



Rimini Street®

The Software Support and
Agentic AI ERP Company™

SOLUTIONS CATALOG

RIMINI AGENTIC AI ERP SOLUTIONS

Delivering enhanced productivity, greater agility and
reduced cost while being quick and easy to deploy
over the top of existing ERP Software releases

Tomorrow's Intelligent ERP. Available *Today*.

ERP Software Is Dead. Welcome Agentic AI ERP.

While existing ERP Software and releases can continue providing great value and be supported by Rimini Street at a significant savings for many years to come, we believe that ERP Software is peaking in capability and there is little value to any further investments in ERP Software upgrades, migrations or replatforming. Instead, Rimini Street believes new ERP capabilities will be deployed faster, better and cheaper in Agentic AI ERP while providing more agility and speed to market. With Rimini Agentic UX™ Solutions, Rimini Street can deliver — *today* — Agentic AI ERP quickly and easily *over the top* of existing ERP Software and releases ([download Rimini Street's "The Rise of Agentic AI ERP" white paper](#)).

Agentic AI ERP is not a future concept, but a strategic advantage that is available *today* with Rimini Agentic UX™ Solutions that can deliver ROI and value in days and weeks, instead of months or years.

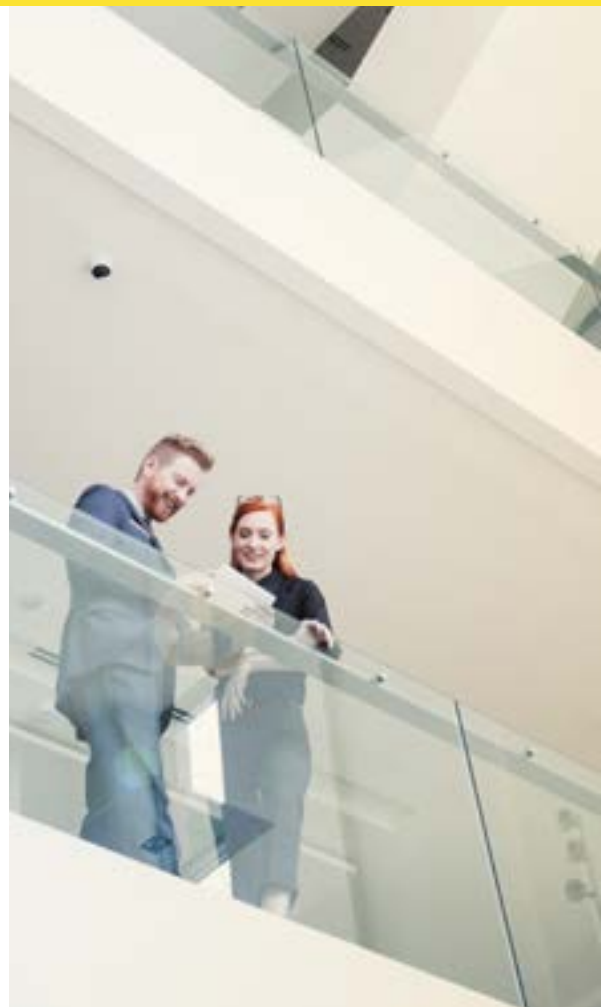
Rimini Agentic UX™ Solutions are not simply modernizing workflows and creating operational visibility across the enterprise. They are intelligent engines that are reshaping cost structures, collapsing process cycle times, creating strategic capabilities and empowering organizations to focus on the work that moves business and government operations forward.

Rimini Agentic UX™ Solutions are built on the Rimini Agentic UX™ platform, Powered by ServiceNow®. The platform combines AI-driven orchestration, automation and UX design principles to deliver a unified, composable and streamlined user engagement layer for enterprise workflows that leverages persona- and role-based productivity enhancements. Rimini Agentic UX™ Solutions can make ERP Processes run with the cost, agility and speed required to meet immediate and future needs.

Rimini Agentic UX™ Solutions are redefining what “great” and early-mover advantage looks like *today* in ERP modernization and ERP Process execution.

[Contact us](#) to learn more about and see a demo of Rimini Agentic UX™ Solutions — and take the first step toward building tomorrow's intelligent ERP. *Today*.

We'll Get You There.™



At Ypê, we have several AI projects in the works, but the Rimini Agentic UX™ project has outperformed them all in both speed and expectations. It took only one month from start to delivery, and helped us reduce our approval cycle by 60% and accelerate time-to-value. It's a great win for our IT team.

— **Geraldo Pereira**, CIO, Ypê

Contents

Tomorrow's Intelligent ERP. Available <i>Today</i>.	3
Solutions for Finance and Expense Management	
Expense Reimbursement	4
Financial Reconciliation	6
Sales Commission Management	8
Refund Process Automation	10
Solutions for Human Resources	
Misconduct Management	12
Solutions for Logistics and Fulfillment	
Delivery Scheduling	14
Project Order Fulfillment	16
Solutions for Maintenance Operations	
Job Card Management	18
Work Order Management	20
Solutions for Material and Master Data	
Material SKU Creation*	22
Solutions for Order and Shipment Exceptions	
EDI Resolution	24
Solutions for Procurement and Supplier	
eTendering Process Management	26
Procurement Requisitions	28
Supplier Master Management	30
Vendor Onboarding	32
Vendor Selection	34
Solutions for Quality and Compliance	
Quality Inspection Management	36
Solutions for Sales and Go-to-Market	
Contract Amendment	38
Customer Onboarding	40
Sales Order Management	42
Sales Material Master Creation*	44

*Master data solutions are tagged according to the process that consumes the data. SKU data feeds manufacturing, so Material SKU Creation is tagged as PLAN-TO-MAKE (P2M). Sales material data feeds quoting and BOMs, so Sales Material Master Creation is tagged as QUOTE-TO-CASH (Q2C).

Expense Reimbursement

RECORD-TO-REPORT (R2R) / SOLUTIONS FOR FINANCE AND EXPENSE

Simplify expense reimbursement with Rimini Agentic UX™

The Rimini Agentic UX Solution for Expense Reimbursement — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — streamlines the submission, validation and approval of employee expenses. The solution uses simplified data extraction, structured workflows and AI-assisted decision-making to modernize the process for better business outcomes.

Many organizations have a highly manual and time-consuming process in place for expense reimbursement. Due to the significant administrative effort required, there are often delays in turnaround times for reimbursements. Addressing the operational inefficiencies associated with such an outdated workflow is crucial to avoiding data inaccuracies, document loss and employee dissatisfaction.

Quickly deploy an intelligent, AI-enabled reimbursement process

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:

- **Implement e-forms** for reimbursement requests with structured fields and AI receipt scanning to eliminate manual steps
- **Cut** reimbursement turnaround in half with a fully automated approval process
- **Validate** expenses against company policies to ensure adherence to governance standards
- **Provide** real-time status visibility for employees to track request progress for greater satisfaction

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.



IGUATEMI

Empresa de Shopping Centers SA

Based in São Paulo, Brazil, Iguatemi Empresa de Shopping Centers S.A. properties serve more than 10 million customers a month.

The retail real estate firm's IT team recognized inefficiencies in its SAP-based expense reimbursement process, which included repetitive data entry, physical document handling and multiple approval steps.

The Rimini Agentic UX™ Solution for Expense Reimbursement is designed to be deployed over the top of Iguatemi's existing SAP ECC 6 release without upgrades or migrations, streamlining the process and automating it with a new, modern workflow that can be accessed from anywhere.

With this solution, Iguatemi expects to significantly shorten approval turnaround and increase reimbursement accuracy, improving the employee experience and reducing compliance risks.



Faster employee reimbursement

AI-enabled e-forms and automated routing speed up reimbursements for greater convenience and employee experience



Greater operational cost efficiency

Digitized workflows reduce manual effort, saving labor hours and lowering administrative processing costs

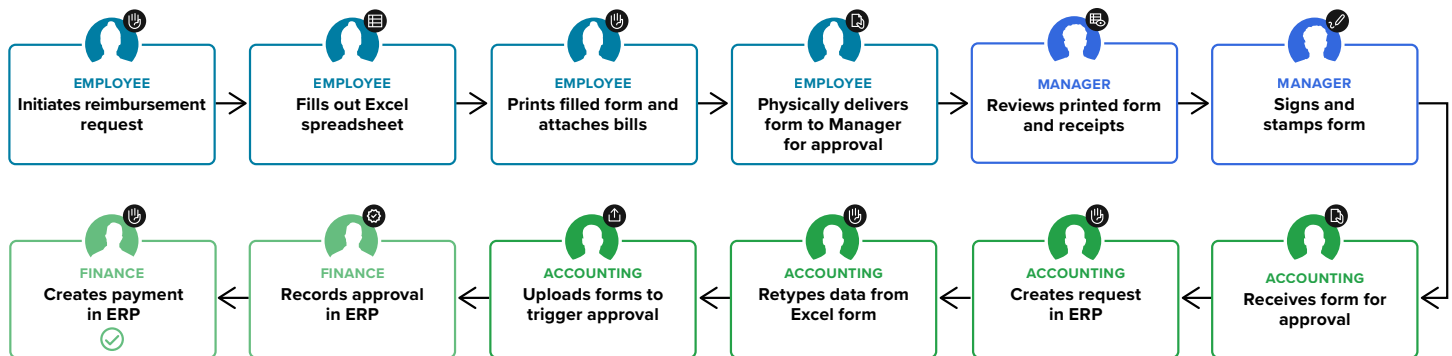


Higher accuracy and stronger compliance

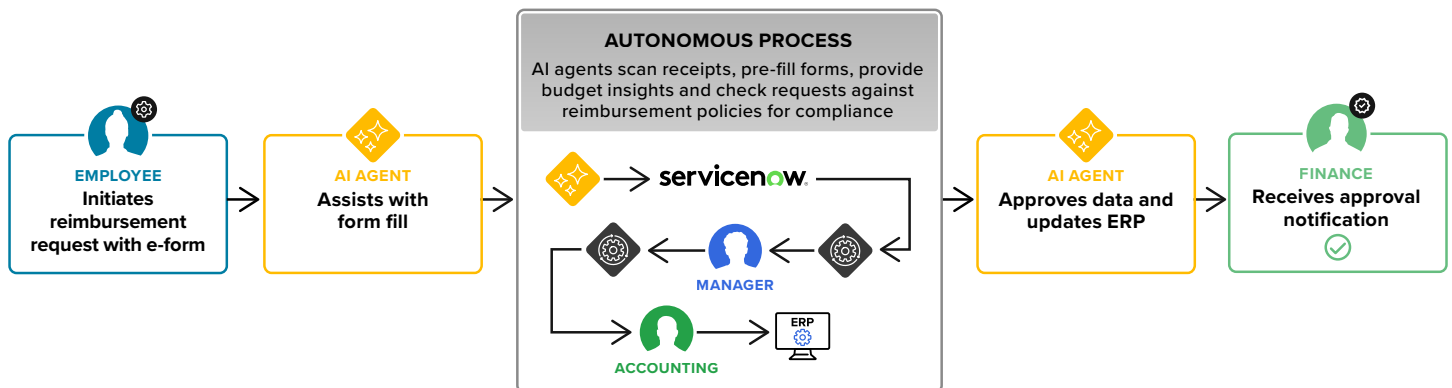
AI scanning and policy validation improve reimbursement accuracy and reduce potential compliance risks

BEFORE: Traditional manual, physical process

- Request lookup time: **1 hour***
- Approval turnaround: **Up to 1 week***

**AFTER: Intelligent Rimini Agentic UX workflow automation**

- Request lookup time: **1 minute***
- Approval turnaround: **1 day***

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
- Doc Intel

Solution Benefits

- **Enhanced user experience:** AI-enabled ServiceNow UX for relevant personas
- **Seamless integration:** Bidirectional ServiceNow platform–ERP integration for requests
- **Automation:** Smart workflow for reimbursement request, approval and ERP payment creation
- **AI capabilities:** Receipt scanning and checks reimbursement policy compliance
- **Stronger governance:** Real-time dashboards for approval tracking
- **Greater visibility:** Approval status visibility available for all stakeholders

Financial Reconciliation

RECORD-TO-REPORT (R2R) / SOLUTIONS FOR FINANCE AND EXPENSE

Automate financial reconciliation with Rimini Agentic UX™

The Rimini Agentic UX Solution for Financial Reconciliation — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — automates the identification and resolution of financial reconciliation variances. The solution uses AI-powered smart reconciliation, data synchronization and a centralized dashboard to streamline the entire process.

Handling financial reconciliation efficiently and reliably is critical to maintaining operational excellence and supporting business expansion. Yet many organizations use an outdated process that involves the ERP and other disconnected systems, requiring significant manual effort and resulting in limited visibility and a high risk of errors.

Quickly deploy an intelligent, AI-enabled reconciliation process

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 — and drive real, measurable results and value in weeks or months, not years.

The process will:

- **Automate** e-invoice and credit note calculations for instant accuracy
- **Unify** data across the ERP and ServiceNow platform, ensuring a single source of truth and audit-ready records
- **Empower** accountants with intuitive dashboards and real-time status tracking
- **Scale** operations with a reliable, future-ready foundation that supports strategic growth

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 conglomerate in Malaysia with core businesses in construction, property, industry and infrastructure sought an alternative to its highly manual accounts receivable (AR) process.

The company tracked advance payments manually, with e-invoices and credit notes posted across its SAP ECC 6 system and Excel. As a result, the finance team experienced delays, data inconsistencies and compliance risks.

The Rimini Agentic UX™ Solution for Financial Reconciliation is designed to be deployed over the top of the client's existing SAP ECC 6 release, without any required upgrades or migrations, digitizing the process with real-time transaction visibility, automated reconciliation and AI-powered suggestions.

With this solution, the client anticipates a significant improvement in decision-making accuracy and efficiency — reducing the potential risk of disputes and strengthening supplier relationships.



Smoother financial close cycles

Automated reconciliation speeds up variance handling, accelerating month-end and period-end close



Stronger financial integrity

AI validation detects inconsistencies early, ensuring clean financial data across systems and records

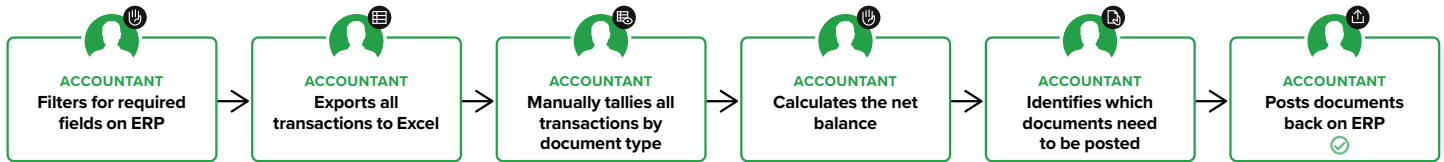


Enhanced control and compliance

Unified data, audit trails and real-time status improve oversight, reduce risk and support compliance

BEFORE: Traditional, resource-dependent process

- Transaction lookup time: **15 minutes***
- Reconciliation calculation: **45 minutes***

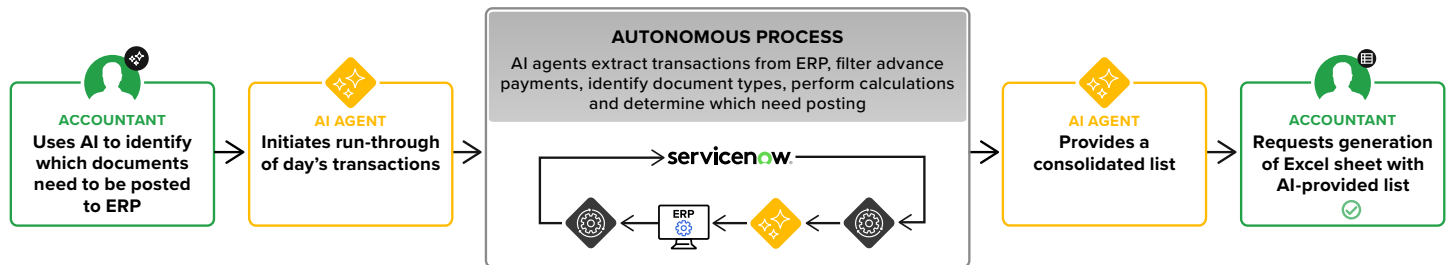


AFTER: Intelligent Rimini Agentic UX workflow automation

- Transaction lookup time: **<1 minute***
- Reconciliation calculation: **<1 minute***

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:** AI-enabled ServiceNow UX for relevant personas
- **Integration:** ServiceNow platform–ERP integration for transactions
- **AI capabilities:** Automated reconciliation and exception handling
- **Stronger governance:** Real-time dashboards and audit-ready tracking
- **Greater visibility:** Real-time transaction status and suggested actions

Sales Commission Management

RECORD-TO-REPORT (R2R) / SOLUTIONS FOR FINANCE AND EXPENSE

Automate commission management with Rimini Agentic UX™

The Rimini Agentic UX Solution for Sales Commission Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — delivers AI-enabled sales commission calculations and ongoing monitoring of commission policies. The solution uses intelligent, automated approval workflows, AI-powered insights and seamless data import to streamline the process.

