry/exit logs.
- **System & Communications Protection:** Firewall in place. Public-facing servers separated from internal network. VPN for remote access.
- **System & Information Integrity:** Antivirus installed and updated on all devices. Patches applied within 30 days. Issues investigated and resolved.

How to Submit

1. Confirm registration in SAM.gov with correct CAGE code and hierarchy.
2. Register in PIEE as a "SPRS Cyber Vendor User" (requires CAM approval; allow extra time).
3. Access SPRS through PIEE, select your CAGE code, and mark all 17 controls as MET.
4. Send your CMMC UID from SPRS to: transcom.scott.tcj9.mbx.pp-quals@mail.mil

What Companies Need to Know

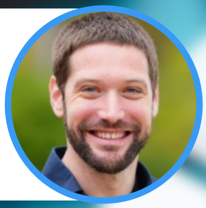
- ✓ **CMMC is a contract requirement**
- ✓ **All 17 controls must be marked MET.**
- ✓ **The submission process takes time.** SAM.gov, PIEE, and CAM approval don't happen overnight. Start now.
- ✓ **Your agents and subcontractors must also comply.** Per PCS JTF Advisory #26-0025A, TSPs are responsible for confirming subcontractor compliance. Request their certification status and add compliance language to all agent agreements and Bills of Lading.
- ✓ **Level 2 arrives March 2027.** 110 controls across 14 categories protecting service member PII. Annual self-attestation required; no third-party auditor needed. A conditional compliance option exists if you meet at least 90 of 110 controls. Start planning now.
- ✓ **Free help is available.** Project Spectrum (projectspectrum.io) and the IAM CMMC Resource Center offer guides and templates at no cost.

Tech Talk Series 3 - April 15, 2026

The 60-Minute Security Audit: A Leader's Framework for Managing Third-Party Risk

Zach Rattner

CTO & Co-Founder, Yembo
Author, International Keynote Speaker



Zach is CTO and Co-Founder of Yembo, author of Grow Up Fast: Lessons from an AI Startup, and holds 30 granted US patents. He built Yembo's security program from the ground up, achieving ISO 27001, SOC 2 Type II, GDPR, and NIST 800-171 certifications while serving insurance carriers and government agencies. In this session, he shares that same blueprint, translated for moving company owners and operators.

Session Summary

Moving companies collect valuable data on every job: home addresses, schedules, household inventories, and, for government and military clients, significantly more. That makes movers a genuine target. Zach's framework gives leaders a practical way to audit their own security posture and hold vendors to the same standard, in about 60 minutes.

His core message: security programs that stick are built on consistent habits and employee awareness, not compliance checkboxes.

Why Movers Are Now Targets

- **You hold valuable data.** Home addresses, move schedules, inventories, and military PII are exactly what attackers look for.
- **The CMMC mandate flows down.** If an agent, hauler, or vendor you work with is breached and exposes government data, the TSP is on the hook. You cannot afford to ignore your partners' security hygiene.
- **You have 72 hours.** Federal regulations require reporting a cybersecurity incident within 72 hours. Most companies have no plan for this.
- **Security wins contracts.** Demonstrating a defensible security posture is increasingly a requirement, not a differentiator, for corporate and government clients.

The Three High-Impact Fixes

1. **Draft a System Security Plan (SSP).** The SSP documents your system boundaries and how every security control is implemented. It is the first document an auditor will request. NIST provides a free template to get started.
2. **Require MFA everywhere.** Multi-factor authentication is your strongest technical defense against unauthorized access. Enforcing it for all network and system logins dramatically reduces the risk of breaches from compromised passwords.
3. **Train your team regularly.** Most cyber incidents are caused by human error. Consistent security awareness training transforms employees from potential vulnerabilities into your primary line of defense.

Put Your Plan to the Test

- **Test your data recovery.** A backup plan isn't real until it's tested. Regularly run restoration procedures to confirm your systems can actually recover from failure.
- **Run tabletop exercises.** Conduct simulated incident scenarios so everyone knows their role during a breach or outage before one actually happens.
- **Use phishing simulations.** Routine simulated phishing tests are one of the most effective ways to reduce the risk of a real credential harvest or ransomware attack.

