

Solution Overview

Procurement Bot for SAP Ariba Solutions is an advanced AI-powered Software-as-a-Service (SaaS) solution designed to revolutionize the Procure to Pay (P2P) process for both internal employees and external suppliers. Seamlessly integrating with Microsoft Teams and Google Chat, Procurement Bot offers 24/7 multilingual engagement and support.



Benefits



Enhanced Productivity

Minimize manual tasks, accelerate processes, and reduce wait times.



Global Reach

Multilingual support extends engagement to diverse stakeholders across regions and languages.



Improved Satisfaction

Tailored, empathetic responses and real-time support contribute to higher stakeholder satisfaction.



Informed Decision-Making

Data-driven insights empower informed process optimization and strategic decision-making.



Adaptability

Procurement Bot aids in change management, 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.



Holistic Process Support

Covering requisitions, approvals, invoice status, goods receipt, and more enhances end-to-end P2P support,

Key Features

Multilingual Support

- o Communicate with stakeholders in their preferred languages for enhanced accessibility.
- o Seamlessly handle conversations in various languages using NLP.

Natural Language Processing (NLP)

- o Interpret and comprehend user inputs, ensuring accurate responses.
- o Provide context-aware interactions and responses.

Robust Reporting and Analytics

- o Generate comprehensive reports on user interactions, trends, and performance.
- o Track key metrics, such as response times, user satisfaction, and frequently asked questions.

Live Chat with Support Agent Handoff

- o Engage in live chats with the option to transition to human agents for complex inquiries.

Live Sentiment Analysis

- o Analyze user sentiment in real-time to gauge their emotions.
- o Enable support agents to tailor their responses based on sentiment.

Change Management Assistance

- o Guide users through SAP Ariba's change management processes in the moment of need.
- o Assist users in adapting to updates and changes, minimizing disruption and confusion.

Automated Purchase Requisition Creation

- o Streamline purchase requisition creation with automated processes, reducing manual effort and errors.
- o Ensure requisition accuracy and compliance with predefined guidelines.

Purchase Requisition Approvals and Nudging

- o Simplify approval workflows within Microsoft Teams and Google Chat, ensuring quick and accurate decisions.
- o Automatically send reminders to approvers for timely actions, minimizing delays and bottlenecks.

Supplier Collaboration and Support

- o Facilitate real-time communication between suppliers and stakeholders, enhancing collaboration and transparency.
- o Empower suppliers to address queries, provide updates, and resolve issues promptly.

External Supplier Inquiries and Invoice Status

- o Respond to supplier inquiries, provide invoice statuses, and offer real-time support.

SAP S/4HANA Integration for Goods Receipt

- o Automate goods receipt entry in SAP S/4HANA, improving accuracy and efficiency.

Built-in Ticketing System with Reporting

- o Manage support tickets, gain insights through comprehensive reporting and analytics.

Supplier Portal Integration

- o Foster collaboration and transparency by integrating with supplier portals.

User Journey Configuration for Proactive Guidance:

- o Proactively guide users through complex processes, enhancing user experience.

Net Promoter Score (NPS) Surveys

- o Gather feedback and insights through NPS surveys for continuous improvement.