Sales commission calculation and payout can be challenging for companies that still use manual processes. Often, it involves sales representatives entering billing and sales orders in the ERP system while administrators handle record extraction, commission calculation and approval routing manually. When errors are found, approvals must restart from the beginning, leading to significant delays and frustration among sales teams.

Quickly deploy an intelligent, AI-enabled commission management process

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

The process will:

- **Harness** AI for complex commission formulas to ensure correct payouts
- **Reduce** processing time via an integrated approval workflow across departments
- **Minimize** administrative workload by leveraging automated workflows, freeing up teams for higher-priority tasks
- **Increase** visibility into data and approvals for improved transparency and auditability
- **Deliver** a flexible, scalable solution capable of accommodating future changes

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.



LAY HONG BERHAD

Lay Hong BHD is a leader in the Malaysian poultry and food industry that operates through integrated livestock farming, food manufacturing and retail.

The company determined that its process for calculating and amending sales commissions relied too heavily on manual steps. Each approval stage of the process required comments for rejections, but tracking and visibility were limited.

The Rimini Agentic UX™ Solution for Sales Commission Management is designed to be deployed over the top of Lay Hong's existing SAP ECC 6 release with no required upgrades or migrations, automating the process to ensure accurate, efficient and transparent commission approvals across teams.

With this solution, Lay Hong anticipates a significant reduction in delays and administrative effort — increasing efficiency, improving accountability and enabling scalability.



Faster commission cycles

Automated workflows shorten processing and eliminate restarts to speed up commission reviews and payouts



More accurate payouts

AI-guided validation handles complex commission rules, ensuring correct, consistent payouts every time

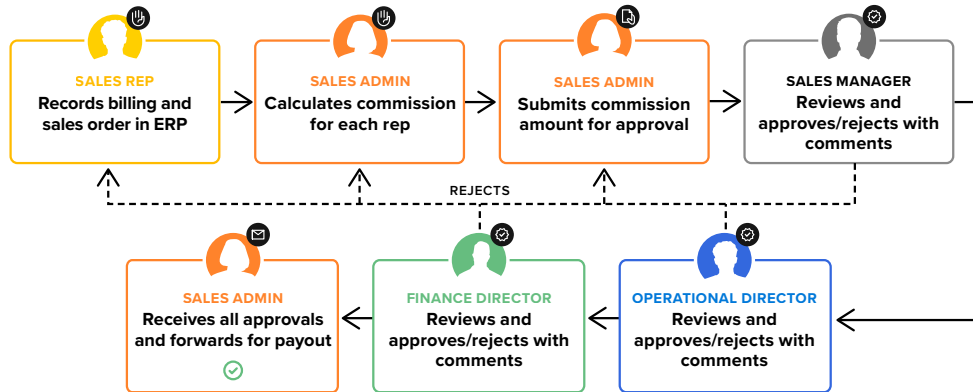


Greater transparency and auditability

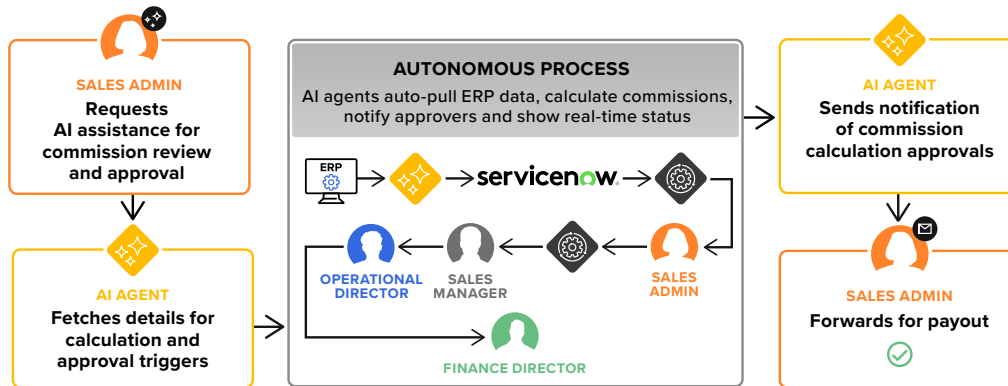
Real-time visibility into approvals and data provides clearer oversight and easier audit preparation

BEFORE: Traditional hands-on manual process

- Commission calculation time: **1-2 hours***
- Approval turnaround: **1-3 days***

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Commission calculation time: **<1 minute***
- Approval turnaround: **<1 day***

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:** AI-enabled ServiceNow UX for relevant personas
- **Integration:** Seamless ERP–ServiceNow platform integration for secure, automated sales data transfer and updates
- **Automation:** Automated workflow for commission calculation and help in approval routing
- **AI capabilities:** AI-driven commission formulas
- **Stronger governance:** Real-time dashboards and comprehensive, audit-ready approval tracking
- **Greater visibility:** Transparent status tracking and historical audit trail for all commission requests and approvals

Refund Process Automation

ORDER-TO-CASH (O2C) / SOLUTIONS FOR FINANCE AND EXPENSE

Accelerate refund processing with Rimini Agentic UX™

The Rimini Agentic UX Solution for Refund Process Automation — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — transforms manual refund workflows into digitized, automated workflows. The solution provides a centralized view of refund status and AI-enabled insights to help financial analysts make faster, more informed decisions.

For many organizations, the refund process involves copying, pasting and filtering data across spreadsheets, followed by manual actions to remove account blocks and complete processing. This fragmented approach creates delays, increases the risk of human error and limits visibility into refund progress. The result is a slower, less efficient process that can affect service levels and customer experience.

Quickly deploy an intelligent, AI-enabled refund process

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 — and quickly drive real, measurable results and value.

The process will:

- **Automate** refund identification, validation and processing to accelerate turnaround times
- **Provide** real-time visibility into pending, in-process and failed refunds for greater transparency
- **Centralize** refund management in a single interface for activity monitoring
- **Deliver** AI-powered analytics and insights to help analysts spot patterns, answer questions and make better decisions

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 insurance and financial services company based in Brazil sought to modernize its refund operations and eliminate the inefficiencies caused by a manual, Excel-based process.

The Rimini Agentic UX™ Solution for Refund Process Automation is designed to be deployed over the top of the client's existing SAP ECC 6 release and a third-party contract software solution with no required upgrades or migrations, helping modernize the refund experience while improving speed, accuracy and visibility.

With this solution, the client expects to reduce refund turnaround time by 70–80%, improve transparency with real-time tracking and give analysts access to AI-powered refund insights for faster, more informed decision-making.



Faster refund turnaround

Automated refund processing reduces delays and increases customer satisfaction



Lower manual effort and cost

Digitized workflows reduce repetitive manual tasks, errors and rework to accelerate end-to-end handling

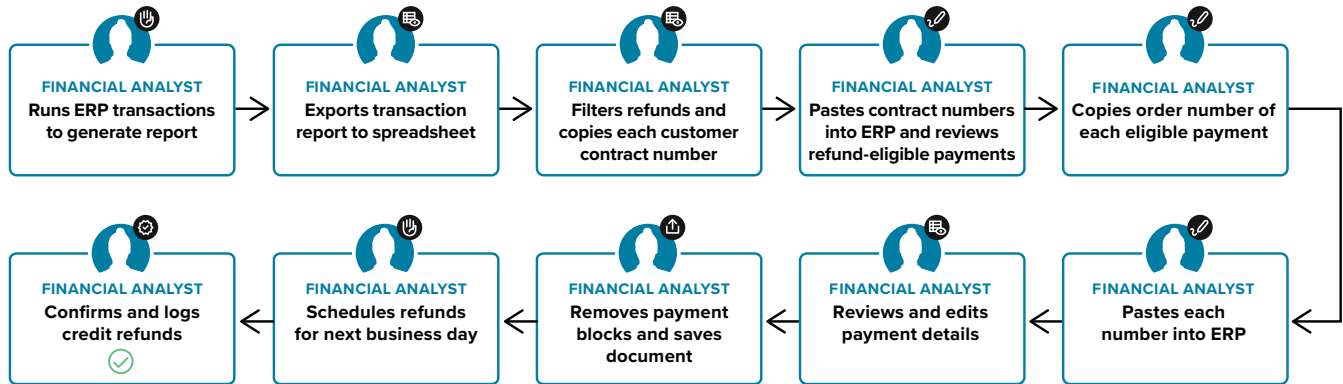


Full process visibility

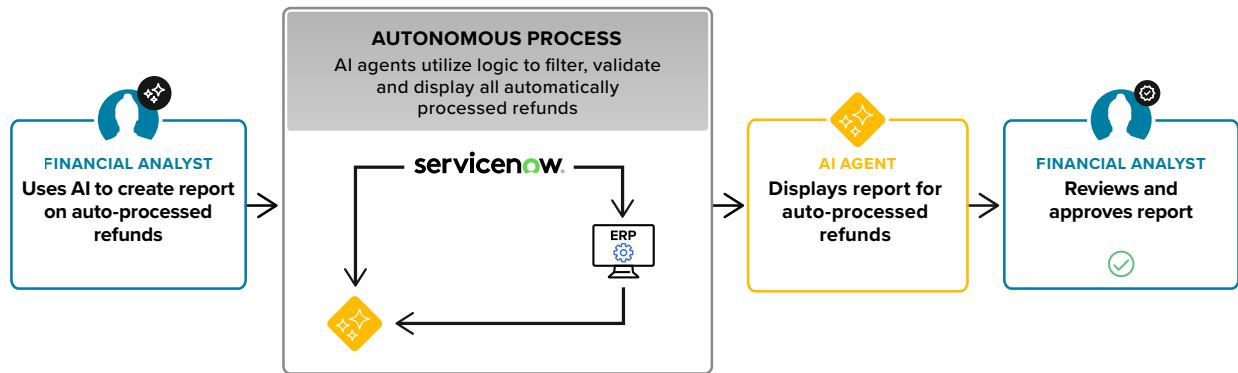
Real-time status tracking and AI-powered analytics improve transparency and decision-making

BEFORE: Traditional redundant, manual process

- Refund processing time: **Up to 2 days***
- Status tracking: **Manual**

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Refund processing time: **<1 minute***
- Status tracking: **Automated**

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
- UI Builder App Engine

Solution Benefits

- **Enhanced user experience:** A centralized interface for a simpler, faster way to manage refunds
- **Automation:** Automation of refund identification, validation and processing with business logic to reduce manual work
- **AI capabilities:** Analytics chatbot with detailed refund insights and patterns to support decision-making
- **Stronger governance:** Real-time dashboards for monitoring and control across refund activity
- **Greater visibility:** End-to-end status visibility of all refunds for analysts

Misconduct Management

HIRE-TO-RETIRE (H2R) / SOLUTIONS FOR HUMAN RESOURCES

Automate misconduct management with Rimini Agentic UX™

The Rimini Agentic UX Solution for Misconduct Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — streamlines the reporting, escalation and audit tracking of misconduct cases. The solution uses intelligent, automated workflows, structured e-forms and conversational AI to digitize and ensure a secure reporting process.

Organizations often encounter operational inefficiencies when using a manual process for managing employee misconduct reports. Typically, HR must physically track down historical data and pull insights; meanwhile, reporting employees have no visibility into case status. This fragmented approach increases administrative burden, compromises confidentiality and limits trend analysis.

Quickly deploy an intelligent, AI-enabled reporting process

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:

- **Centralize** all misconduct reports and maintain a complete, compliant trail for audit readiness
- **Automate** case escalation workflows to drive accountability and accelerate case resolution
- **Deliver** an intuitive, structured e-form to simplify and standardize misconduct reporting
- **Enable** real-time status tracking for HR and stakeholders for greater transparency
- **Leverage** centralized data to uncover patterns, flag repeat offenders and inform proactive action

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 global conglomerate based in Malaysia, deeply committed to fostering a positive culture, sought to modernize its employee misconduct reporting process, as it was difficult to retrieve historical incident data, identify repeat offenders and ensure timely escalation.

The Rimini Agentic UX™ Solution for Misconduct Management is designed to be deployed over the top of the client's existing SAP ECC 6 release with no required upgrades or migrations, digitizing and streamlining the process to improve data accuracy, tracking and collaboration among HR, managers and IR officers.

With this solution, the client anticipates escalation turnarounds to be significantly reduced, enabling faster case handling and improved employee experience.



