

Sales Order Management

OPPORTUNITY-TO-ORDER (O2O) \ SOLUTIONS FOR SALES AND GO-TO-MARKET

Automate sales order management with Rimini Agentic UX™

The Rimini Agentic UX Solution for Sales Order Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — streamlines the creation, validation, update and tracking of sales orders. The solution uses conversational AI, automated workflows and digital e-forms to modernize and ensure an efficient sales order management process.

Many organizations are held back by manual, offline steps in sales order processes consisting of phone calls and emails between customers, sales reps and the IT team managing the ERP system. As a result, the process frequently leads to delays, miscommunication and lack of clarity both internally and externally.

Introduce an intelligent, AI-enabled sales order process now

As 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, driving real, measurable results and value quickly.

The process will:

- **Digitize** the full sales order flow to eliminate manual work and offline handoffs
- **Enable** real-time data synchronization through seamless ERP–ServiceNow platform integration
- **Fully automate** order entry and validation to minimize dependency on IT and prevent errors
- **Empower** sales reps and clients with instant updates and enhanced visibility
- **Centralize** all order data in a single source of truth to support forecasting and analytics

About Rimini Agentic UX™ Solutions

Rimini Agentic UX Solutions help make running ERP processes faster, better 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 leading South Korean technology conglomerate lacked a centralized data hub in its sales order management process, leaving sales reps without real-time visibility into order status. With information scattered across multiple channels, there was an increased risk of costly errors and rework.

The Rimini Agentic UX™ Solution for Sales Order Management is designed to be deployed on top of the client's existing SAP ECC 6 release without any required upgrades or migrations, modernizing the process for greater efficiency and transparency.

Through this solution, the client expects significantly faster approvals with improved data accuracy and enhanced visibility, putting the company in a better position to respond to customer needs, optimize resources and maintain a competitive edge.



Faster order processing and responsiveness

Digital workflows and automations speed up order creation and approvals, enabling quicker client response



Smoother order fulfillment

Built in validations and real-time data sync ensure clean orders that reduce errors and prevent rework

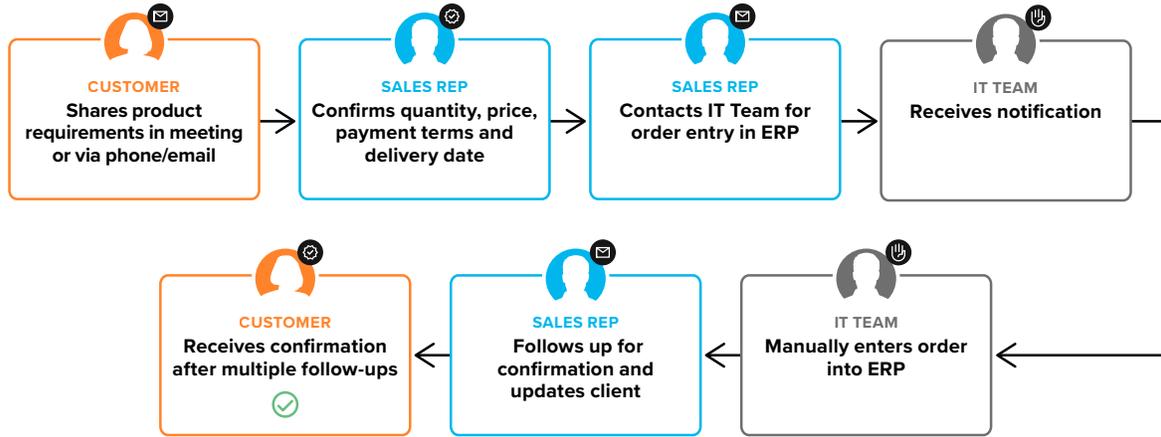


Greater visibility and order experience

Unified order data and real-time status updates improve transparency for sales reps and clients alike

BEFORE: Traditional multistep, manual process

- Order status access: **2 days***
- Sales order cycle: **24-48 hours***

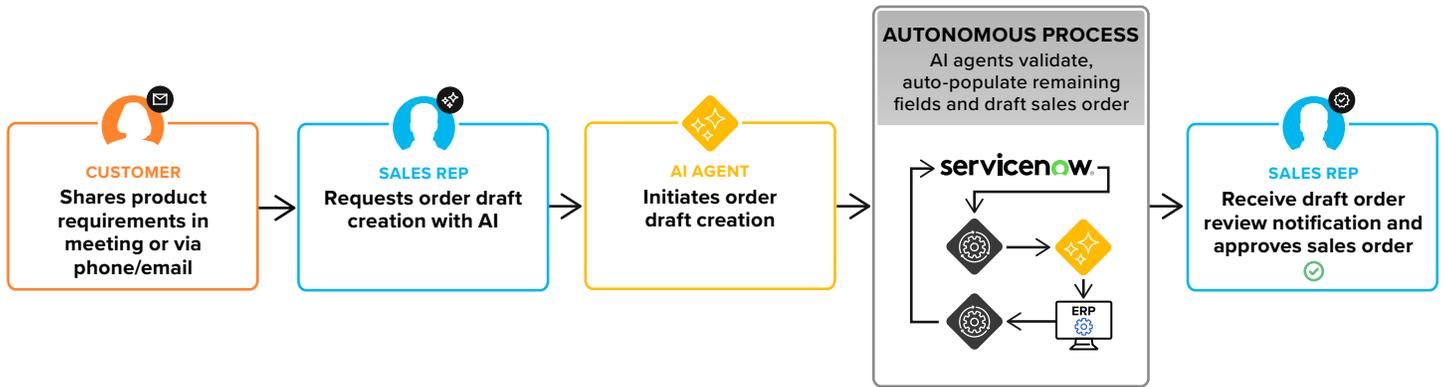


AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Order status access: **<1 minute***
- Sales order cycle: **6 hours***

Rimini Agentic UX™

Powered by **servicenow**.



*Estimate

servicenow AI Platform Tools

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

Solution Benefits

- **Enhanced user experience:** ServiceNow UX for sales reps
- **Seamless integration:** Bidirectional ServiceNow platform–ERP integration for order management
- **Automation:** Smart workflow for order intake, validation, approval and ERP entry
- **AI capabilities:** Conversational AI for chat-based order handling and notifications
- **Stronger governance:** Real-time dashboards and audit-ready tracking
- **Greater visibility:** Centralized dashboard for order status and performance

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