

# Contract Amendment

CASH-TO-ORDER (C2O) \ SOLUTIONS FOR SALES AND GO-TO-MARKET

## Simplify records management 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 — optimizes the creation, validation and maintenance of customer master data. The solution uses automated request submission, approval routing and ERP integration to ensure accurate data management.

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.

## Rapidly deploy intelligent, AI-enabled data management

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



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

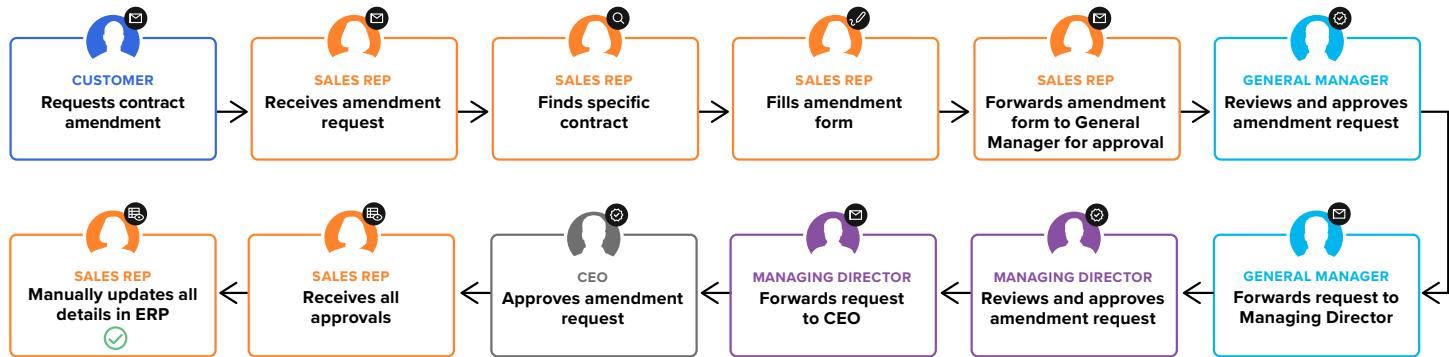


### Improved contract accuracy

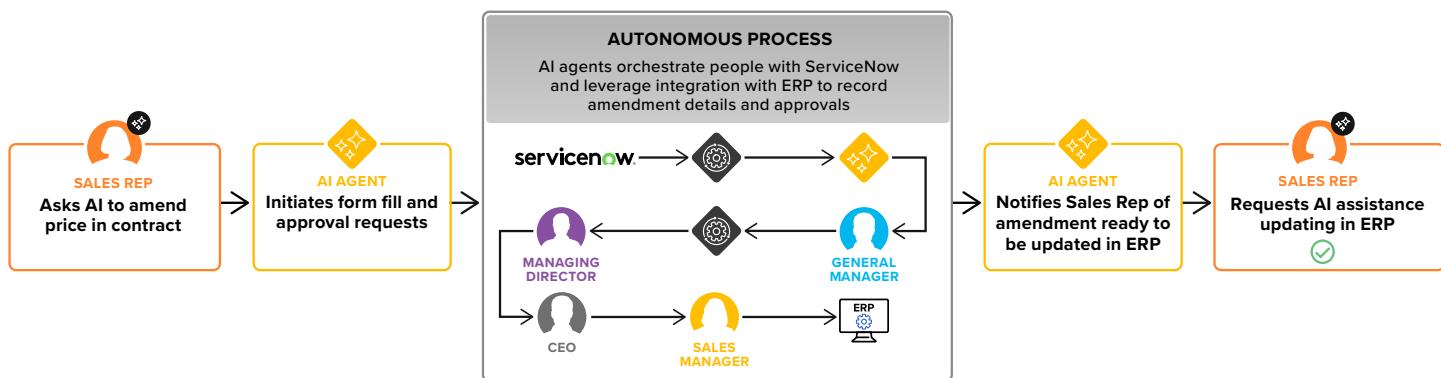
AI highlights pricing and term discrepancies early, reducing errors and preventing costly downstream rework

**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\***



\*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

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