Faster case handling

Automated intake and escalations speed up response to concerns, helping employees feel supported



Stronger governance and compliance

Centralized reports and complete audit trails improve oversight and support HR compliance

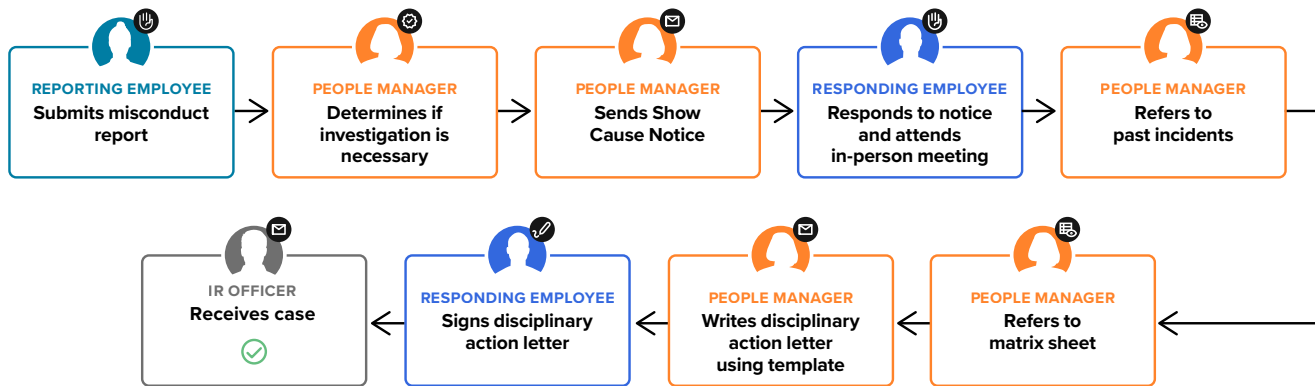


Greater transparency and insight

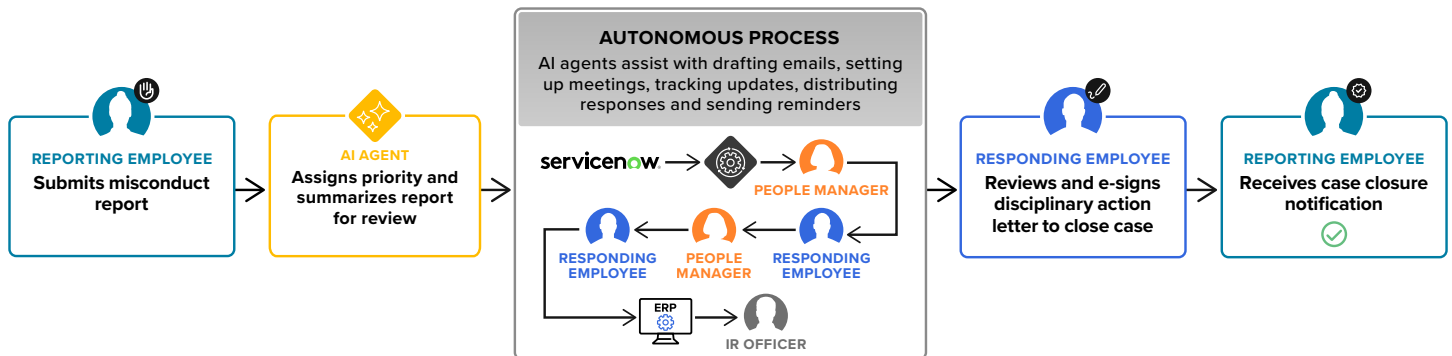
Unified case data reveals history and patterns, enabling proactive action and stronger workplace safety

BEFORE: Traditional manual process

- Misconduct lookup time: **1-2 hours***
- Report submission time: **10-30 minutes***
- Escalation forwarding: **1-3 days***

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Misconduct lookup time: **<1 minute***
- Report submission time: **5 minutes***
- Escalation forwarding: **Immediate***

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:** AI-enabled ServiceNow UX for relevant personas
- **Automation:** Smart workflow for submitting new misconduct reports, reviewing and finalizing outcomes
- **AI capabilities:** Chatbot assistance with filing reports
- **Stronger governance:** Real-time dashboards and audit-ready report and investigation tracking
- **Greater visibility:** Approval status visibility

Delivery Scheduling

ORDER-TO-CASH (O2C) / SOLUTIONS FOR LOGISTICS AND FULFILLMENT

Optimize delivery scheduling with Rimini Agentic UX™

The Rimini Agentic UX Solution for Delivery Scheduling — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — enables AI-assisted planning and coordination of delivery schedules. The solution uses automated workflows, data synchronization and AI-powered UX to digitize and streamline the scheduling process.

The delivery scheduling process at many organizations is highly manual, relying on spreadsheet-driven workflows and various unconnected systems, including ERP. Stakeholders often find it challenging to execute on this critical business function efficiently. Due to the manual effort required and lack of system integration, companies begin experiencing high workloads, frequent errors and delayed deliveries.

Quickly deploy an intelligent, AI-enabled scheduling process

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 quickly — driving real, measurable results and value in weeks or months, not years.

The process will:

- **Eliminate** tedious manual extraction of sales orders, freeing teams from repetitive, low-value tasks
- **Empower** teams to manage orders and delivery dates directly within ServiceNow
- **Optimize** delivery scheduling autonomously with AI agents
- **Reduce** manual follow-up by triggering notifications and confirmations, keeping stakeholders informed instantly
- **Generate** delivery and transport documents with ease
- **Provide** status tracking and audit trails in one convenient dashboard for enhanced transparency and trust

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.



Bombril, a brand synonymous with steel wool in Brazil, is a leading manufacturer of cleaning products, offering quality household goods to consumers worldwide.

The company's delivery scheduling process required Customer Service and Logistics teams to extract orders from SAP, update spreadsheets, coordinate with production and manually confirm delivery dates with clients.

The Rimini Agentic UX™ Solution for Delivery Scheduling is designed to be deployed over the top of Bombril's existing SAP ECC 6 release with no required upgrades or migrations, modernizing the process for faster cycle times through the power of AI agents.

With this solution, Bombril expects to see accelerated delivery processing, leading to increased satisfaction among clients and employees, reduced risk of errors and delays and improved visibility across teams.



Faster delivery confirmation

Automated order intake and AI-guided workflows streamline planning and confirm delivery dates sooner



Reliable and predictable scheduling

AI-optimized scheduling ensures accuracy and consistency, supporting timely deliveries

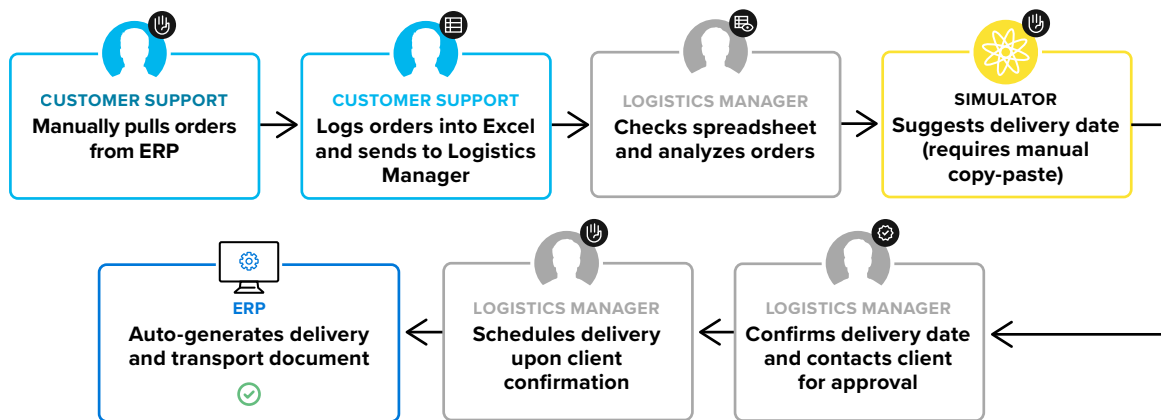


Greater visibility and efficiency

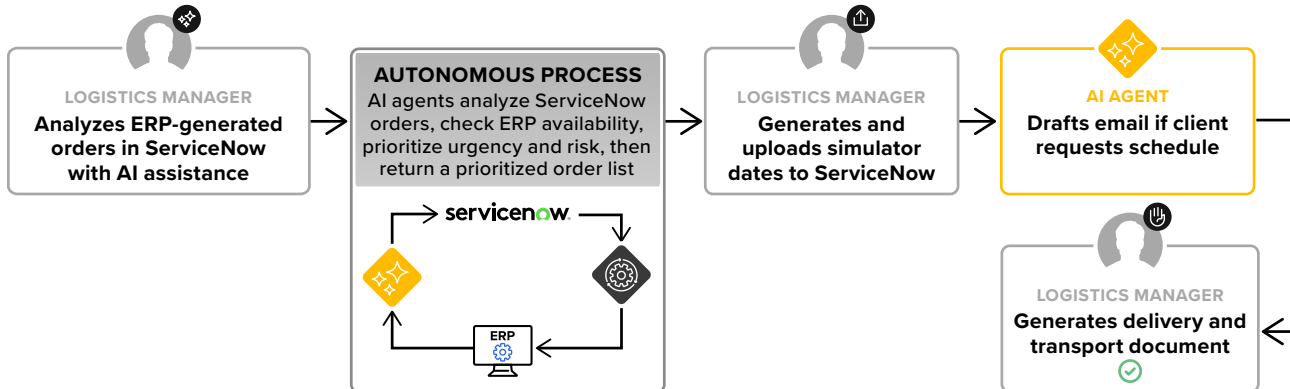
Real-time tracking and dashboards improve dispatcher visibility and reduce coordination costs

BEFORE: Traditional manual scheduling process

- Scheduling request: **20 minutes***
- Client confirmation: **1–2 days***

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Scheduling request: **<1 minute***
- Client confirmation: **3 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
- UI Builder

Solution Benefits

- **Enhanced user experience:** AI-powered ServiceNow UX designed for the Logistics Manager persona
- **Seamless integration:** Bidirectional ServiceNow platform–ERP integration for order management
- **Automation:** Smart workflow for scheduling, confirmation and documentation
- **AI capabilities:** Automated prioritization, error detection and workflow optimization
- **Stronger governance:** Real-time dashboards and audit-ready tracking
- **Greater visibility:** Status tracking and automated notification workflows

Project Order Fulfillment

ORDER-TO-CASH (O2C) / 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 lead to unaligned communication, duplicated data entry and limited visibility across the process.

Quickly deploy an intelligent, AI-enabled project order fulfillment process

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 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 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 cycle time 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

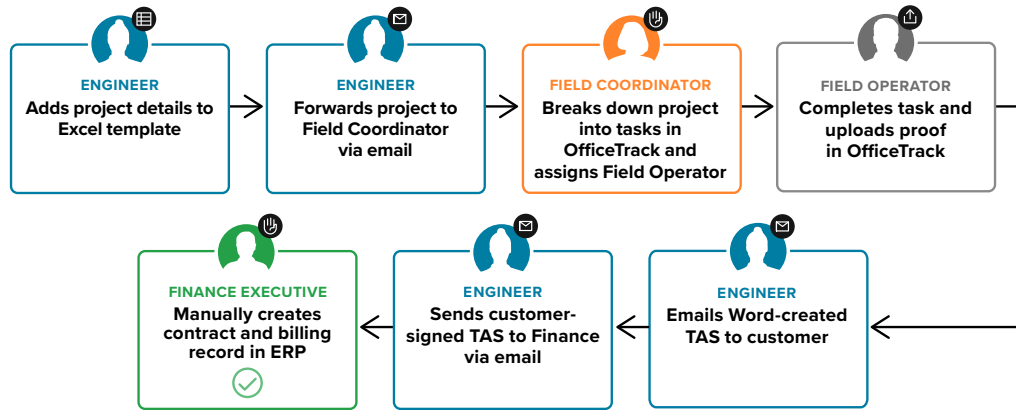


Single source of project truth

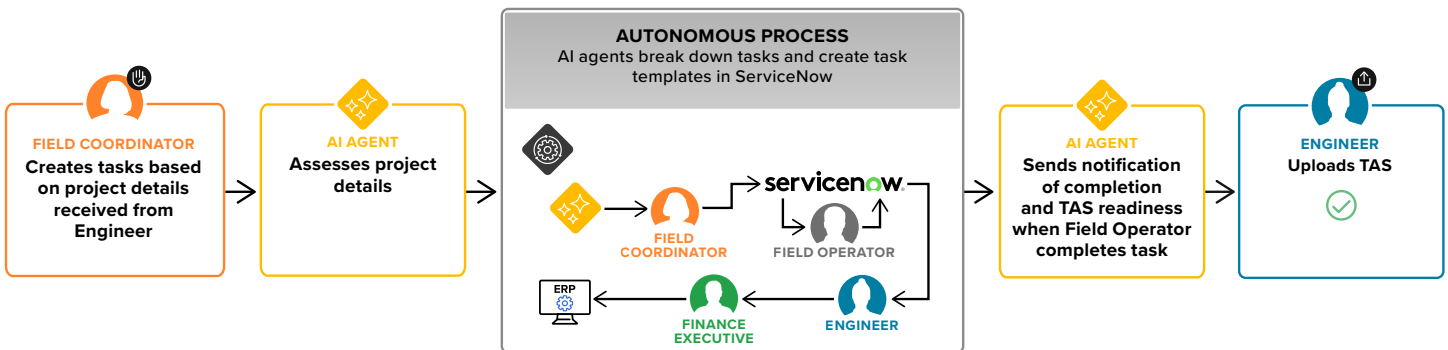
Centralization of all project documents helps maintain compliance and ensures 100% audit readiness

BEFORE: Traditional disconnected fulfillment process

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

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

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

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
- 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

Job Card Management

PLAN-TO-MAKE (P2M) / SOLUTIONS FOR MAINTENANCE OPERATIONS

Streamline job card creation with Rimini Agentic UX™

The Rimini Agentic UX Solution for Job Card Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — automates and digitizes the entire job card creation and approval process from end to end. The solution uses automated job card generation, digital approval routing and embedded compliance validation to streamline the process for efficiency and growth.

Many organizations rely on a highly manual and fragmented process for job card creation and management. Typically, stakeholders rely primarily on spreadsheets, paper forms and disconnected systems. As a result, delays, errors requiring rework and lack of progress tracking can occur, costing organizations a significant amount of time, effort and money to see maintenance and service tasks through.

Quickly deploy an intelligent, AI-enabled card management process

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 — and drive real, measurable results and value in weeks, not years.

The process will:

- **Reduce** turnaround time significantly with intelligent automation
- **Enable** accurate data flow by seamlessly connecting planning and execution systems
- **Strengthen** compliance with digital approval workflows and built-in audit trails
- **Deliver** real-time clarity with intuitive dashboards and predictive analytics
- **Establish** a scalable, system-driven process built for continuous improvement and growth

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 provider of integrated energy solutions in Malaysia needed an alternative to its existing job card creation process.

Creating and validating a single job card could take days or even weeks. The absence of consolidated data also impeded stakeholders' ability to perform accurate forecasting for future projects.

The Rimini Agentic UX™ Solution for Job Card Management is designed to be deployed over the top of the client's existing SAP ECC 6 release with no required upgrade or migration, automating and digitizing the job card creation and approval process while enabling seamless integration between planning and execution systems.

With this solution, the client anticipates a significant reduction in cycle times and improvement in forecasting accuracy — driving operational efficiency and supporting future growth.



Faster project initiation and execution

Automated job cards and approvals compress lead time, enabling earlier starts and smoother handoffs



Higher data integrity

Integrated data capture and digital validations ensure accurate, compliant job cards with fewer errors

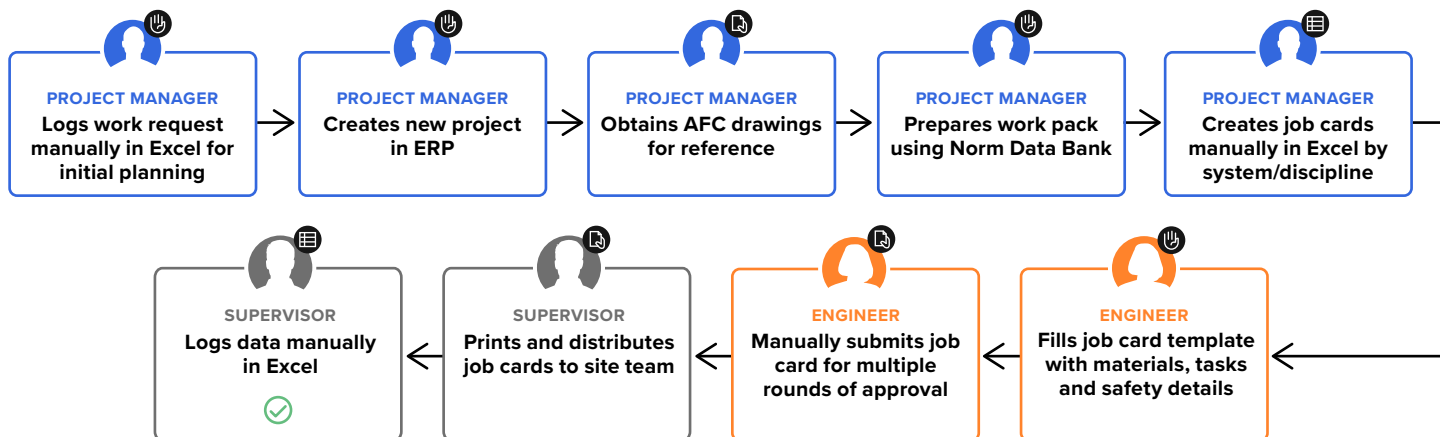


Greater visibility and efficiency

Real-time dashboards and predictive insights enhance oversight and reduce administrative costs

