

Delivery Scheduling

DELIVER-TO-DESIGN (D2D) \ 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

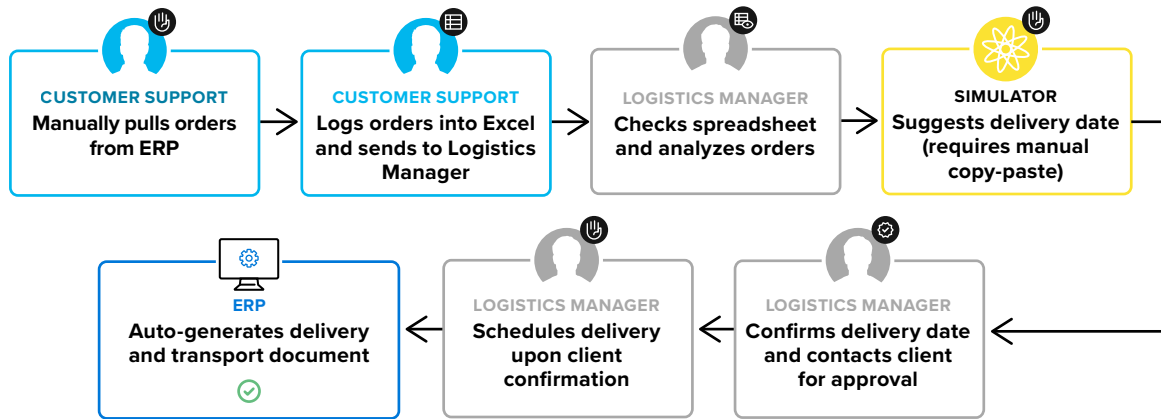


Greater visibility and efficiency

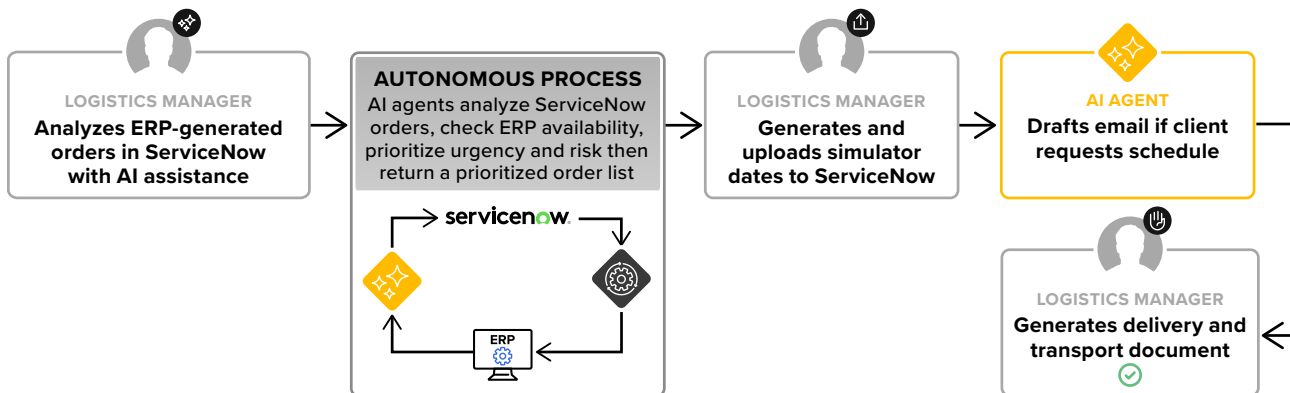
Real-time tracking and dashboards improve dispatcher visibility and reduce coordination costs

BEFORE: Traditional manual scheduling process

- Scheduling request: **20 minutes***

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

- Scheduling request: **<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
- 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

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