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Freightos to trim up to 15% of headcount amid AI adaptation process

The job cuts at Freightos come three months after founder Zvi Schreiber announced he was stepping down as CEO. Photo credit: zhu difeng / Shutterstock.com.

Eric Johnson, Senior Technology Editor | Mar 26, 2026, 1:56 PM EDT

Freightos on Thursday announced it is reducing its workforce by up to 15% in the near future as part of an effort to adapt to the fast-moving impact artificial intelligence is having on software development.

The company, which provides global freight pricing, booking and procurement products to forwarders and shippers, said the cuts will affect about 55 positions in a mix of layoffs and cancellation of planned backfills.

“With what’s happening with software and data in the industry around AI, we felt we needed to be set up for scalability long-term,” Freightos Chief Strategy Officer Ian

Arroyo told the *Journal of Commerce*. “And to make sure our teams are structured in a more efficient and effective way going forward.”

The announced cuts come one month after WiseTech Global, the largest provider of software to global logistics providers, said it would be laying off 30% of its workforce over the next two years, also in an AI-related move.

Arroyo said publicly-traded Freightos had signaled in its fourth-quarter 2025 earnings call in February, its first since founder Zvi Schreiber stepped down as CEO Jan. 31, that the company was shifting from a transactions-focused approach to a solutions-focused approach. Freightos, founded in 2012, had built its presence in ocean freight through a transactions-oriented marketplace before acquiring WebCargo, a pricing solutions provider in the air freight industry, in 2016.

“The strategy going forward is we’re going to be solutions focused first, with transactions to come later as a result of that,” Arroyo said. “Our commitment is to be ready for profitability [by the end of 2026]. We’re supporting thousands of forwarders, including all of the top 20, and we needed to make some changes to the organization.”

More broadly, a number of technology companies, from Oracle to Amazon to fintech solutions provider Block, have announced layoffs in light of the oncoming march of AI. In particular, the companies have cited AI agents as being able to replace roles in programming, product development and customer service.

Traditionally, layoffs at publicly traded companies have been seen as a negative, but more recently, markets have viewed such actions positively, as a sign of companies adapting to the realities of accommodating more digital workers.

Arroyo agreed that was a factor in Freightos’ decision-making.

“100 percent,” he said. “This is about rightsizing teams in light of the AI revolution. How we support and build and go to market, all of that has to adjust.”

‘Difficult but … necessary’ decision

Arroyo said that while it might be prudent for software users to be conservative about investment in AI given how fast the environment is moving, software vendors don’t have that luxury.

“Maybe the head of global logistics can sit on the sidelines and wait right now,” he said. “But those of us actually building the software, we better be in a position that we can enable the shifts [customers] need or want to make, while ensuring the continuity of the backbones of what they run their businesses on.”

Newly appointed Freightos CEO Pablo Pinillos emphasized that the layoffs will help the company reach its goal of being profitable by the end of the year.

“These types of decisions are very difficult, but this is a necessary step to ensure Freightos is positioned for long-term, sustainable growth in a dynamic market,” Pinillos said in a statement Thursday.

Freightos estimates it will incur approximately $1.3 million in one-time restructuring charges, primarily related to severance and employee benefits, over the first nine months of 2026. But it expects the restructuring to generate annualized cost savings of approximately $4.5 million starting in the fourth quarter of this year.

The company had revenue of $29.5 million in 2025, a 24% increase year over year, while it posted an earnings before interest, taxes, depreciation and amortization loss of $11.2 million, compared with a $12.6 million loss in 2024.

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