BEFORE: Traditional manual, paper-based process

- Job card creation time: **2 hours***
- Approval turnaround: **2 days***

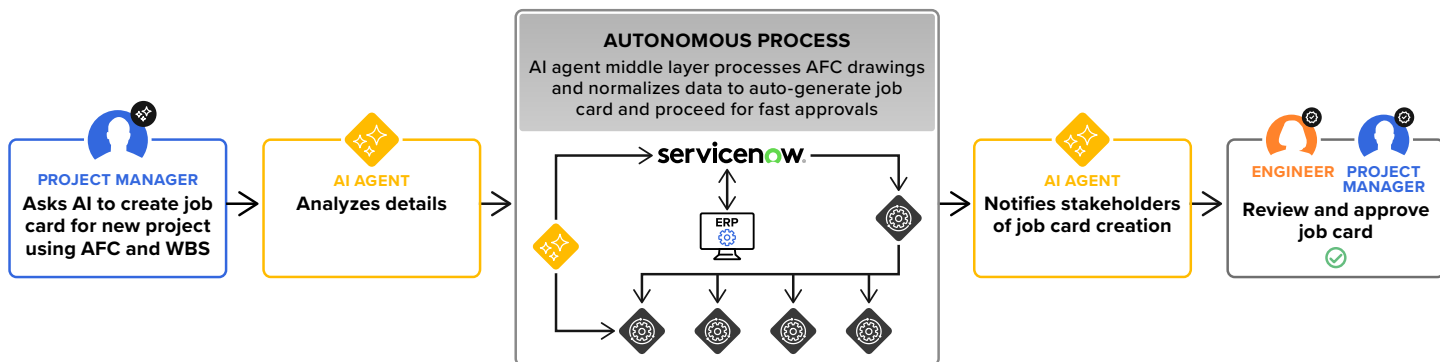


AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Job card creation time: **12 minutes***
- Approval turnaround: **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:** AI-enabled ServiceNow UX for Project Managers and Engineers
- **Seamless integration:** ERP–ServiceNow platform unified workflow
- **Automation:** Automated job card creation, approval and execution tracking
- **AI capabilities:** Smart job card generation, access to data bank and automated compliance checks
- **Stronger governance:** Structured digital approvals and complete audit trails
- **Greater visibility:** Centralized dashboard for monitoring readiness, progress and constraints

Work Order Management

PLAN-TO-MAKE (P2M) / SOLUTIONS FOR MAINTENANCE OPERATIONS

Digitize work order management with Rimini Agentic UX™

The Rimini Agentic UX Solution for Work Order Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — enables the AI-assisted creation, scheduling and tracking of maintenance work orders. The solution uses intelligent, automated workflows, structured e-forms and AI-powered insights to streamline the process.

Many companies rely on reliable equipment performance to ensure safe, efficient and uninterrupted operations. Managing associated work orders is a vital task for maintaining operational continuity, responsiveness and accountability across teams. However, using an outdated process involving manual handoffs and spreadsheet tracking can do more to hinder operations than help, causing an increased risk of delays and errors.

Quickly deploy an intelligent, AI-enabled order management process

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:

- **Fully digitize** the offline process to minimize turnaround time from defect detection to resolution
- **Reduce** maintenance request cycle with automated technician assignment and notification workflows
- **Conveniently enable** material requisition requests within the ServiceNow platform
- **Empower** requesters with real-time status updates and notifications
- **Maintain** an audit trail of activities and approvals with 100% status visibility

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.



Continental Parafusos, a manufacturer of high-quality industrial fasteners in Brazil, relied on a highly manual work order management process that involved using manual handoffs, paper documentation and spreadsheet tracking to coordinate defect reporting, technician assignment and completion approval, which struggled to scale as maintenance volumes grew.

The Rimini Agentic UX™ Solution for Work Order Management is designed to be deployed over the top of the client's existing SAP ECC 6 release with no required upgrades or migrations, streamlining and digitizing the process to eliminate long turnarounds and delayed assignments, increase visibility across teams and capture data consistently.

With this solution, Continental Parafusos expects to reduce errors, delays and dispatch and turnaround times significantly, resulting in greater operational cost savings.



Faster response and resolution

Digitized creation and automated dispatch accelerate work order handling, enabling quicker resolution



Reduced equipment downtime

Predictive insights speed up technician assignment and approval to keep operations running smoothly

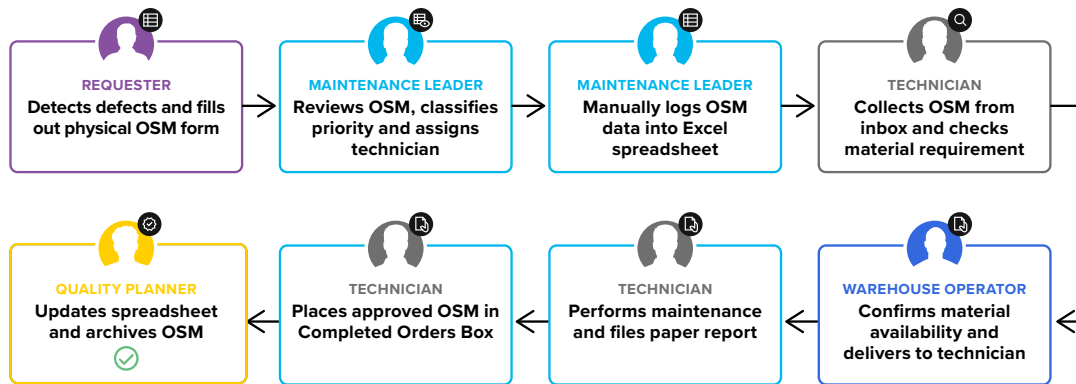


Greater visibility and efficiency

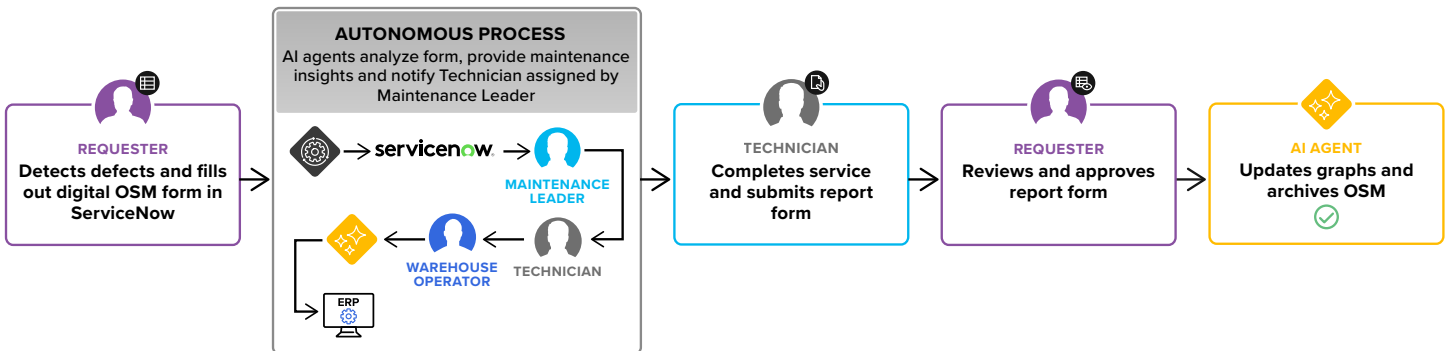
Real-time status, audit trails and digital workflows improve oversight and reduce labor costs

BEFORE: Traditional physical, paper-based process

- Work order lookup time: **2 hours***
- Technician assignment: **Manual handoff**
- Audit trail: **0% visibility***

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Work order look-up time: **<1 minute***
- Technician assignment: **Automated instantly**
- Audit trail: **100% visibility***

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
- UI Builder

Solution Benefits

- **Enhanced user experience:** ServiceNow UX for relevant personas
- **Seamless integration:** Bidirectional ServiceNow platform–ERP integration for instant work order search and retrieval
- **Automation:** Smart workflow for work order creation, technician assignment and completion approval
- **AI capabilities:** AI agent surfaces up to three similar past maintenance cases with details
- **Stronger governance:** Audit-ready tracking of all work order activities and approvals
- **Greater visibility:** Real-time status updates and progress tracking for all stakeholders

Material SKU Creation

PLAN-TO-MAKE (P2M) / SOLUTIONS FOR MATERIAL AND MASTER DATA

Simplify SKU master data management with Rimini Agentic UX™

The Rimini Agentic UX Solution for Material SKU Creation — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — enables the AI-assisted creation, classification and validation of materials and SKU master data. The solution uses structured digital forms, embedded validations and role-specific workflows to simplify the entire process.

Timely and accurate SKU creation is essential to supporting innovation, supply chain coordination and market responsiveness. However, ERP-based SKU creation processes often rely on structured but highly manual, spreadsheet-driven workflows that require close coordination across departments. Though this approach ensures thorough review, it demands significant effort, extends cycle times and increases the risk of inconsistent data as volumes and complexity grow.

Quickly deploy an intelligent, AI-enabled data management process

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:

- **Introduce** intelligent digital request forms with structured fields, built-in validations and intuitive prompts
- **Boost** accuracy with AI-powered autofill and smart validation
- **Eliminate** manual handoffs with automated workflow routing, instantly sending requests to the right teams
- **Accelerate** QAS setup with streamlined IT validation, dramatically reducing turnaround times
- **Give** every stakeholder instant visibility with real-time status tracking, so progress is always clear

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.



Based in Germany, Melitta Group is a global leader in coffee, tea, brewing equipment and related products for consumers and businesses worldwide.

The company's SKU creation process involved SKU requests being sent to each department to complete a master SKU spreadsheet that was then submitted to IT, where specialists navigated up to 16 SAP screens to validate, enter and expand SKU data across multiple plant codes.

The Rimini Agentic UX™ Solution for Material SKU Creation is designed to be deployed over the top of the client's existing SAP ECC 6 release with no required upgrades or migrations, simplifying the process from end to end for greater operational efficiency.

With this pilot, Melitta Group expects the solution to deliver substantially decreased processing effort, along with greater collaboration, improved consistency and accelerated time to market.



Earlier market entry

AI-enabled SKU setup accelerates creation and validation, helping new products reach the market sooner



Higher data accuracy

Built-in validations ensure accurate SKU data, reducing errors across supply chain operations

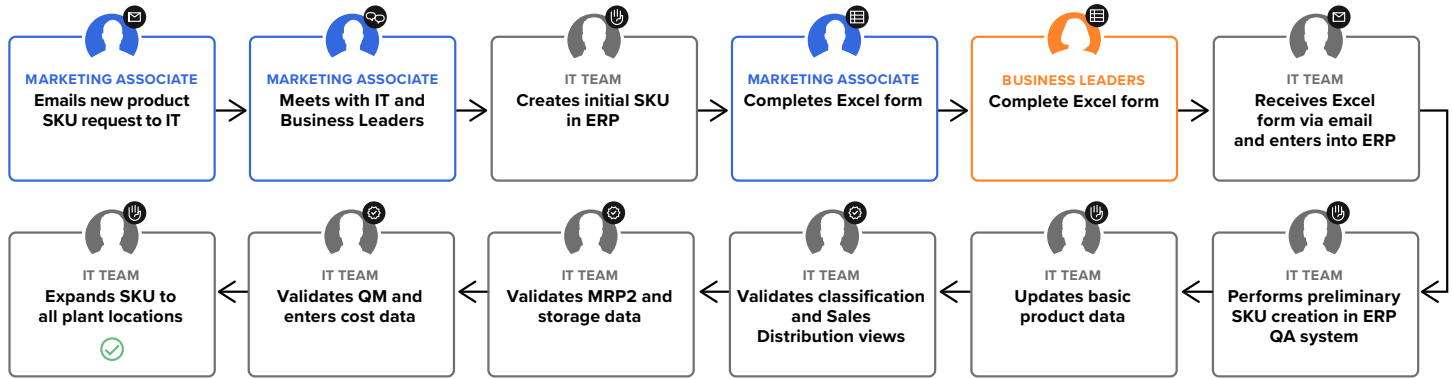


Stronger cross-functional alignment

Centralized workflows and live visibility cut effort, streamline execution and reduce operational costs

BEFORE: Traditional time-intensive process

- SKU creation cycle: **2 weeks***
- Data quality: **Low**

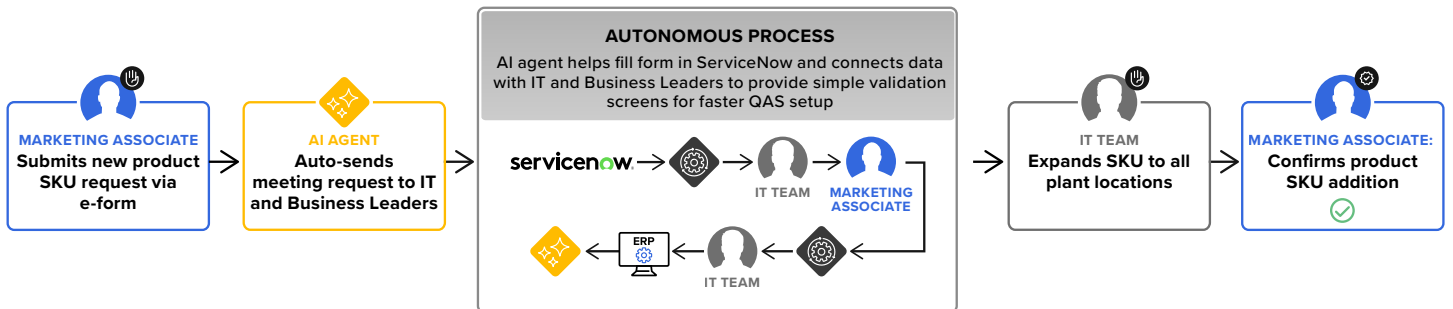


AFTER: Intelligent Rimini Agentic UX™ workflow automation

- SKU creation cycle: **4 days***
- Data quality: **High**

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:** Intuitive, AI-enabled platform for all departments to submit and track SKU requests
- **Integration:** Seamless integration between the centralized platform and ERP for automated SKU data transfer
- **Automation:** Smart workflow for request submission, department input, validation and ERP creation
- **AI capabilities:** AI-driven autofill and validation for SKU data, reducing errors and manual effort
- **Stronger governance:** Real-time dashboards and audit-ready tracking of all SKU creation activities and approvals
- **Greater visibility:** Centralized view of SKU status, history and cross-department actions

EDI Resolution

ORDER-TO-CASH (O2C) / SOLUTIONS FOR ORDER AND SHIPMENT EXCEPTIONS

Simplify EDI resolution with Rimini Agentic UX™

The Rimini Agentic UX Solution for EDI Resolution — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — streamlines the detection, diagnosis and resolution of failed or blocked electronic data interchange (EDI) orders. The solution uses order import automation, ERP integration and Agentic AI workflows to modernize the process and accelerate resolution.

Addressing EDI order issues is a challenging process for many companies. Often, sales representatives lack real-time visibility into blocked orders and rely entirely on EDI specialists for updates. Meanwhile, EDI specialists must manually log into the ERP to identify blocked orders, making the entire process slow, resource-intensive and prone to delays.

Quickly deploy an intelligent, AI-enabled EDI resolution process

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:

- **Surface** blocked orders from ERP to ServiceNow, making them instantly visible to sales representatives
- **Enable** sales representatives to act directly from email notifications, capturing decisions with one click
- **Leverage** AI to recommend the best corrective action based on past outcomes
- **Send** automatic updates to ERP to reduce manual effort
- **Accelerate** approvals through automation for faster turnarounds

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.



Ypê is a leader in the Brazilian consumer packaged goods industry with more than 450 hygiene and cleaning products in 23 categories across multiple brands.

The company sought to improve its order-to-cash process — within which lies the EDI flow — as the time and effort required began affecting its general and administrative (G&A) costs.

