

## eTendering Process Management

PAY-TO-PROCURE (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 introduce 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

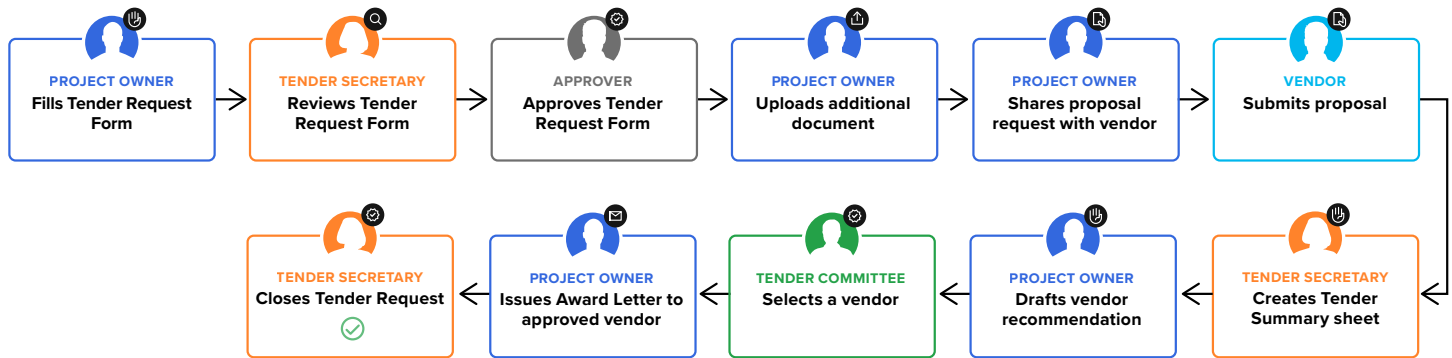


### Greater tender process transparency

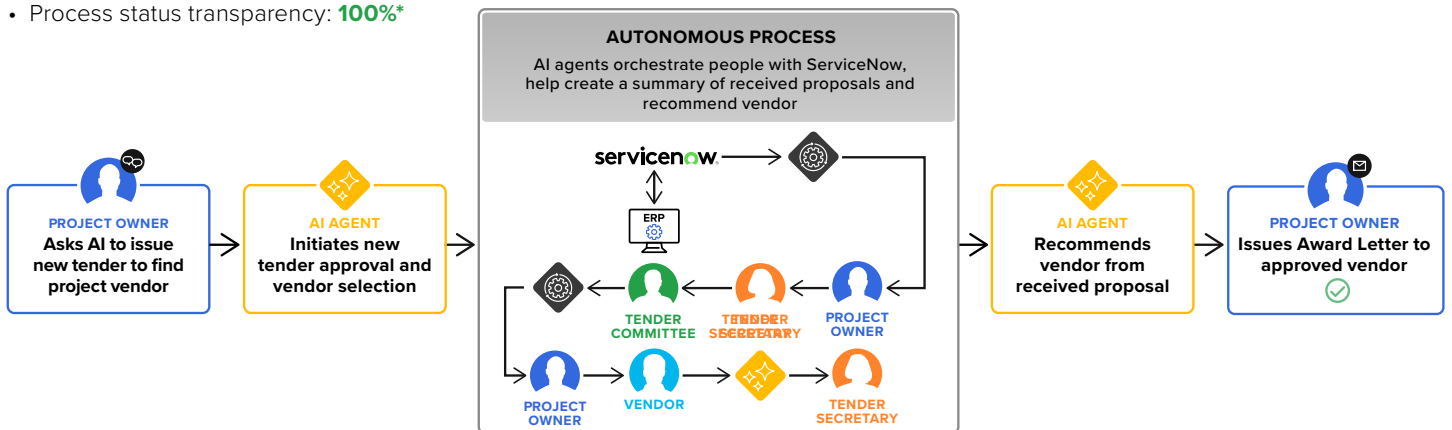
Digitized records and real-time visibility provide complete transparency and control across all tender activities

**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

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