Rimini Agentic UX™

Powered by **servicenow**

Material SKU Creation

MAKE-TO-PLAN (M2P) \ 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.

Melitta®

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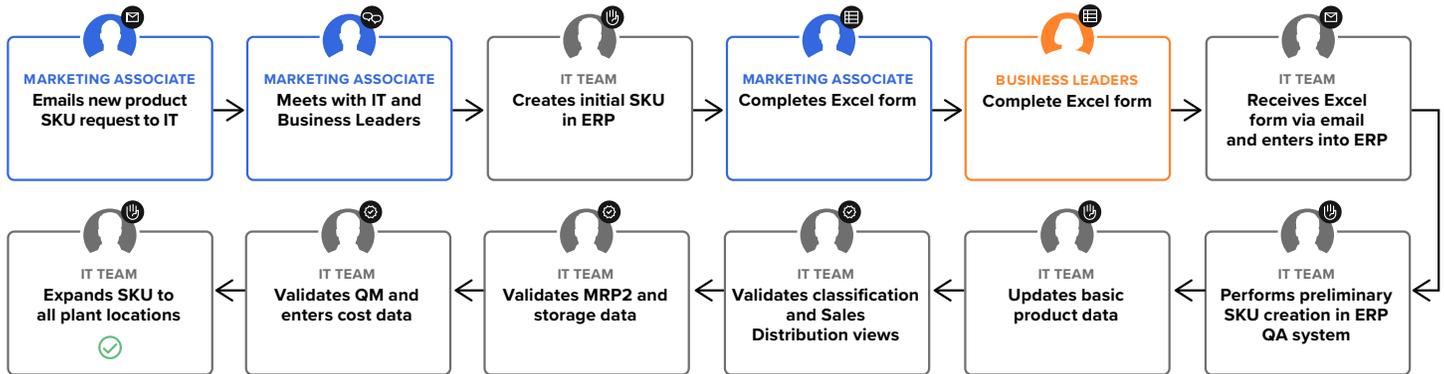Built-in validations ensure accurate SKU data, reducing errors across supply chain operations

Stronger cross-functional alignment
Centralized workflows and live visibility cut effort, streamline execution and reduce operational costs

Rimini Street®

BEFORE: Traditional time-intensive process

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

MARKETING ASSOCIATE
Emails new product SKU request to IT

MARKETING ASSOCIATE
Meets with IT and Business Leaders

IT TEAM
Creates initial SKU in ERP

MARKETING ASSOCIATE
Completes Excel form

BUSINESS LEADERS
Complete Excel form

IT TEAM
Receives Excel form via email and enters into ERP

IT TEAM
Expands SKU to all plant locations

IT TEAM
Validates QM and enters cost data

IT TEAM
Validates MRP2 and storage data

IT TEAM
Validates classification and Sales Distribution views

IT TEAM
Updates basic product data

IT TEAM
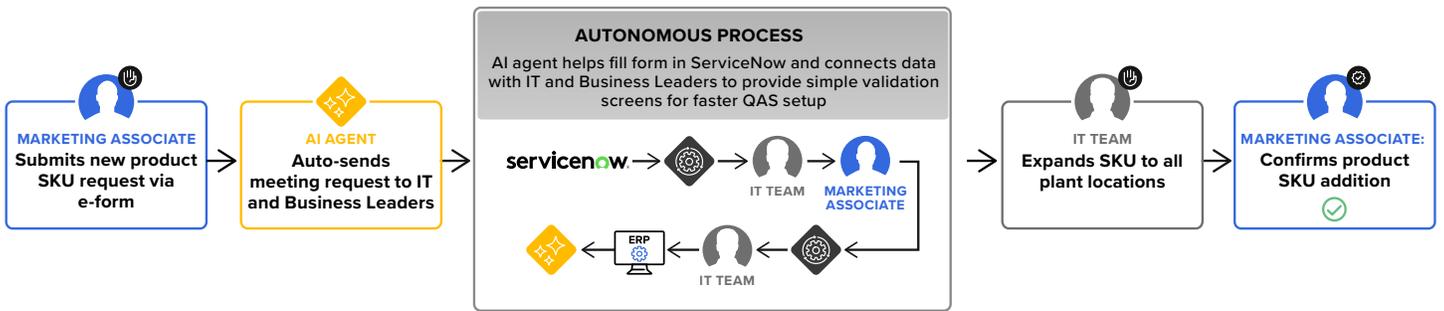Performs preliminary SKU creation in ERP QA system

AFTER: Intelligent Rimini Agentic UX™ workflow automation

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

Rimini Agentic UX™

Powered by **servicenow**

MARKETING ASSOCIATE
Submits new product SKU request via e-form

AI AGENT
Auto-sends meeting request to IT and Business Leaders

AUTONOMOUS PROCESS
AI agent helps fill form in ServiceNow and connects data with IT and Business Leaders to provide simple validation screens for faster QAS setup

servicenow → IT TEAM → MARKETING ASSOCIATE
ERP ← IT TEAM

IT TEAM
Expands SKU to all plant locations

MARKETING ASSOCIATE:
Confirms product SKU addition

*Estimate

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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 for all stakeholders

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Rimini Street®

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