The Rimini Agentic UX™ Solution for EDI Resolution is designed to be deployed over the top of Ypê's existing SAP S/4HANA release with no required upgrades or migrations, streamlining the process for a faster resolution cycle.

"At Ypê, we have several AI projects in the works, but the Rimini Agentic UX™ project has outperformed them all in both speed and expectations. It took only one month from start to delivery, and helped us reduce our approval cycle by 60% and accelerate time-to-value. It's a great win for our IT team."

— Geraldo Pereira, CIO, Ypê



Faster order fulfillment

AI-guided EDI corrections unblock orders quickly, accelerating fulfillment significantly



Improved customer satisfaction

AI-assisted EDI actions streamline order processing, improving delivery reliability and customer confidence

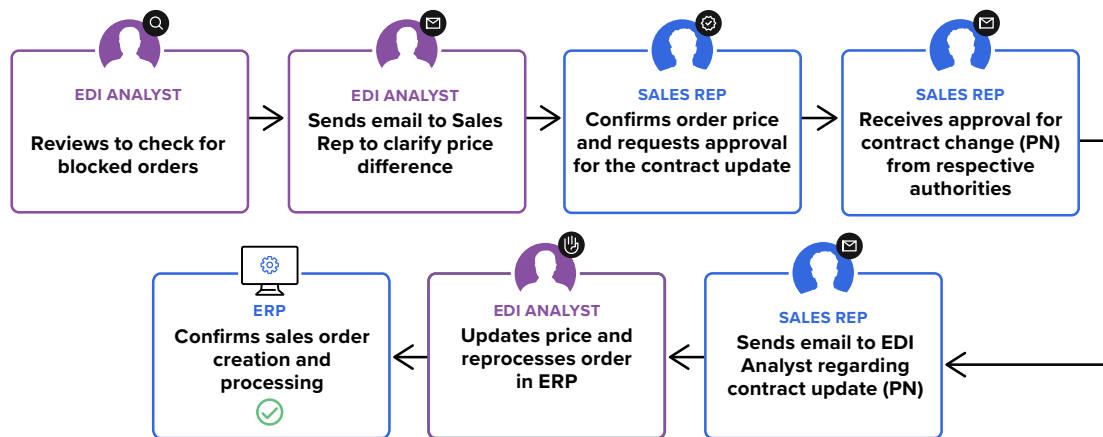


Accelerated time to value

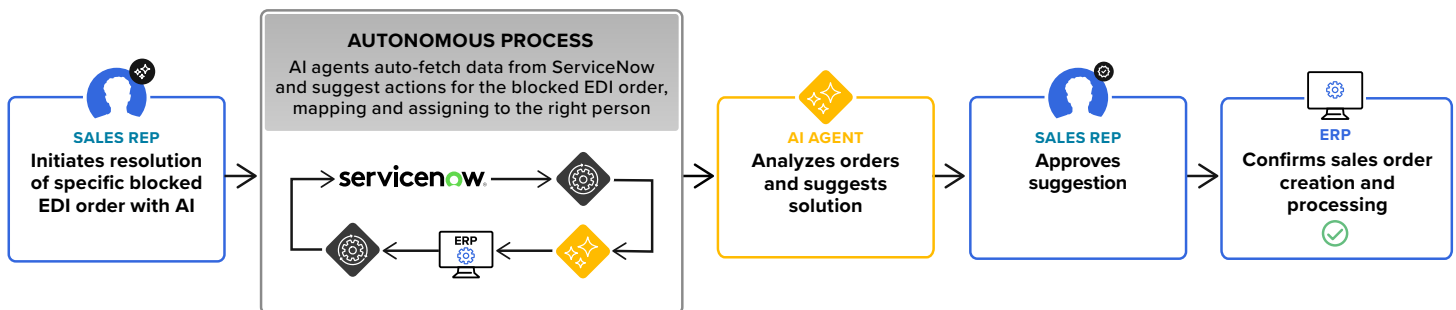
AI automation accelerates EDI resolution and approval times, helping organizations realize value sooner

BEFORE: Traditional resource-heavy process

- Blocked EDI order identification: **2 hours***
- Touchpoints: **8***

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Blocked EDI order identification: **<1 minute***
- Touchpoints: **2***

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:** AI-enabled ServiceNow UX for relevant personas
- **Seamless integration:** Bidirectional ServiceNow platform–ERP integration for blocked order syncing
- **Automation:** Smart workflow for decision recording, resolution and updates
- **AI capabilities:** Corrective action recommendations based on historical data
- **Stronger governance:** Real-time dashboards and audit-ready approval tracking
- **Greater visibility:** Instant visibility of blocked orders for sales representatives

eTendering Process Management

PROCURE-TO-PAY (P2P) / SOLUTIONS FOR PROCUREMENT AND SUPPLIER

Elevate eTender management with Rimini Agentic UX™

The Rimini Agentic UX Solution for eTendering Process Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — automates the intake, coordination, evaluation and award of Requests for Quotes (RFQs) and tenders. The solution uses automated Tender Request Number (TRN) generation, AI-powered insights and guided steps to enhance the process for all stakeholders.

eTendering process management can be a challenge for many organizations. The process often involves the manual creation of TRNs and extensive email exchanges that can compromise the audit trail. Along with a lack of transparency, this approach can result in the delayed handling of vendor proposals.

Quickly deploy an intelligent, AI-enabled eTendering process

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 — and quickly drive real, measurable results and value.

The process will:

- **Initiate** tenders in minutes with automated TRN generation, eliminating manual, error-prone steps
- **Unlock** clarity with real-time visibility into tender status for 100% transparency
- **Centralize** records management to consolidate proposal requests, tender documents and vendor submission
- **Empower** decision-makers with data-driven insights and AI-backed recommendations for smarter outcomes

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.



KLK Plantation is one of the largest plantation companies in Malaysia with a land bank of about 300,000 hectares across Malaysia, Indonesia and Liberia.

The company needed to modernize its eTendering process and eliminate inefficiencies by replacing manual, email-driven steps with a fully digitized workflow.

The Rimini Agentic UX™ Solution for eTendering Process Management is designed to be deployed quickly and easily over the top of the client's existing SAP ECC 6 and S4/HANA releases with no required upgrades or migrations, modernizing the process and delivering a more efficient, compliant and user-friendly experience.

With this solution, KLK Plantation expects to reduce the proposal review time by hundreds of hours annually with improved real-time tracking, accelerated approvals and consistent governance.



Faster tender cycle times

Automated TRNs and AI-guided workflow accelerate tender initiation, reducing delays across the entire process



Significant cost savings

Streamlined workflows reduce manual effort and operational costs without lowering tender volume or quality

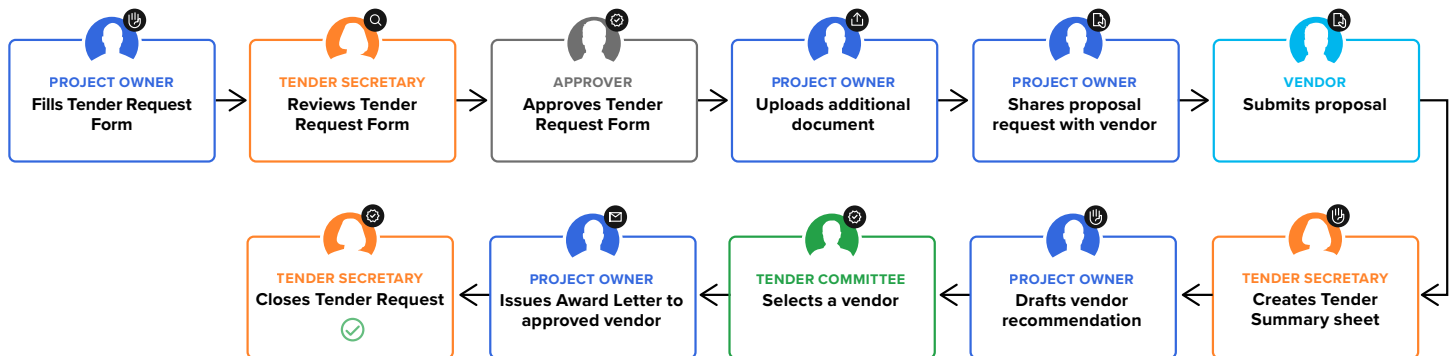


Greater tender process transparency

Digitized records and real-time visibility provide complete transparency and control across all tender activities

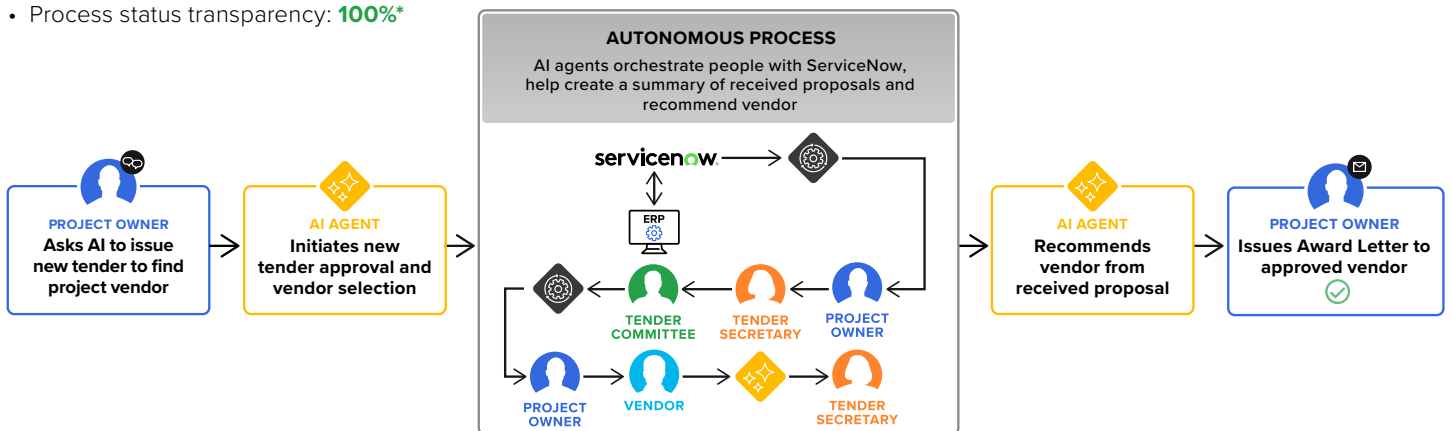
BEFORE: Traditional manual process

- eTender process time: **30 minutes***
- Proposal summary creation: **2 hours***
- Process status transparency: **0%***



AFTER: Intelligent Rimini Agentic UX™ workflow automation

- eTender process time: **5 minutes***
- Proposal summary creation: **<1 minute***
- Process status transparency: **100%***



*Estimate

Rimini Agentic UX™

Powered by **servicenow**

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:** AI-enabled ServiceNow UX for relevant personas
- **Automation:** Smart workflow for TRF submission, TRN generation, proposal submission and tender closing formalities
- **AI capabilities:** Proposal summary creation and top proposal recommendation with reasoning
- **Stronger governance:** Real-time dashboards and audit-ready approval and submission tracking
- **Greater visibility:** Audit trail to keep track of changes, persona-specific view for proposal submissions

Procurement Requisitions

PROCURE-TO-PAY (P2P) / SOLUTIONS FOR PROCUREMENT AND SUPPLIER

Automate requisition handling with Rimini Agentic UX™

The Rimini Agentic UX Solution for Procurement Requisitions — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — enables the guided creation and approval of purchase requisitions with policy and budget validation. The solution uses structured workflows, an Excel-like UI and conversational AI to digitize and streamline the process for enhanced operational efficiency.

Organizations often use a procurement requisition process that relies on time-consuming workflows and manual data input. As a result of this outdated approach, multiple handoffs, frequent rework and approval delays are common. Neglecting to improve the process and address the core issues can have a significant impact on overall efficiency and decision-making.

Quickly deploy an intelligent, AI-enabled procurement requisitions process

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 — and drive real, measurable results and value in weeks, not years.

The process will:

- **Introduce** intelligent e-forms with structured fields, validations and mandatory attachments for clean, complete requisitions
- **Auto-populate** forms using uploaded PDFs or Excel files via chat or simple drag-and-drop, decreasing form filling times significantly
- **Trigger** instant ERP updates the moment a manager approves
- **Maintain** full compliance and complete transparency with end-to-end audit trails for every requisition and approval

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.



Niterra

Niterra, a global leader in automotive and technical ceramics manufacturing based in Japan, sought an alternative to its time-consuming procurement requisition process.

Without a centralized system, considerable time and effort went into completing forms, verifying details and obtaining approvals. Approvals were routed sequentially without automation, and automated data entry into SAP only occurred after 12-24 hours.

The Rimini Agentic UX™ Solution for Procurement Requisitions is designed to be deployed over the top of the client's existing SAP ECC 6 release — no upgrade or migration required — digitizing the workflow and enabling instant updates to SAP.

With this solution, Niterra expects a substantial reduction in time-chasing labor and rework, resulting in faster decision-making, improved requester experience and enhanced efficiency overall.



Faster requisition turnaround

AI-assisted forms and instant ERP updates speed requisition creation and approvals



More efficient requisition processing

Structured fields and smart validation reduce errors, streamlining procurement and lowering OPEX

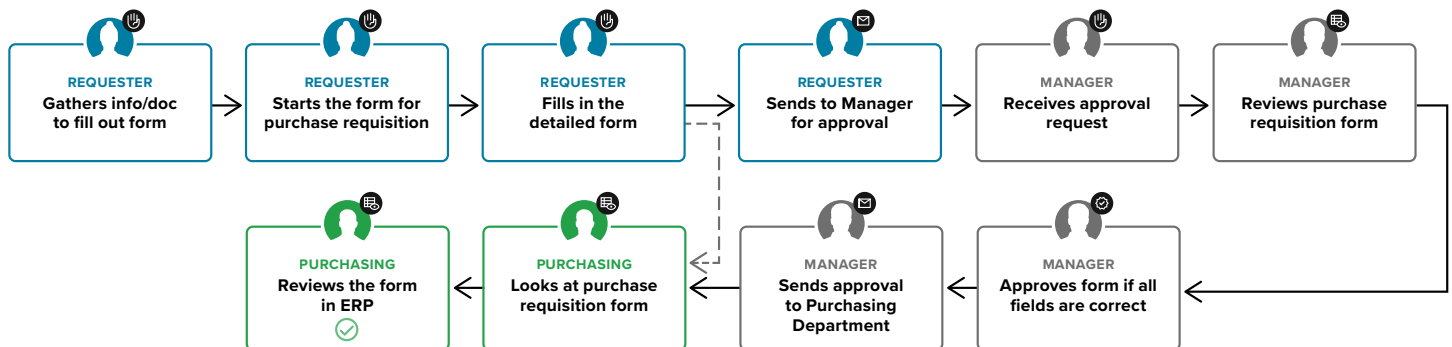


Stronger procurement compliance

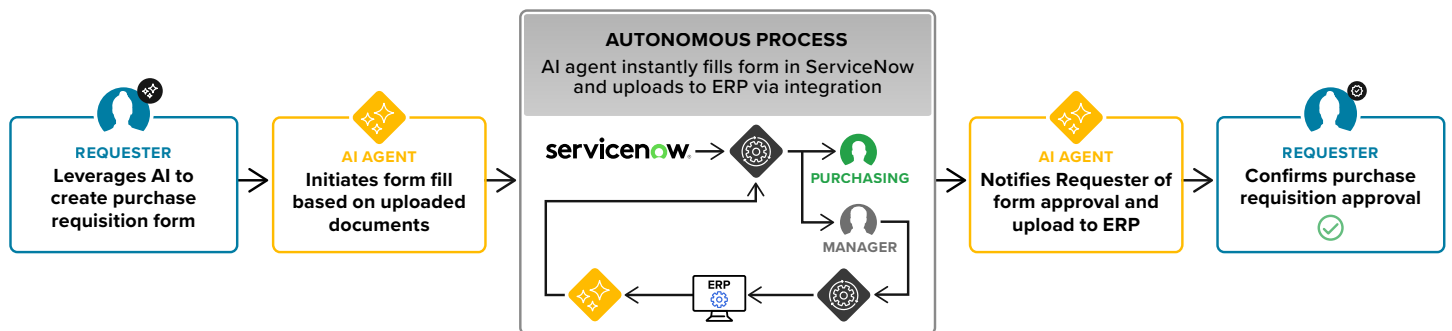
Complete documentation boosts transparency, improves governance and ensures policy adherence

BEFORE: Traditional time-consuming process

- Total clicks required: **32***
- Form-filling time: **2-5 minutes***

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Total clicks required: **3***
- Form-filling time: **<1 minute***



*Estimate

Rimini Agentic UX™Powered by **servicenow****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:** AI-enabled ServiceNow UX for Requester and all Approver (Manager) personas
- **Integration:** Seamless ServiceNow platform and ERP integration for purchase requisition
- **Automation:** Smart workflow for purchase requisition and approval
- **AI capabilities:** Conversational AI assistance to fill request form by processing reference attachment or historical data, if any
- **Stronger governance:** Real-time dashboards for approval tracking
- **Greater visibility:** Real-time status tracking of every requisition, from submission through approval to ERP update

Supplier Master Management

PROCURE-TO-PAY (P2P) / SOLUTIONS FOR PROCUREMENT AND SUPPLIER

Transform supplier master creation with Rimini Agentic UX™

The Rimini Agentic UX Solution for Supplier Master Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — digitizes and streamlines supplier master creation. The solution uses a ServiceNow® form filler agent with data entry automation, AI-enabled validation and guided approval workflows for greater operational efficiency.

