

Scaling P2P Process Efficiencies in a Global FinTech Enterprise with AI for SAP Ariba

A large global FinTech enterprise leveraged next-gen AI (Procurement Bot for SAP Ariba) to enable their P2P stakeholders with “in-the-moment” insights at the point of decision, which sped up their procurement processes and significantly reduced operational support.



Success Highlights



Significant P2P Efficiency Gains

The deployment of the AI-powered Procurement Bot for SAP Ariba led to an 80% acceleration in end to end process cycle times, streamlining procurement operations and enhancing overall business agility.



Dramatic Reduction in Support Overhead

The introduction of the Procurement Bot resulted in a 45% decrease in the volume of global support tickets and a 30% improvement in ticket resolution times, substantially reducing the operational burden on support teams.



Enhanced Compliance and Integration

The solution facilitated seamless compliance with company policies in real-time and optimized SAP Ariba adoption during critical M&A activities, demonstrating the AI-Assistants effectiveness in maintaining governance and scaling with the company's growth.

Enabling the organization to modernize their P2P processes and systems for faster adoption

In the rapidly evolving FinTech industry, a leading global corporation headquartered in New York, USA, sought to streamline its procurement processes and system adoption for over 40,000 users. The enterprise embarked on a transformative journey by being one of the first organizations to implement Procurement Bot for SAP Ariba, an AI-powered Digital Assistant purpose-built by Spotline for the SAP Ariba platform, aiming to revolutionize the way organizations support their existing Procure-to-Pay (P2P) operations.

The Challenge

As the corporation expanded its global footprint, the number of P2P related support tickets grew rapidly due to increasing volume of transactions from corporate growth and recent M&A activity. The enterprise recognized the urgent need for an innovative solution that provided their users and suppliers “in the moment” insights, to allow them to move the process ahead without creating support bottlenecks.

Implementing next-gen AI technology that provides real-time assistance for all P2P stakeholders

The corporation collaborated with Spotline, a SAP innovation partner, to launch an AI-powered Procurement Bot tailored for SAP Ariba users, designed to enhance their Procure-to-Pay (P2P) operations by offering real-time assistance and eliminating the need to generate support inquiries. Using Spotline’s own multi-lingual NLP engine, Procurement seamlessly integrates with SAP Ariba, MS Teams, and ServiceNow to streamline every phase of procurement—pre-purchase, purchase, and post-purchase—by instantly providing access to procurement policies, workflows, and data, thus creating an efficient and unified ecosystem for all parties involved.

Implementation Highlights

The deployment of the Procurement Bot involved a collaborative approach, bringing together the corporation's procurement and IT teams and Spotline's experts. The process entailed:

Requirement Gathering

Understanding the specific challenges and desired outcomes to tailor the solution effectively.

Configuration

Configuring and training the Procurement Bot on the corporation’s desired use cases.

Architecture Alignment

Ensuring that Procurement Bot for SAP Ariba adhered to the company’s architectural standards for cloud based SaaS solution

Training and Testing

Ensuring Procurement Bot’s performance met the high standards expected by conducting thorough testing and providing comprehensive training to the users.

Integration

Seamlessly integrating the AI-powered assistant with SAP Ariba and other essential business applications like Microsoft Teams and ServiceNow.

Outcomes

The implementation of the Spotline Procurement Bot for SAP Ariba brought about transformative results, marking a significant milestone in leveraging AI technology in a large enterprise environment.

Efficiency Leap

P2P process cycle times were accelerated by an impressive 22%, drastically reducing the time from procurement to payment.

Reduced Support Tickets

The volume of support tickets saw a 45% reduction indicating a smoother, more intuitive process.

Faster Resolution

The turnaround time for addressing tickets improved by 30%, enhancing user satisfaction and operational efficiency.

Enhanced Compliance

Procurement Bot for SAP Ariba provides real-time access to company policies, ensuring adherence to compliance standards effortlessly.

Optimized M&A Integration

The SAP Ariba adoption process was significantly optimized with, especially during critical periods of mergers and acquisitions, demonstrating the

Conclusion

The strategic implementation of the AI-powered Procurement Bot for SAP Ariba by the global FinTech corporation exemplifies the transformative potential of new technology in streamlining complex procurement processes. This initiative not only bolstered the corporation's efficiency and compliance but also set a new benchmark in the industry for leveraging AI to navigate the challenges of global expansion and operational scalability. The success story underscores the critical role of innovation in maintaining a competitive edge in the fast-paced FinTech landscape.



Why Spotline Procurement Bot for SAP Ariba?

Enhanced Productivity	Minimize manual tasks, accelerate processes, and reduce wait times.
Global Reach	Multilingual support extends engagement to diverse stakeholders across regions and languages.
Change Management in real-time	Procurement Bot aids provides change management in the moment via technology, making transitions smoother and more efficient.
Reduced Support Costs	AI-assisted support reduces the load on human agents, optimizing resource allocation.
Efficient Collaboration	Real-time supplier collaboration streamlines communication, improving supply chain dynamics covering requisitions, approvals, invoice status, goods receipt, and more.

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