Project Order Fulfillment

DELIVER-TO-DESIGN (D2D) \ SOLUTIONS FOR LOGISTICS AND FULFILLMENT

Automate project order fulfillment with Rimini Agentic UX™

The Rimini Agentic UX Solution for Project Order Fulfillment — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — elevates the coordination and visibility of order fulfillment for projects from release to delivery. The solution uses automated approvals, structured workflows and AI-powered work breakdowns to streamline and accelerate the process.

Many companies deliver projects through a robust, multistep order fulfillment process involving multiple teams. The workflow for this critical business function frequently depends on the use of emails, spreadsheets and disconnected systems. Over time, the reliance on manual steps and the presence of siloed systems leads to unaligned communication, duplicated data entry and limited visibility across the process.

Quickly deploy intelligent, AI-enabled project order fulfillment

Since the Rimini Agentic UX Solution, Powered by ServiceNow®, overlays existing ERP software without any requirement for ERP upgrades or migrations, organizations can deploy the solution fast — and quickly drive real, measurable results and value.

The process will:

- **Streamline** project order fulfillment to accelerate activation and reduce delays
- **Unlock** real-time visibility into project milestones, task ownership and progress
- **Fully automate** repetitive tasks to eliminate manual data entry and improve accuracy
- **Centralize** all project information to ensure consistency, traceability and control
- **Deliver** a smoother, more predictable onboarding experience for clients

About Rimini Agentic UX™ Solutions

Rimini Agentic UX Solutions help make running ERP processes better, faster and cheaper. This intelligent, AI-driven user engagement layer is deployed over the top of existing ERP systems and releases, enabling a modern user, role and persona-based experience and automating workflows that leverage AI agents — without the unnecessary cost, risk and time required with ERP software upgrades and migrations.

CLIENT SPOTLIGHT

A Brazilian connectivity service provider's project order fulfillment process had become highly manual and fragmented, extending delivery timelines, reducing predictability and hindering executive oversight. The client's field coordinators had to review and break down each 50-page project document into manageable tasks.

The Rimini Agentic UX™ Solution for Project Order Fulfillment is designed to be deployed over the top of the client's existing SAP ECC 6 release without upgrades or migrations, digitizing and orchestrating the entire order fulfillment lifecycle — from OS onward.

With this solution, the client anticipates a sizeable reduction in overall cycletime for enhanced efficiency, positioning the company to achieve its broader digital transformation goals.

Faster revenue capture
Direct ERP updates speed up billing creation for quicker project revenue recognition

Accelerated project delivery
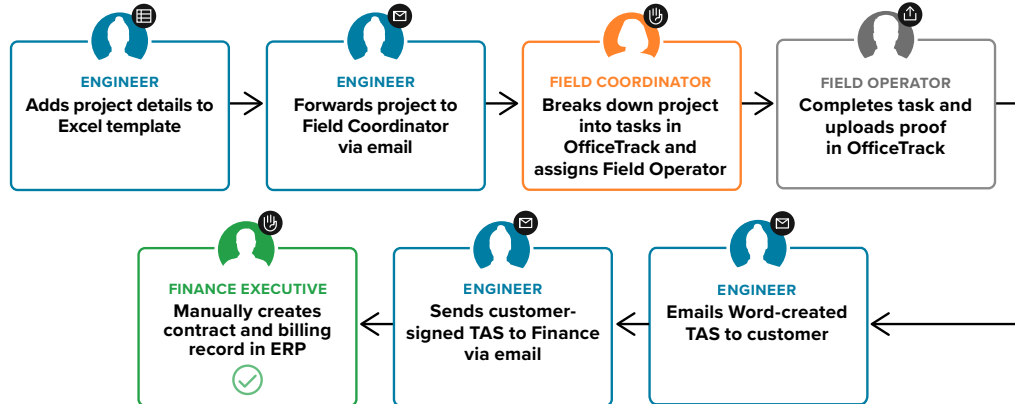Automated task creation reduces delays and enables faster activation for timely project completion
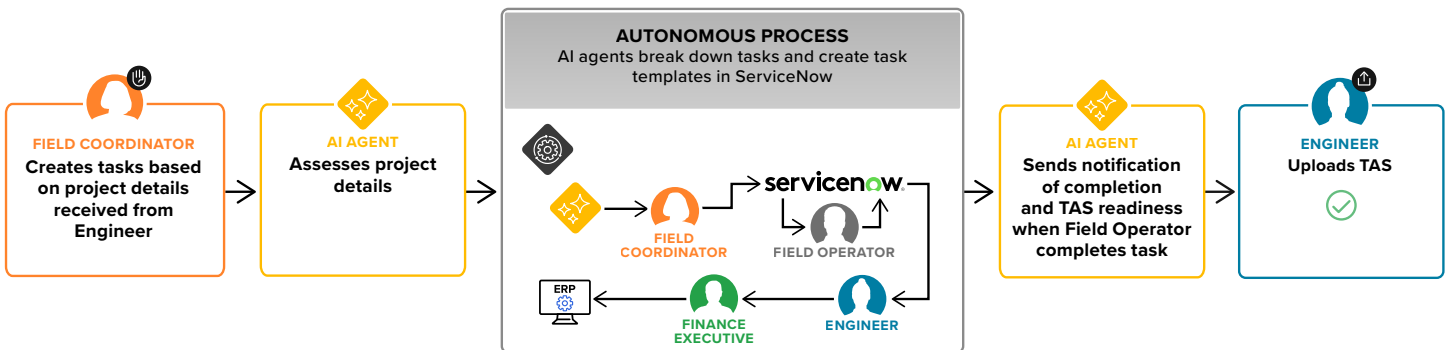
Single source of project truth
Centralization of all project documents helps maintain compliance and ensures 100% audit readiness

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BEFORE: Traditional disconnected fulfillment process

- Order cycle time: **1-2 days***
- Billing record creation: **2 hours***

AFTER: Intelligent Rimini Agentic UX™ workflow automation

Rimini Agentic UX™
Powered by **servicenow**

- Order cycle time: **4 hours***
- Billing record creation: **1 hour***

*Estimate

servicenow® AI Platform Tools

- App Engine
- AI Agent Studio
- Flow Designer
- Service Catalog
- Employee Center
- ERP Canvas/Zero Copy Connector
- UI Builder

Solution Benefits

- **Enhanced user experience:** Automated ServiceNow UX for relevant personas
- **Seamless integration:** ServiceNow platform—ERP integration for order and execution
- **Automation:** Smart workflow for project creation, task assignment and documentation

- **AI capabilities:** Automated task breakdown and template creation
- **Stronger governance:** Real-time dashboards and audit-ready tracking
- **Greater visibility:** Centralized status and document management

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