Organizations often utilize a highly manual, non-optimized process for supplier master management that involves multiple disconnected tools, such as ERP, Excel and groupware. The manual data entry required makes the process unsustainable, as it requires a significant amount of time and introduces errors.

Quickly deploy an intelligent, AI-enabled management process

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:

- **Automate** supplier data capture through a simple, user-friendly ServiceNow form
- **Drastically** reduce manual errors and ensure accuracy with AI-assisted form filling
- **Streamline** approval workflows to enable stakeholders to focus on decision-making
- **Enhance** stakeholder experience via real-time status tracking and proactive error prevention
- **Accelerate** supplier onboarding and reduce time required to boost agility and keep the business moving

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.



DIG Airgas, a leading industrial gas supplier in South Korea, sought a solution to modernize its supplier master management process.

The client used a fragmented workflow for supplier master creation, capturing supplier details through unstructured Excel sheets and then manually uploading them to its SAP ECC 6 platform.

The Rimini Agentic UX™ Solution for Supplier Master Management is designed to be deployed quickly over the top of the client's SAP ECC 6 release with no required upgrades or migrations, digitizing and streamlining the process to improve data accuracy and accelerate approvals.

With this solution, DIG Airgas expects to reduce supplier creation and approval turnarounds substantially, freeing up teams to focus on decision-making and dedicate their efforts toward higher-value tasks.



Faster supplier onboarding

AI-enabled onboarding speeds up supplier activation for faster sourcing and resilient procurement cycles



Efficient procurement processes

Quality supplier data from automated entry and validation streamlines purchasing and AP operations

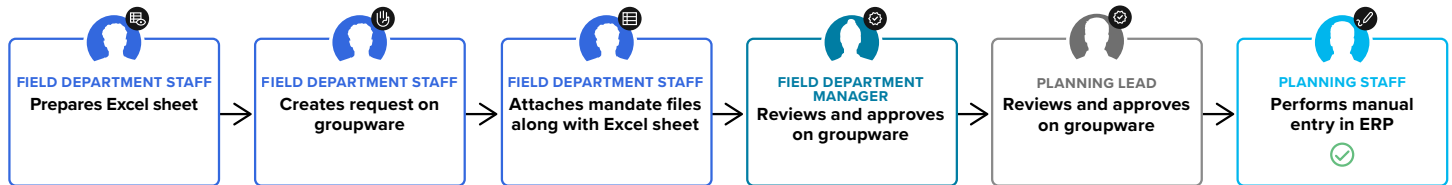


Stronger visibility and compliance

Real-time tracking and digital workflows enhance oversight, reduce rework and support audit readiness

BEFORE: Traditional, non-optimized process

- Supplier creation time: **1-2 hours***
- Approval turnaround: **12 hours***

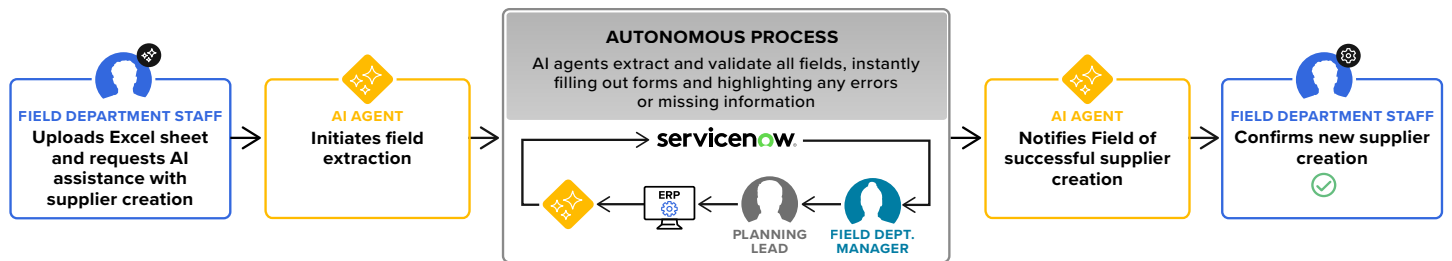


AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Supplier creation time: **10 minutes***
- Approval turnaround: **5 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:** AI-enabled ServiceNow UX for stakeholder personas
- **Seamless integration:** Bidirectional ServiceNow–ERP integration for contract storage and updates
- **Automation:** Smart workflow for supplier master requests, approval and ERP creation
- **AI capabilities:** AI-assisted field extraction and validation that fills forms and flags errors or omissions
- **Stronger governance:** Real-time dashboards and audit-ready approval tracking
- **Greater visibility:** Real-time status tracking of supplier creation and approvals

Vendor Onboarding

PROCURE-TO-PAY (P2P) / SOLUTIONS FOR PROCUREMENT AND SUPPLIER

Modernize vendor setup with Rimini Agentic UX™

The Rimini Agentic UX Solution for Vendor Onboarding — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — streamlines the vendor onboarding process. The solution automates data collection, approvals and ERP updates while providing real-time visibility to all stakeholders.

Many companies have vendor onboarding processes that depend on multiple applications and manual coordination across stakeholders, including requesters, vendors, quality, security, purchasing, legal and tax teams. This workflow relies heavily on emails and manual follow-ups, resulting in delays, inconsistent data capture and limited visibility into onboarding status.

Quickly deploy an intelligent, AI-enabled vendor onboarding process

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 — and quickly drive real, measurable results and value.

The process will:

- **Standardize** vendor request intake through structured digital forms to improve completeness and reduce errors
- **Automate** routing, notifications and approvals to streamline collaboration across stakeholders
- **Provide** real-time visibility into onboarding status and ownership to reduce delays and manual follow-ups
- **Leverage** AI-driven recommendations to promote reuse of existing vendors and eliminate duplicate onboarding

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 global leader in low-power wireless connectivity sought to replace an unreliable, manual vendor onboarding process that relied on handoffs and follow-ups across various tools and had no structure for data capture, causing costly delays in vendor onboarding.

The Rimini Agentic UX™ Solution for Vendor Onboarding is designed to be deployed over the top of the client's existing SAP ECC 6 release with no required upgrades or migrations, automating and orchestrating the full lifecycle of vendor creation, validation, approval and activation.

With this solution, the client expects to reduce onboarding cycle times, improve data accuracy and provide real-time visibility while enabling stronger collaboration across teams.



Faster onboarding cycle

Automated workflows reduce delays and accelerate vendor readiness



Higher data quality

Structured data capture improves accuracy and decreases rework

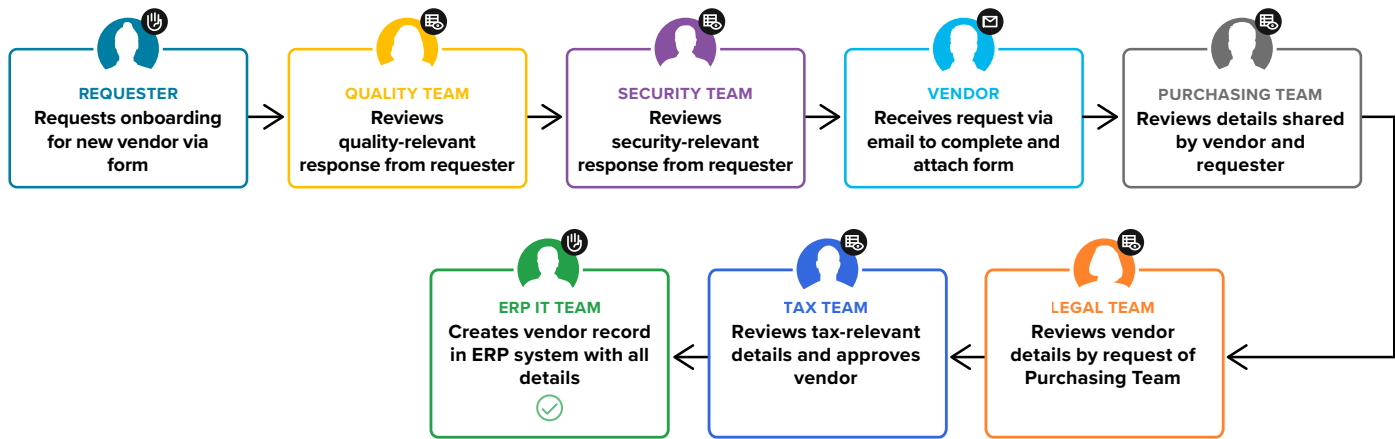


Greater visibility and control

Real-time status tracking improves transparency and decision-making

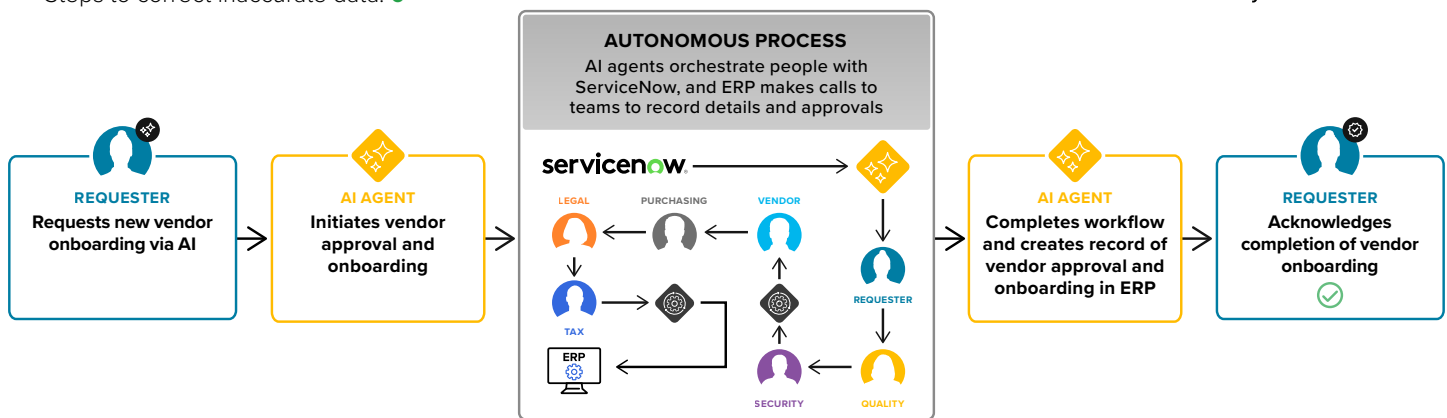
BEFORE: Traditional manual, data-duplication-prone process

- Accurate form data received: **40%***
- Steps to correct inaccurate data: **11***



AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Accurate form data received: **100%***
- Steps to correct inaccurate data: **0***



*Estimate

Rimini Agentic UX™

Powered by **servicenow**

servicenow AI Platform Tools

- App Engine
- Service Catalog
- Flow Designer
- Document Intelligence
- AI Agents (Now Assist)
- Zero Copy Connector for ERP
- AI Search (Now Assist)

Solution Benefits

- **AI capabilities:** Intelligent recommendation engine that quickly connects requestors with products and services from existing vendors
- **Improved search:** Better visibility of existing vendors to avoid duplicate entries and improve data integrity
- **Data hygiene:** Digital forms to ensure system receives accurately formatted data, eliminating system failures due to manual entry
- **Enhanced user experience:** Guided, persona-based, fully automated workflows to simplify onboarding for all stakeholders

Vendor Selection

PROCURE-TO-PAY (P2P) / SOLUTIONS FOR PROCUREMENT AND SUPPLIER

Streamline vendor selection with Rimini Agentic UX™

The Rimini Agentic UX Solution for Vendor Selection — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — provides AI-assisted vendor selection, including information gathering and evaluation. The solution uses structured forms, AI-powered recommendations and automated workflows to digitize and accelerate the end-to-end process.

Procurement and vendor selection often depend on manual, ERP-based workflows for gathering vendor information, evaluating responses and onboarding vendors. As a result, inefficiencies in the process can occur, leading to delayed procurement cycles, inconsistent data quality and increased risk of errors — all of which can impact business agility and transparency.

Quickly deploy an intelligent, AI-enabled vendor selection process

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:

- **Enable** seamless vendor search using real purchase-history data
- **Standardize** vendor intake with structured e-forms that capture complete, consistent information
- **Automate** vendor-selection workflows for reduced approval turnaround
- **Deploy** AI to compare vendors, validate data and deliver smart, evidence-based recommendations
- **Provide** real-time dashboards to monitor procurement status and approvals

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

One of the largest hospital groups in Indonesia aimed to digitize and automate its highly manual procurement and vendor selection process without disrupting its existing SAP systems to reduce administrative effort, increase visibility and eliminate long turnaround times.

The Rimini Agentic UX™ Solution for Vendor Selection is designed to be deployed on top of the client's existing SAP ECC 6 release with no required upgrades or migrations, digitizing and automating the end-to-end procurement and vendor selection process.

With this solution, the client anticipates a significant reduction in procurement cycle time, along with better decision-making and accelerated onboarding for better outcomes overall.