Your Next 30 Days

1. Download the 60-Minute Security Audit checklist: **zachrattner.com/resources/60-minute-security-audit**
2. Share it with your three most critical vendors and ask them to complete it.
3. Start requiring security credentials (SOC 2, ISO 27001, or equivalent) from any new vendor before signing a contract.

Free Tools Recommended by the Speaker:
NSA Cybersecurity Services, Qualys SSL Test, Security Headers by Snyk, and Valimail Domain Checker. Zach has no affiliation with any of these tools.

What This Means in Practice:

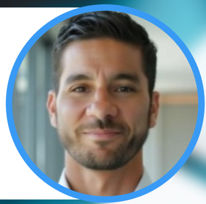
Think of third-party risk the same way you think about putting an agent on a job. You wouldn't send someone you haven't vetted to a customer's home. Apply the same standard to every software tool that touches your customers' data. A 60-minute review before signing a contract costs far less than a breach after one.

4 Tech Talk Series 4 - May 6, 2026

Applied AI in the Moving Industry

Ramiro Quiros

Chief Revenue Officer,
Movd Technologies Inc.



Ramiro brings over 20 years of moving industry experience and a background in technology, process improvement, and software implementation. As CRO at Movd Technologies, he works with movers on operational efficiency and digital transformation, with a focus on honest guidance, effective execution, and helping companies overcome limited time and internal expertise.

Session Summary

Where Dr. Collins opened the series with the economic case for AI, Ramiro closed it with the operational one. His session focused on what AI actually looks like in a moving company's day-to-day workflow, specifically the three areas where it moves the needle fastest: finding partners, accessing rates, and responding to inbound rate inquiries.

The throughline of the session was that AI adoption doesn't require a system overhaul. Small, targeted integrations into existing workflows can reduce manual work, improve response times, and free coordinators to focus on the parts of the job that still need human judgment. Using Movd's own platform as a worked example, Ramiro showed how movers are already using AI to compress hours of partner sourcing and rate gathering into minutes, and to turn inbound email enquiries into draft responses before a coordinator has opened their inbox.

His core message: AI is not a future concept. Even limited exposure delivers meaningful value, and the companies starting now are building habits that will compound.

Major Themes

- **Partner sourcing is the first high-value use case.** Finding the right agent in the right lane has historically meant emails, phone calls, and tribal knowledge. AI can surface qualified partners in seconds based on geography, service capability, and prior performance.

- **Rate access is the second.** Pulling required partner rates across multiple agreements and tariffs is one of the most repetitive tasks in the office. AI tools can retrieve and apply the right rate to the right lane without a coordinator hunting through documents.
- **Inbound enquiry response is the third.** AI can generate a first-draft quote response from an inbound email, which a coordinator then reviews and sends. The time savings compound across volume.
- **Incremental beats transformational.** The companies seeing results aren't replacing their systems. They're layering AI into specific friction points and expanding from there.

5 Actionable Takeaways

- ✓ **Pick one workflow, not five.** Choose the single task that costs your team the most time and start there. Partner sourcing, rate retrieval, and email response are the three highest-leverage starting points.
- ✓ **Measure before and after.** Track how long a task takes today (in minutes per file or files per coordinator) before introducing AI, so you can prove the gain. Without a baseline, the ROI conversation stalls.
- ✓ **Keep a human in the loop.** AI-generated quotes and partner recommendations should be reviewed by a coordinator before going out. The goal is to make your team faster, not to remove them from the decision.
- ✓ **Use AI to onboard new coordinators.** New hires can lean on AI tools to access institutional knowledge from rates, partner history, and standard responses used to take months to absorb. Time-to-productivity drops significantly.
- ✓ **Start with tools built for the industry.** General-purpose AI assistants are powerful, but purpose-built moving industry platforms already understand lanes, tariffs, and partner networks. The shorter the learning curve, the faster the return.

What This Means in Practice:

Think of AI in your operations the way you think of a great dispatcher. A dispatcher doesn't drive the truck, pack the boxes, or make the final call on a tricky job, but they shave time off every step by knowing what comes next and getting the pieces in place before anyone has to ask. That's what good AI integration looks like in a moving company: not a replacement, but a head start.