

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 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.



CLIENT SPOTLIGHT

A Brazilian retail leader and giant in the premium fashion market had no single, unified system for inspection management, requiring inspectors to compile data from various sources before they could even 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, the client expects a significant reduction in inspection cycle time, along with improved data accuracy, enhanced stakeholder experience and reinforced production scalability.



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

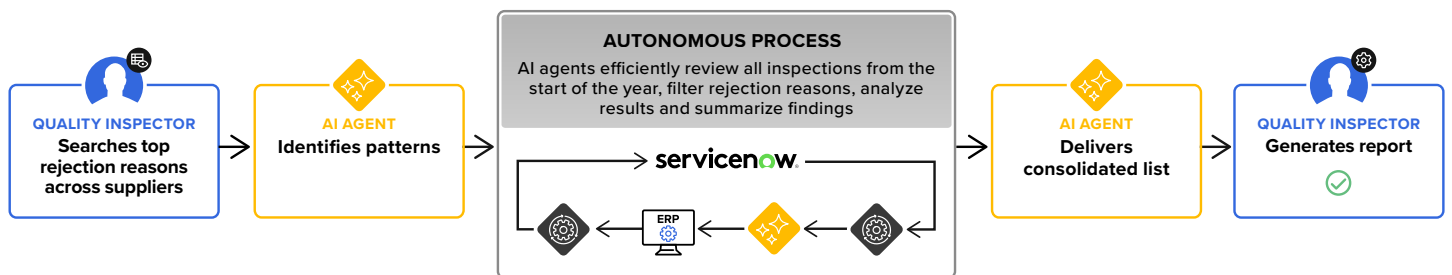
Standardized, streamlined inspection workflows create predictable outcomes, supporting production scale

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 customer contract
- **Automation:** Smart workflow for amendment request, approval and ERP creation
- **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

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