Faster selection and activation

Automated intake and workflows shorten approvals, accelerating vendor selection and activation



Evidence-based decisions

AI-analyzed vendor data and criteria support consistent, evidence-based decision-making

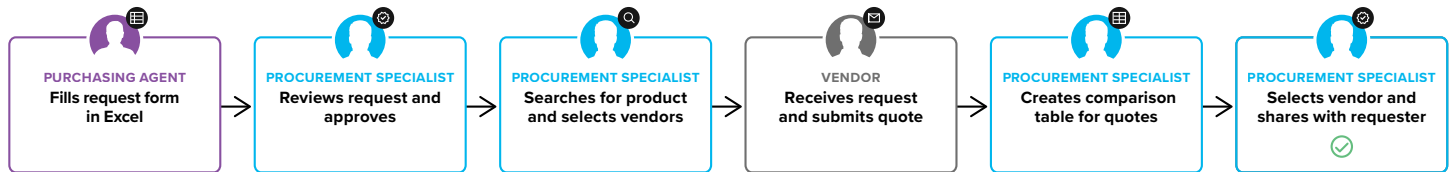


Greater visibility and efficiency

Real-time dashboards and digital workflows improve oversight, reduce effort and streamline procurement

BEFORE: Traditional manual, inefficient process

- Procurement cycle time: **2 days***
- Vendor response time: **2 weeks***
- Approval turnaround time: **24 hours***

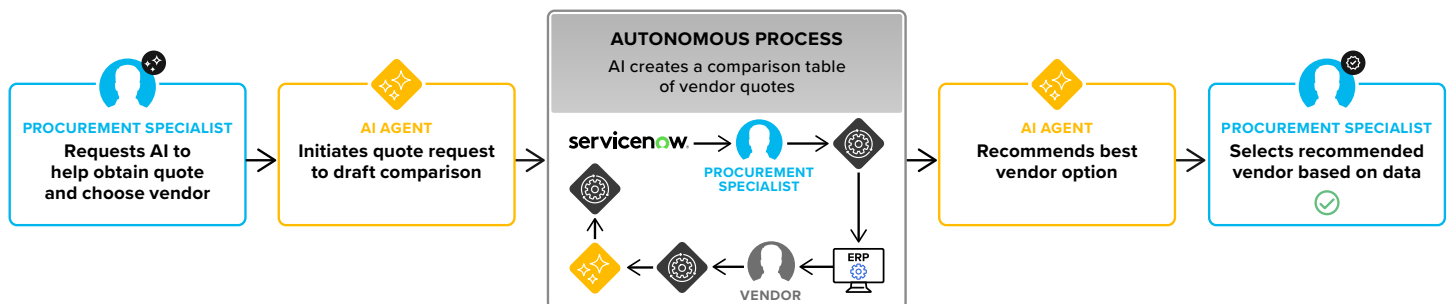


AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Procurement cycle time: **1 hour***
- Vendor response time: **1 day***
- Approval turnaround time: **1 hour***

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:** AI-enabled UX for Procurement Specialists and Vendors, featuring intuitive digital forms and personalized dashboards for all personas
- **Integration:** Seamless ServiceNow platform and enterprise system integration for secure, automated procurement data transfer and updates
- **Automation:** Smart workflows for vendor information collection, automated recommendations, comparison and selection
- **AI capabilities:** Automated vendor comparison, cost optimization and risk assessment to support informed, data-driven decision-making
- **Stronger governance:** Real-time dashboards and audit-ready tracking of all procurement activities, approvals and compliance checkpoints
- **Greater visibility:** Transparent tracking of vendor onboarding status, approval progress and historical procurement data for all stakeholders

Quality Inspection Management

PLAN-TO-MAKE (P2M) / SOLUTIONS FOR QUALITY AND COMPLIANCE

Automate the inspection process with Rimini Agentic UX™

The Rimini Agentic UX Solution for Quality Inspection Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — simplifies the intake, tracking and resolution of quality inspections and findings. The solution uses intelligent, automated validations, structured workflows and guided steps to accelerate and ensure a consistent inspection process.

Many organizations are challenged by an inspection scheduling and validation process that spans several disconnected systems and requires a number of manual approval steps. As critical information becomes further dispersed across systems, the process grows more fragmented, takes more time and demands increased manual effort. Every task, including simple validations, then requires some level of manual intervention, often resulting in data discrepancies, operational risk and the frequent need for rework.

Quickly deploy an intelligent, AI-enabled inspection process

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:

- **Digitize** the downstream inspection workflow to eliminate bottlenecks and boost throughput
- **Enrich** ERP-sourced inspection data in the ServiceNow platform to create a complete, traceable audit trail
- **Fully standardize** approval workflows for faster, more consistent inspection outcomes
- **Unify** inspection data into a single, always-current source of truth for inspection completion
- **Streamline** post-scheduling tasks to help scale production with repeatable quality

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.



Faster, more efficient inspections

Digitized workflows and automated validations accelerate inspection cycle times for greater throughput



Stronger governance and audit readiness

Unified inspection data and automated audit trails improve accuracy, transparency and audit readiness



Improved production scalability

Standardized, streamlined inspection workflows create predictable outcomes, supporting production scale



lamoda

La Moda Group, a Brazilian retail giant in the premium fashion market, had no unified system for inspection management, requiring inspectors to compile data from various sources before they could schedule or begin an inspection. As a result, delays and record inconsistencies were recurring issues.

The Rimini Agentic UX™ Solution for Quality Inspection Management is designed to be deployed over the top of the client's existing SAP ECC 6 release with no required upgrades or migrations, solving its inspection issues by transforming the manual workflow into a fully digitized, streamlined process.

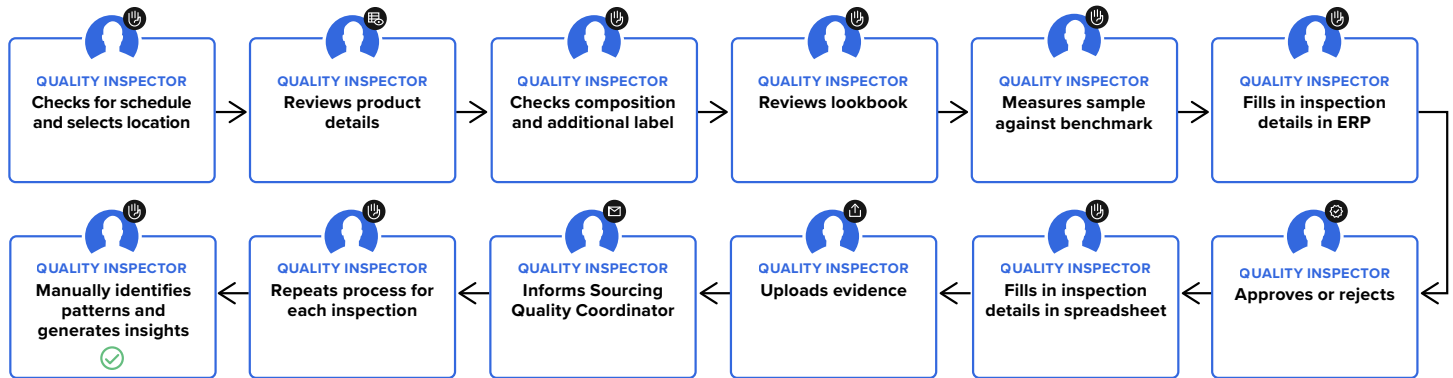
With this solution, La Moda Group expects significantly reduced inspection cycle time, improved data accuracy and reinforced production scalability.

"Our existing partnership with Rimini Street lets us move fast; Rimini Agentic UX™ is proving to be a game changer for modernizing our quality inspection process without disruptive upgrades."

— Rômulo Banhe, Head of IT at La Moda

BEFORE: Traditional multistep, manual process

- Inspection scheduling: **1-2 hours***
- Approval turnaround: **12 hours***

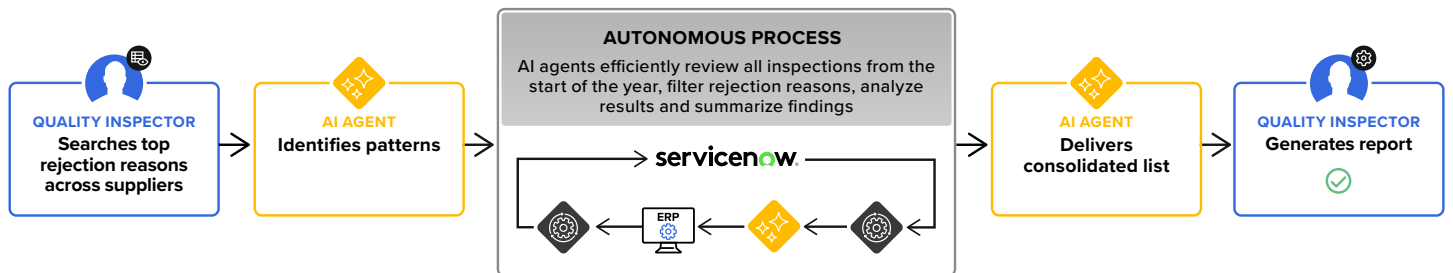


AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Inspection scheduling: **<1 minute***
- Approval turnaround: **5 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:** AI-enabled ServiceNow UX for relevant personas
- **Seamless integration:** Bidirectional ServiceNow platform–ERP integration for inspection data
- **Automation:** Smart workflow for inspection scheduling, approval and results recording
- **AI capabilities:** Summarization and deviation flagging for inspection results
- **Stronger governance:** Real-time dashboards and audit-ready approval tracking
- **Greater visibility:** Comparison between scheduled and completed inspections and approval status visibility

Contract Amendment

ORDER-TO-CASH (O2C) / SOLUTIONS FOR SALES AND GO-TO-MARKET

Simplify contract amendments with Rimini Agentic UX™

The Rimini Agentic UX Solution for Contract Amendment — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — streamlines the request, review and approval of customer contract amendments. The solution uses automated request submission, smart approval routing and ERP integration to keep contract data accurate and every change fully auditable.

For many organizations, contract amendment is handled through a manual, paper-based process. This approach often leads to high administrative effort, an increased risk of errors and long approval cycles. Even the simple task of contract lookups can take hours when customer records are scattered across systems.

Quickly deploy an intelligent, AI-enabled contract amendment process

Since the Rimini Agentic UX Solution, Powered by ServiceNow®, overlays existing ERP software without any need to upgrade or migrate, organizations can deploy the solution quickly for real, measurable results and value in weeks or months — not years.

The process will:

- **Perfectly align data** with automatic synchronization to ERP after approvals
- **Instantly highlight** critical differences and their potential impact with AI-enabled comparison tools
- **Centralize** contract search in ServiceNow using customer name or contract number
- **Streamline** amendments with sleek, structured e-forms
- **Automate** approvals with smart routing that adapts to change type and approver
- **Maintain compliance** with a 100% approval audit trail

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.



KLK OLEO is a global oleochemical producer in Malaysia with a broad portfolio spanning fatty acids, glycerin, surfactants and nutraceuticals powering personal care products, cosmetics, food, polymers and industrial chemicals.

The company's IT team sought to rectify operational inefficiencies by improving the workflow used to address the nearly 100 customer contract amendments received each month.

The Rimini Agentic UX™ Solution for Contract Amendment is designed to be deployed over the top of KLK OLEO's existing SAP ECC 6 release without upgrading or migrating the system, modernizing the process with a digitized and streamlined end-to-end workflow.

With this solution, KLK OLEO expects to improve efficiency and strengthen data integrity — achieving faster processing times, stronger governance and reduced operational costs.



Faster revenue recognition

Accelerated contract updates and approvals allows downstream billing and revenue processes to begin sooner



Enhanced customer satisfaction

Instant contract access enables faster customer responses and smoother interactions across support and sales teams

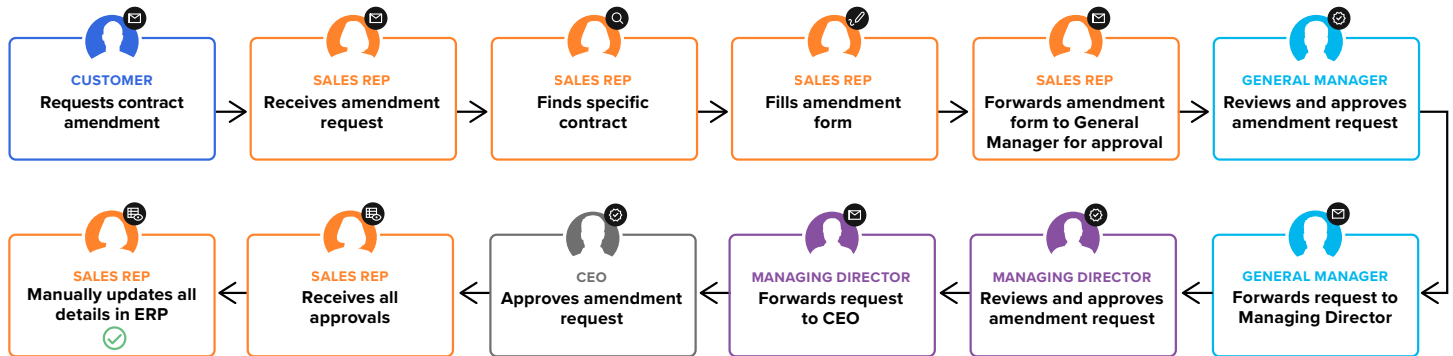


Improved contract accuracy

AI highlights pricing and term discrepancies early, reducing errors and preventing costly downstream rework

BEFORE: Traditional paper-based, physical process

- Contract amendment processing time: **30 minutes***
- Approval turnaround time: **Up to 24 hours***
- Contract lookup time: **2 hours***

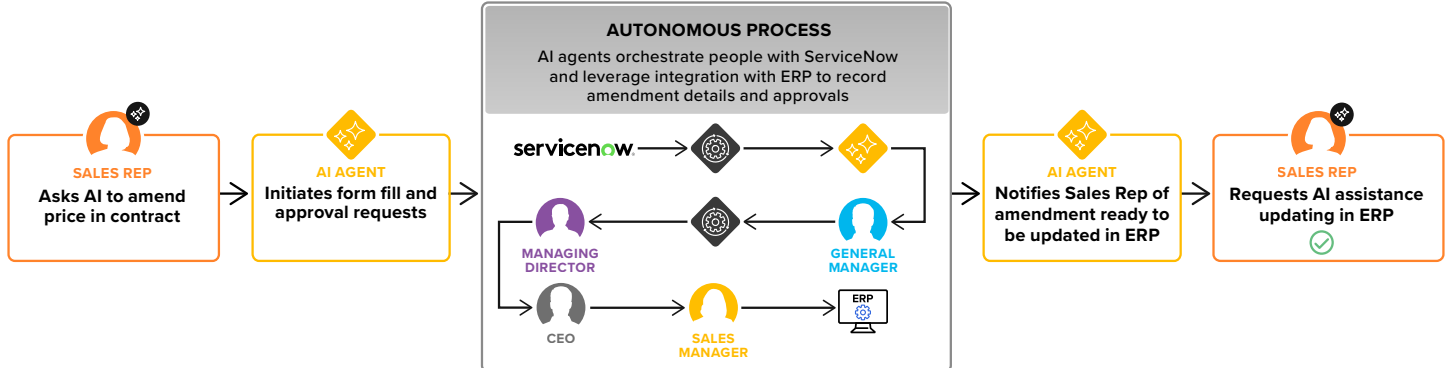


AFTER: Intelligent Rimini Agentic UX™ process automation

- Contract amendment processing time: **5 minutes***
- Approval turnaround time: **1 hour***
- Contract lookup time: **<1 minute***

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:** AI-enabled ServiceNow UX for relevant personas
- **Seamless integration:** Bidirectional ServiceNow platform–ERP integration for customer contracts
- **Automation:** Smart workflow for amendment request, approval and ERP creation
- **AI capabilities:** Earning projection and risk assessment with respect to amendment
- **Stronger governance:** Real-time dashboards and audit-ready approval tracking
- **Greater visibility:** Comparison between current contract and amendment request, plus approval status visibility

Customer Onboarding

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

Streamline customer onboarding with Rimini Agentic UX™

The Rimini Agentic UX Solution for Customer Onboarding — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — simplifies the onboarding of new customers with required data, validations and approvals. The solution uses automated form submission workflows, AI assistance and centralized tracking to optimize the process.

For many organizations, the customer onboarding process is hindered by inefficiencies, errors and communication gaps. The approach is often highly manual, relying on paper-based forms and email-driven workflows that require significant administrative effort and close coordination between teams, leading to frequent mistakes and delays.

Quickly deploy an intelligent, AI-enabled onboarding process

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:

- **Accelerate** data entry through AI-guided form filling that reduces errors and manual effort
- **Trigger** automated follow-ups to drive timely action and tighter team collaboration
- **Enforce** standards with AI-powered validation to ensure every form meets requirements
- **Integrate** workflows to enable seamless, cross-department collaboration from start to finish
- **Unlock** instant visibility into form progress, approvals and compliance

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.