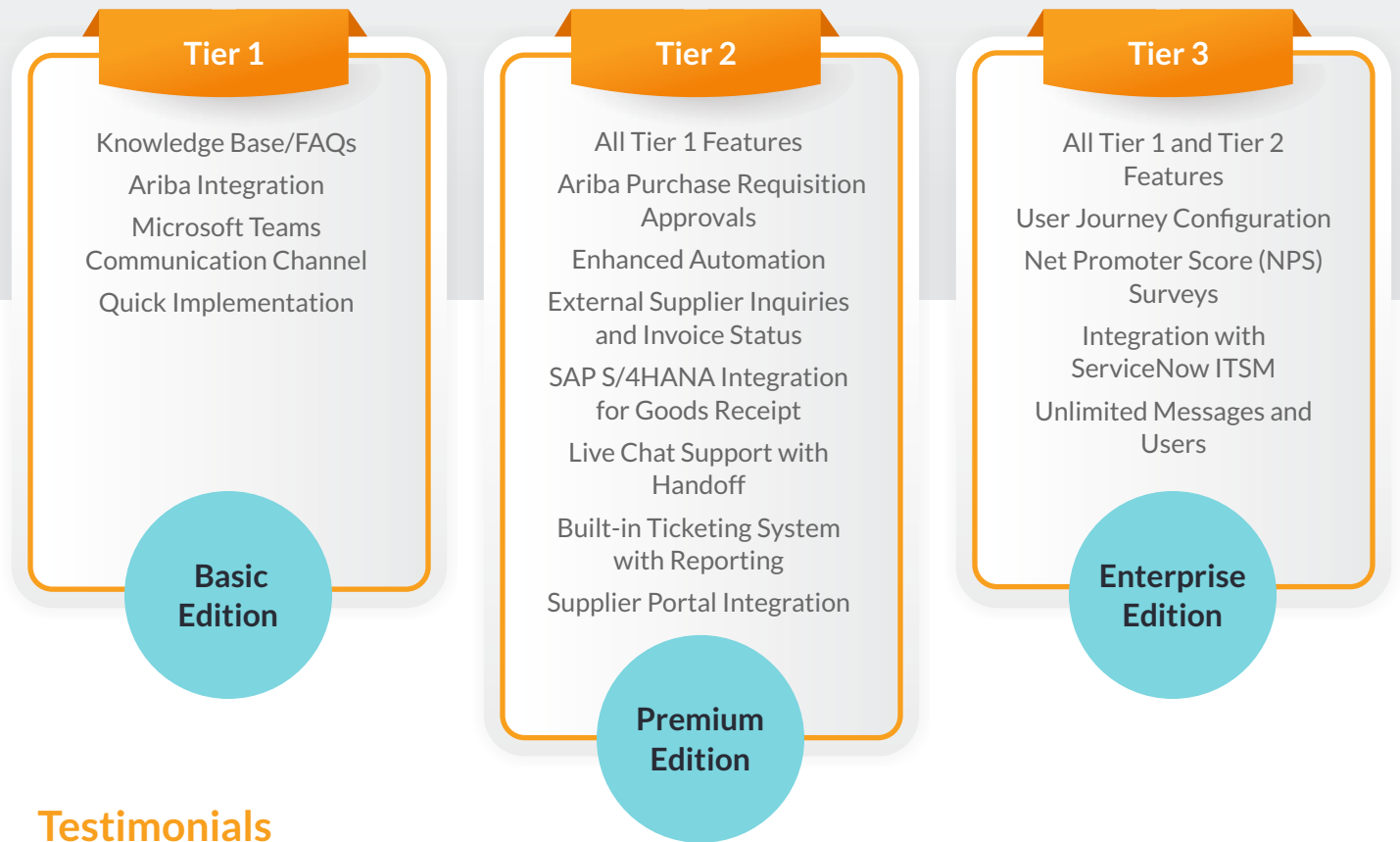
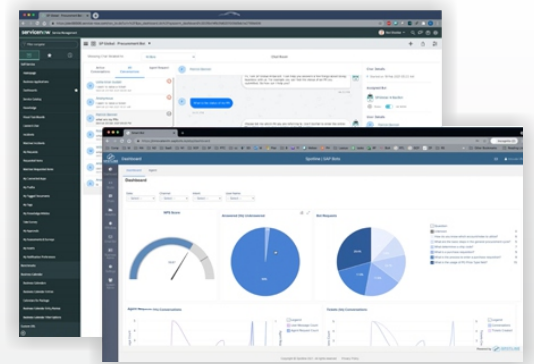
Integration with ServiceNow ITSM

- o Seamlessly manage help desk support tickets and align with IT service management workflows.



Summary

Procurement Bot is more than an AI-powered assistant – it's a comprehensive solution designed to revolutionize your Procure to Pay processes. With advanced features, robust security, seamless integrations, and scalable architecture, it empowers organizations to achieve unparalleled efficiency, transparency, and stakeholder satisfaction.



Testimonials

"Procurement Bot has transformed how we manage procurement processes. The AI-powered assistant ensures timely approvals and faster issue resolution, improving our overall efficiency."

“ Procurement Manager,
Fortune 500 Company

"Our suppliers appreciate the real-time support provided by Procurement Bot. It has strengthened our collaboration and communication, resulting in a more streamlined supply chain."

“ Director, Supplier Relations,
Global Financial Organization

Security and Compliance

ISO 27001 (Information Security Management)

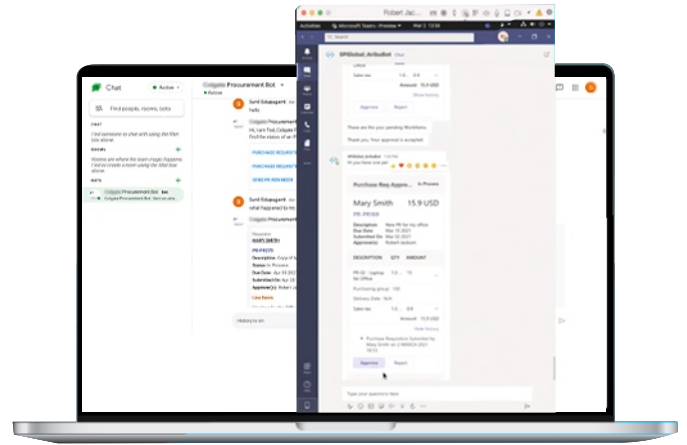
Procurement Bot meets the standards for information security management specified by ISO 27001, ensuring the highest level of data security and confidentiality.

SAP ECC and SAP S/4HANA Certified

This solution is certified by SAP for integration with both SAP ECC and SAP S/4HANA, ensuring seamless interoperability with your enterprise systems.

SOC 1 and SOC 2 A18:C26

We comply with relevant AICPA standards for internal controls over financial reporting and information system security, availability, processing integrity, confidentiality, and privacy.



SOC2 Type2 (Security, Availability, Confidentiality, and Privacy)

Procurement Bot meets the standards for information security management specified by SOC2 Type2, encompassing the principles of Security, Availability, Confidentiality, and Privacy.



Deployment and Support

Procurement Bot is available in three tiers to accommodate varying business needs. Whether you're looking for a budget-friendly option or comprehensive automation, our dedicated support team ensures smooth implementation, user training, and ongoing assistance.

For inquiries and personalized demonstrations, please contact our sales team at sales@spotline.com