

A Global Provider of Innovative Supply Chain Solutions Achieves Faster Cycle Times Through O2C Transformation

The world's largest independent supply chain solutions provider for the Aerospace and Defense industry faced significant challenges due to the dependence on multiple ERP systems and manual processes. They were looking for a unified solution to enhance customer experience and achieve faster cycle times.

Discover how **Infosys Topaz AI Next, a unified AI platform** can transform order conversion rates and optimize the overall customer journey.



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The Business Imperative

Multiple Enterprise Resource Planning (ERP) systems, manual processes, and siloed information plagued the existing order-to-cash (O2C) process, resulting in inefficiencies, delays, and errors that ultimately impacted customer experience.

The need for a unified platform that modernizes the entire O2C cycle, accelerates customer negotiation cycles with faster turnaround and offers real-time insights to improve decision-making and ownership thus became imperative.



Current Challenges in the Order-to-Cash Process

The current order-to-cash process is characterized by significant manual intervention and dependence on multiple underlying ERP systems, which hinder operational efficiency and scalability.

Some of the challenges include:



100% manual intake leading to lengthy processing times



Reliance on fragmented intake channels (Email, Portals, APIs, eComm, EDI, etc.) makes it difficult to standardize and streamline order entry



Lack of visibility into quote requests limits conversion and scalability



Inefficiencies arising from the constant need to switch between multiple ERP systems



Increased errors and delays due to inconsistent processes across the various systems



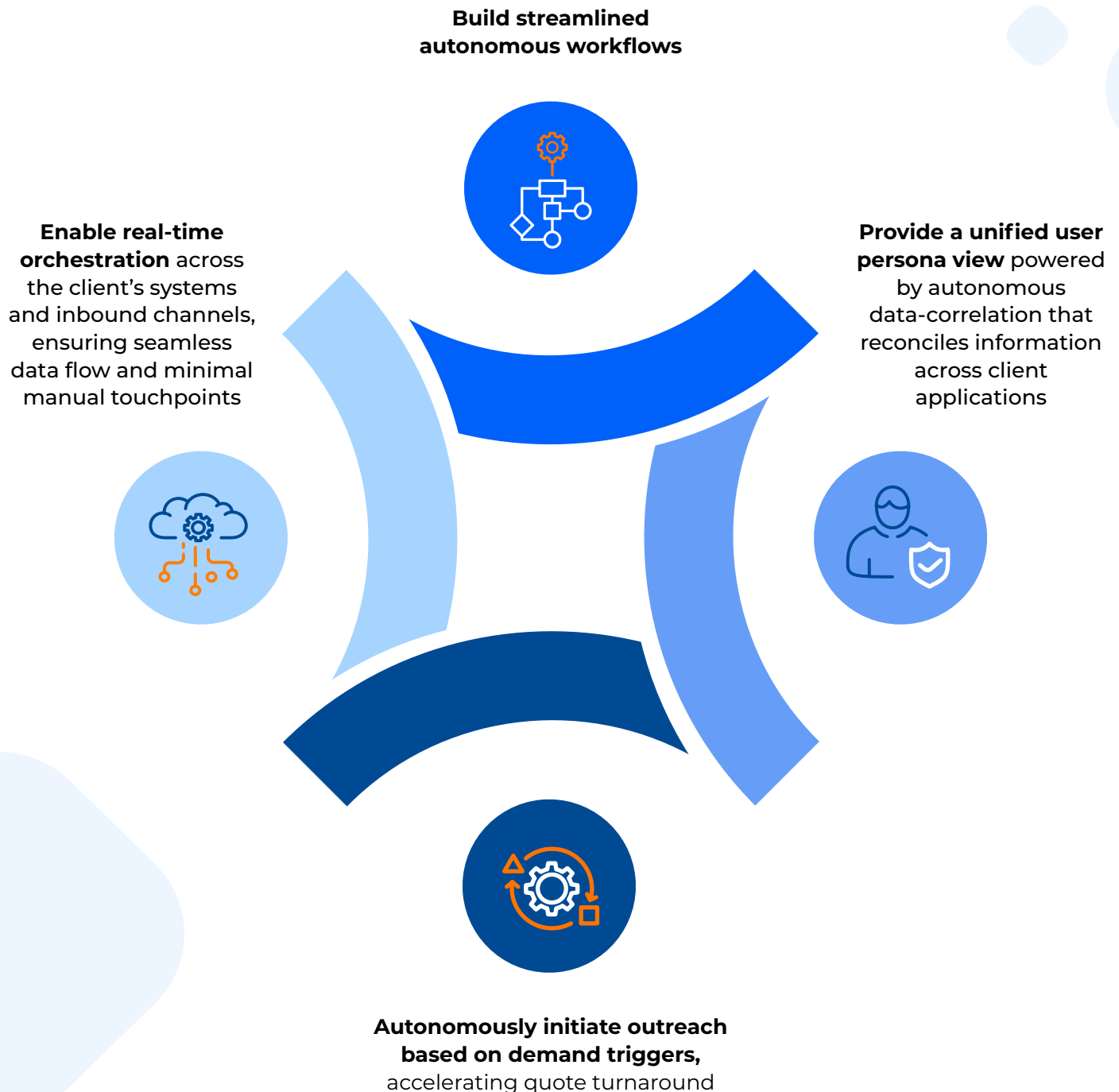
Inability to modernize operations as existing systems lacked support for robotic automation