SEE HOY CHAN SDN. BERHAD

See Hoy Chan, a leader in property development in Malaysia, had no centralized system for customer onboarding, resulting in a lack of transparency and follow-up, impacting customer satisfaction and operational scalability.

The Rimini Agentic UX™ Solution for Customer Onboarding is designed to be deployed over the top of the client's existing SAP ECC 6 release without any upgrades or migrations, automating manual tasks and notifications for timely follow-ups while centralizing form submissions for real-time visibility.

With this solution, See Hoy Chan anticipates a significant reduction in manual communication, data entry errors and onboarding time, enabling faster service delivery and higher customer satisfaction.



Faster customer onboarding and activation

AI-guided forms and automated workflows accelerate onboarding, enabling quicker customer service delivery



More accurate customer data

Structured fields and validations ensure clean, complete records, reducing rework across onboarding steps

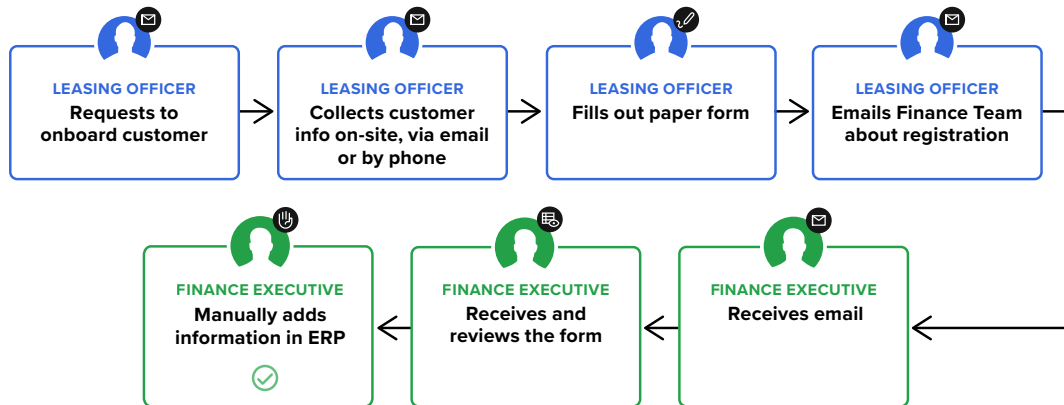


Improved transparency and experience

Centralized submissions and real-time tracking improve visibility, collaboration and customer satisfaction

BEFORE: Traditional resource-intensive process

- Status tracking: **0% visibility***
- Onboarding cycle: **15–25 hours***

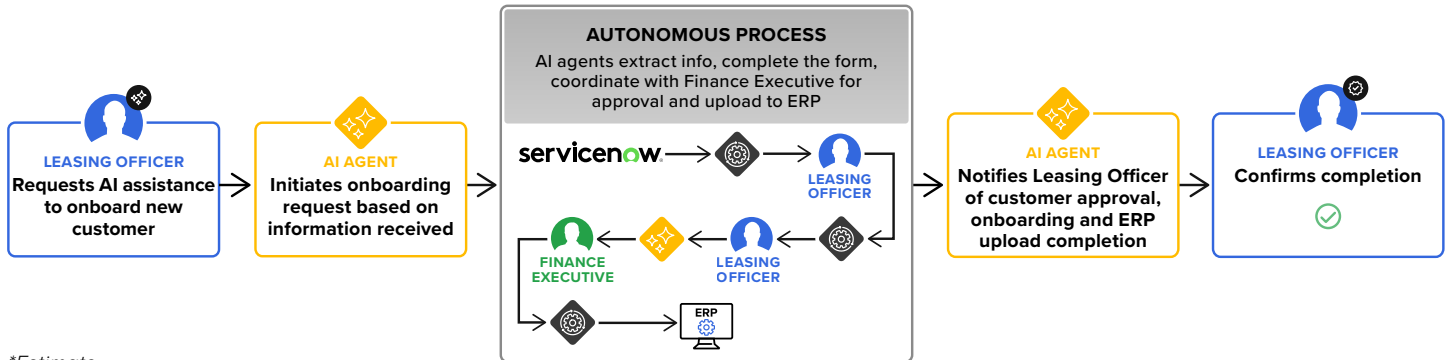


AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Status tracking: **100% visibility***
- Onboarding cycle: **5–8 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:** AI-assisted ServiceNow UX for relevant personas
- **Automation:** Smart workflow for customer form submission, automated data entry and AI-assisted data validation
- **AI capabilities:** AI-powered form completion, validation and recommendation
- **Stronger governance:** Real-time dashboards and audit-ready tracking
- **Greater visibility:** Centralized system for tracking form progress, automated notifications and persona-specific views for status

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, updating 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.

Quickly deploy an intelligent, AI-enabled sales order process

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.



HYOSUNG

Hyosung, 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, Hyosung 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

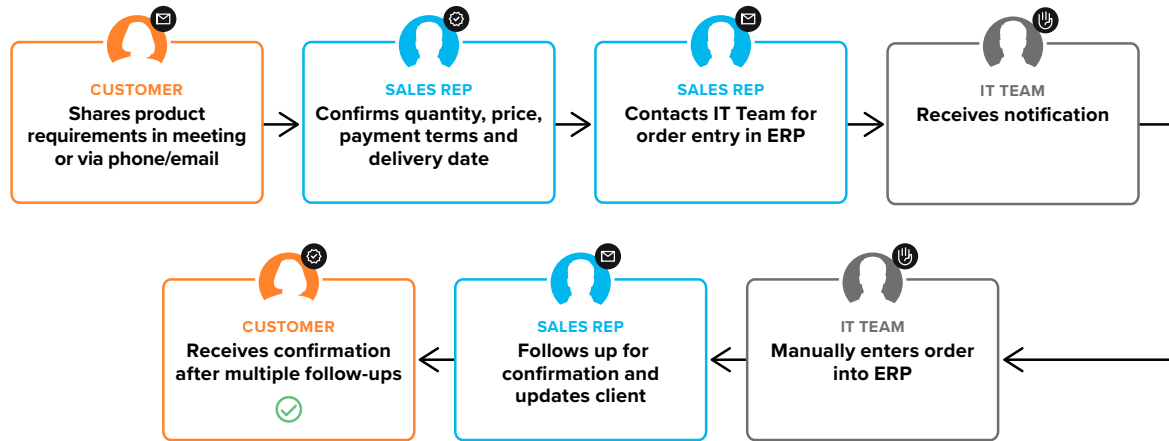


Greater visibility and order experience

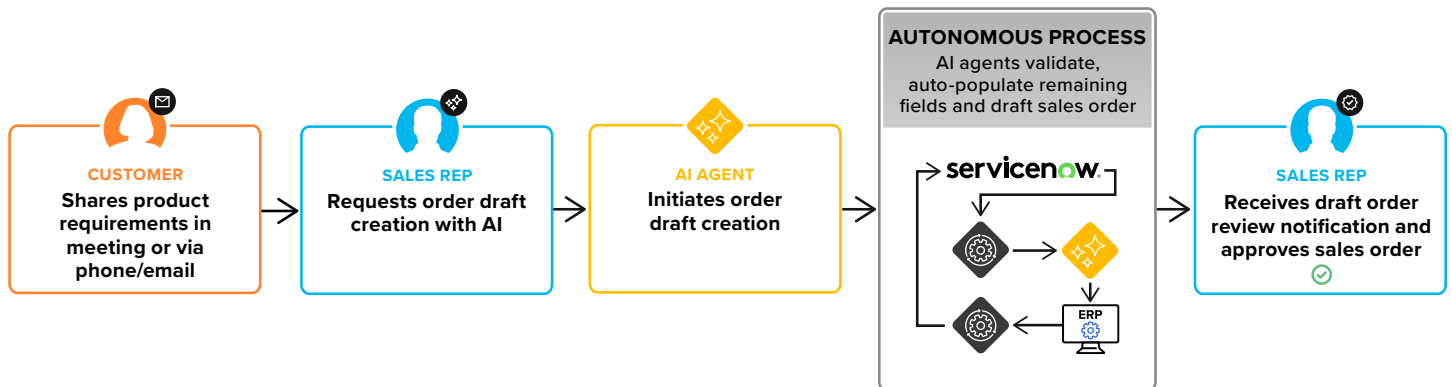
Unified order data and real-time status updates improve transparency for sales reps and clients alike

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

Sales Material Master Creation

QUOTE-TO-CASH (Q2C) / SOLUTIONS FOR SALES AND GO-TO-MARKET

Automate sales material maintenance with Rimini Agentic UX™

The Rimini Agentic UX Solution for Sales Material Master Creation — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — streamlines the creation and maintenance of sales material master data used in sales and bills of materials (BOMs). The solution uses automated workflows, seamless data transfer and AI-powered field suggestions to modernize the process.

Material registration is a critical part of maintaining product availability and operational agility. However, manual tasks and disconnected workflows can lead to significant process inefficiencies. Without system integration, team members often must physically export information from one source and upload it to another, which slows down registration and increases the risk of errors.

Quickly deploy an intelligent, AI-enabled material maintenance process

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 — and quickly drive real, measurable results and value.

The process will:

- **Digitize** the workflow to slash turnaround times, eliminate manual overhead and remove friction
- **Improve** confidence by centralizing data entry for greater accuracy and full traceability
- **Unify** teams through structured, cross-departmental collaboration
- **Enable** effortless data input through intuitive, user-friendly interfaces
- **Accelerate** material registrations with intelligent automation to respond quickly to business needs

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 global manufacturer of medical materials and equipment based in Japan acknowledged a growing challenge with its material registration process. After Sales initiated material onboarding, other departments would have to coordinate through emails and manual follow-ups.

The Rimini Agentic UX™ Solution for Sales Material Master Creation is designed to be deployed on top of the client's existing SAP ECC 6 release without upgrades or migrations, modernizing and digitizing the material registration process for greater operational efficiency.

With this pilot, the client expects to unlock significant efficiency improvements and enable more scalable, future-ready operations.



Quick material registration

AI-enabled workflows accelerate material setup, helping teams achieve faster time to market



Cross-functional alignment

Centralized, automated workflows guide teams through each step, reducing handoffs and cycle times

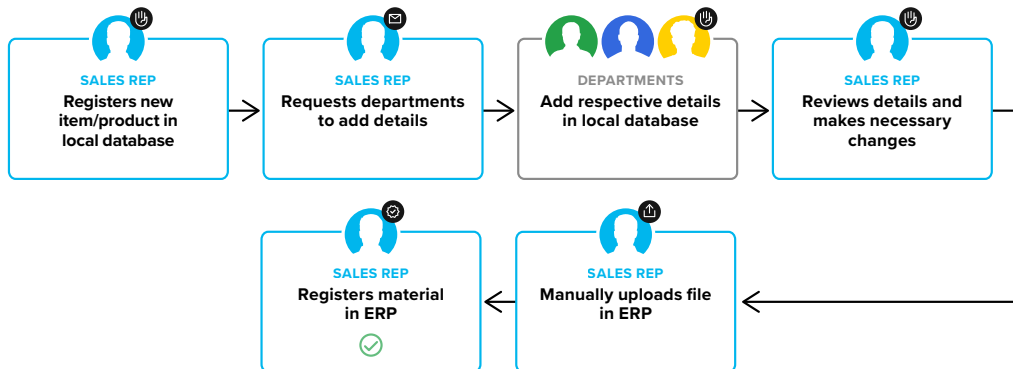


Improved sales and operational execution

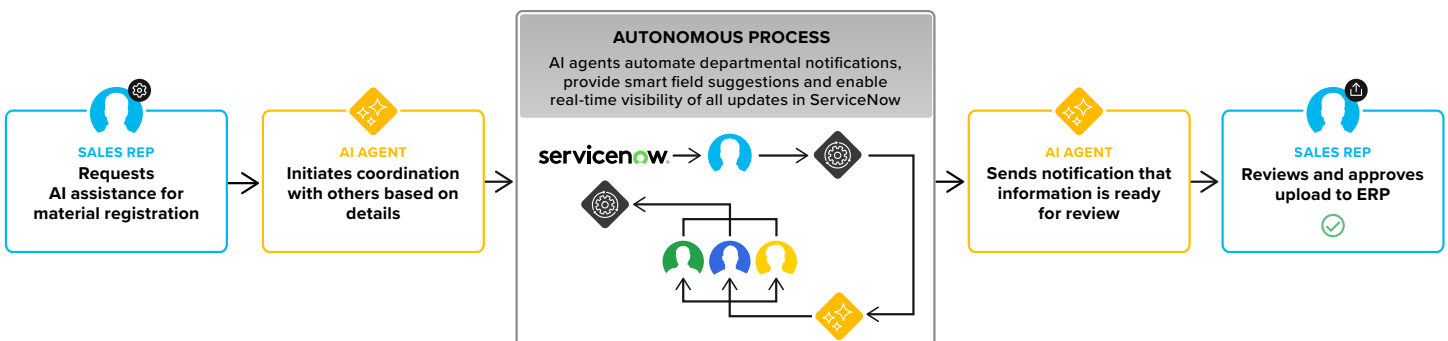
AI checks prevent duplicates and errors, ensuring clean master data for smoother downstream operations

BEFORE: Traditional time-consuming, manual process

- Material search time: **1-2 hours***
- Registration turnaround: **4 hours***

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Material search time: **<1 minute***
- Registration turnaround: **<1 hour***



*Estimate

Rimini Agentic UX™

Powered by **servicenow**

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:** AI-enabled ServiceNow UX for relevant personas
- **Integration:** Seamless ServiceNow platform–ERP integration for easy material upload and update
- **Automation:** Smart workflow for material requests, department collaboration and ERP creation
- **AI capabilities:** Intelligent field suggestions and feedback learning
- **Stronger governance:** Real-time dashboards and audit-ready tracking
- **Greater visibility:** End-to-end status visibility for all stakeholders with automated notifications

[This page has been intentionally left blank]



About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI), a Russell 2000® Company, is a proven, trusted global provider of end-to-end, mission-critical enterprise software support, managed services and innovative Agentic AI ERP solutions and is the leading third-party support provider for Oracle, SAP and VMware software. The Company has signed thousands of IT service contracts with Fortune Global 100, Fortune 500, midmarket, public sector and government organizations that have leveraged the Rimini Smart Path™ methodology to achieve better operational outcomes, billions of U.S. dollars in savings and fund AI and other innovation.

Rimini Street®

riministreet.com

info@riministreet.com

x.com/riministreet

linkedin.com/company/rimini-street

© 2026 Rimini Street, Inc. All rights reserved. "Rimini Street" is a registered trademark of Rimini Street, Inc. in the United States and other countries, and Rimini Street, the Rimini Street logo, and combinations thereof, and other marks marked by TM are trademarks of Rimini Street, Inc. All other trademarks remain the property of their respective owners, and unless otherwise specified, Rimini Street claims no affiliation, endorsement, or association with any such trademark holder or other. This document was created by Rimini Street, Inc. ("Rimini Street") and is not sponsored by, endorsed by, or affiliated with Oracle Corporation, SAP SE or any other party. This report is current as of the initial date of publication. It is intended for general guidance only, and it is not intended to be a substitute for detailed research or the exercise of professional judgment. Except as otherwise expressly provided in writing, Rimini Street assumes no liability whatsoever and disclaims any express, implied or statutory warranty relating to the information presented, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose. Rimini Street shall not be liable for any direct, indirect, consequential, punitive, special, or incidental damages arising out of the use or inability to use the information. Rimini Street makes no representations or warranties with respect to the accuracy or completeness of the information provided by third parties, and reserves the right to make changes to the information, services or products, at any time.

ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated. M_8861 | EN-US-07202026 | LR0056840