

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

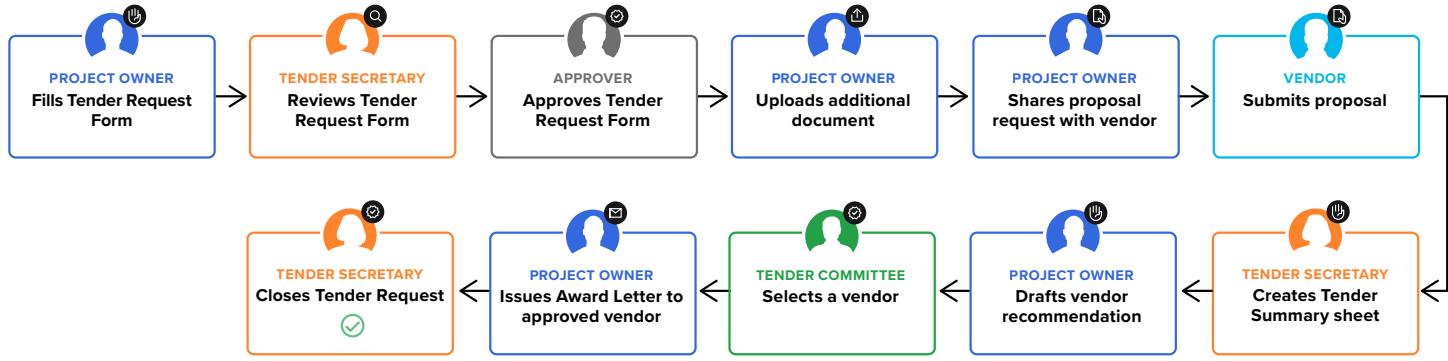


Greater tender process transparency

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

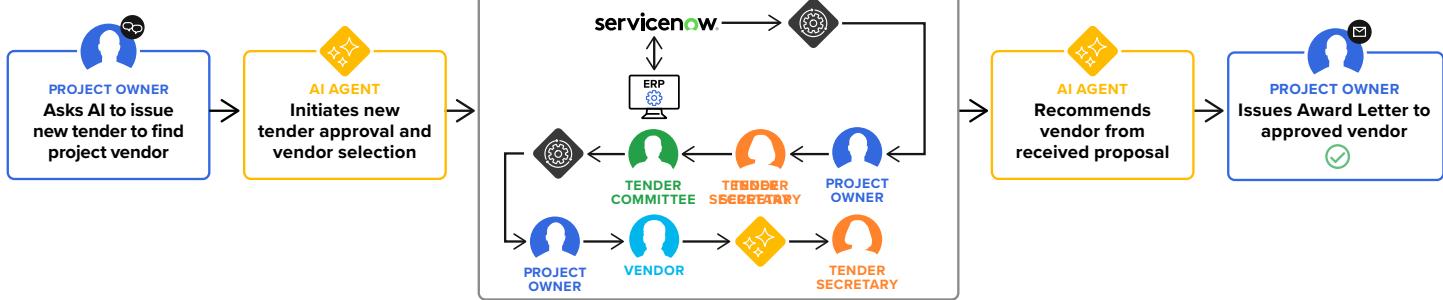
BEFORE: Traditional manual process

- 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

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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