The core need was to seamlessly integrate **AI-driven orchestration with exception-only human involvement** to accelerate cycle times and enhance the customer and stakeholder experience.

O2C Solution Leveraging Topaz AI Next

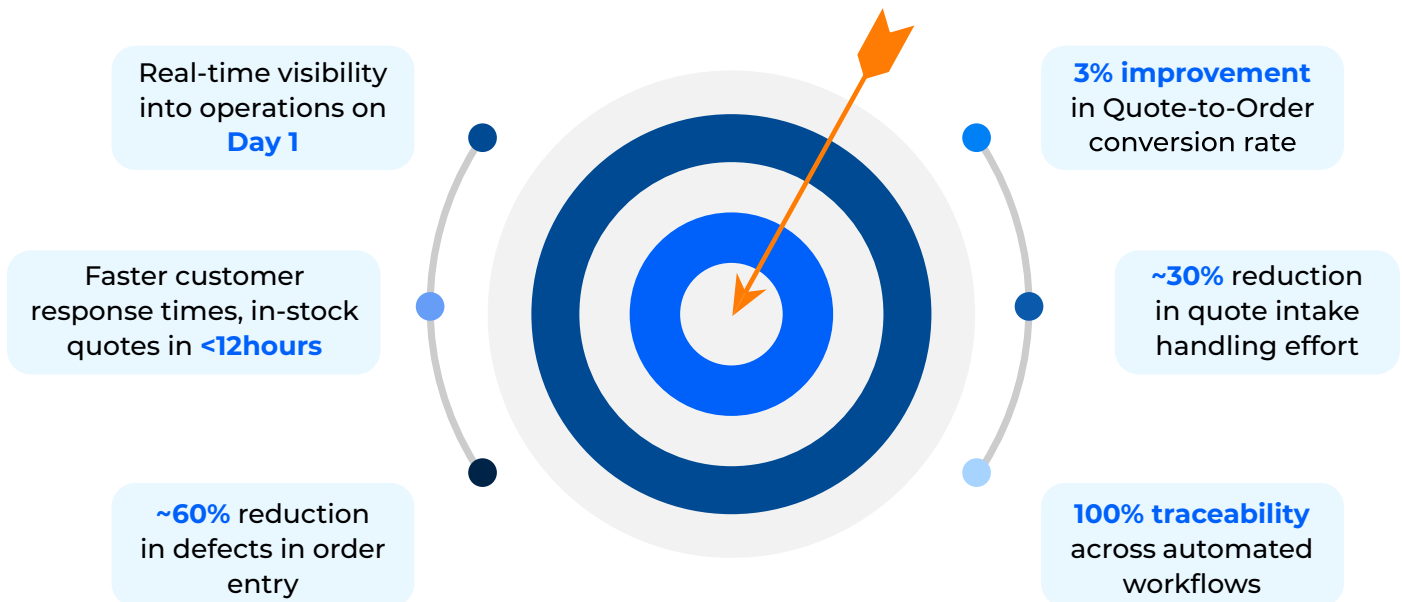
To address these challenges, they sought an **order-to-cash solution that leverages the Topaz AI Next platform.**

The solution is a **Unified, Order-to-Cash Control Tower** that overlays existing ERP systems to help:

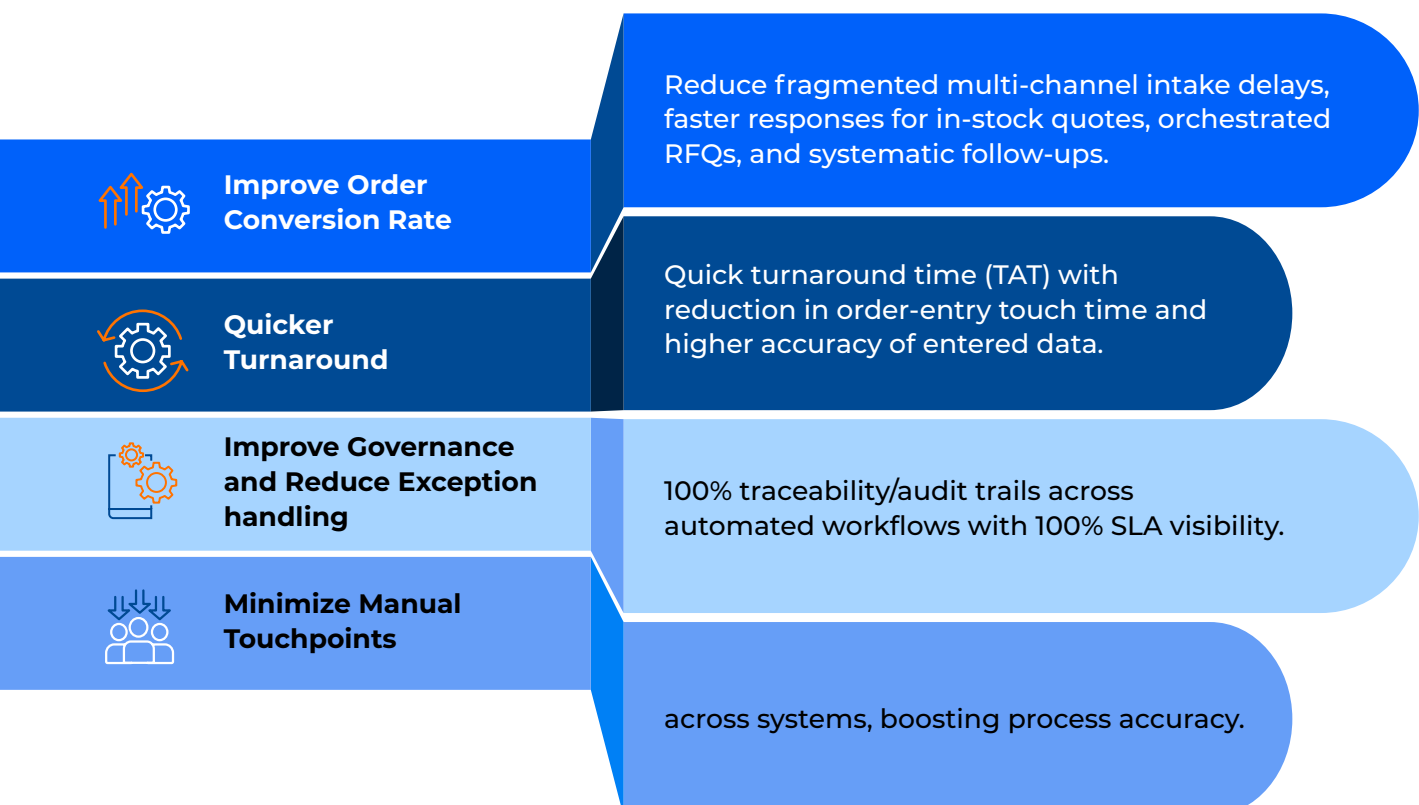


Additionally, this solution acts as a smart layer which impacts measurable KPIs (SLA, conversion, touch-time, defects, exceptions) and provides enhanced fulfillment to contracted customer.

Impact



Key Benefits



To learn how the Infosys Topaz AI Next can transform & optimize your order-to-cash journey, reach out to us at

contact@edgeverve.com



About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, empowering clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency, amplify human potential, and foster a connected ecosystem. Our comprehensive platform portfolio (Infosys Topaz AI Next, AssistEdge, XtractEdge, and TradeEdge) across Automation, Document AI, and Supply Chain helps inspire global enterprises to bridge silos in people, processes, data, & technology, discover & automate processes, digitize & structure unstructured data, and unlock the power of the network by integrating value chain partners. With a deep-rooted entrepreneurial culture, EdgeVerve's innovations are helping global corporations across sectors such as financial services, insurance, retail, consumer and packaged goods, life sciences, manufacturing, telecom, utilities, and more.

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