

Large global aerospace manufacturer transforms its operations and boosts revenue by ~\$4 mn



Summary

Our client is one of the largest global aerospace manufacturers in the world. Their global services team was manually carrying out the management of contracts for their aerospace components. These manual operations were time and effort-intensive, which led to large volumes of contract pile ups, resulting in lost revenue opportunities in millions.

They leveraged **EdgeVerve AI Next for GBS**, a unified AI platform, to streamline and transform their operations and maximize revenues.

Manual contract management resulted in missed revenue opportunities

The customer's Global Services team processed contracts for 4,000 to 5,000 aerospace components / parts every week, allowing buyers to access these parts at preferred rates through the SAP system. However, the manual entry of contract details into the customer database and uploads into SAP system, led to significant delays in listing and making these parts visible to buyers.

As a result, the buyers couldn't find the parts listed nor were they alerted about their availability per their exclusive agreements with the customer. This led buyers to source the parts from external vendors at higher rates. For the customer, this meant increased buyer dissatisfaction and missed revenue opportunities.

End-to-end transformation with streamlined contracts management operations



The client chose EdgeVerve AI Next for GBS that transformed the whole contract management process and related operations.

This transformation entailed executing the key operations with fully automated bots (without any manual intervention), including: –

- **Contract retrieval:** Automatically retrieving all contract line items from the databases
- **Rule-based automated contract identification:** Executing varied business rules to identify the right set of contracts to be uploaded
- **Automated uploads to ERP:** Navigating to SAP and uploading the data files to synchronize contract details
- **Automated export:** Exporting the updated details into spreadsheets
- **Data synchronization & alerting:** Regular synchronization of parts details in SAP and timely banners on 'Part Page' to remind buyers of their exclusive agreement

The transformed process enabled significant benefits including clearing of contract backlogs, swifter processing of new contracts, automated data synchronization into SAP systems and other quantitative business benefits.

Business benefits delivered

Clearing backlog of ~1 Mn contract lines items and processing of 5,000 new contract lines items per week.

Ensured 100% accuracy of components data synchronization and eliminated duplication in the SAP system.

Generated an estimated \$4 million in incremental revenue

The significant transformation enabled by EdgeVerve AI Next for GBS led to faster & streamlined contract management process, elevated customer experience and revenue opportunities.

To know how EdgeVerve AI Next for GBS can drive AI-led transformation for your business, please reach out to us at

contact@edgeverve.com



EdgeVerve AI Next, part of Infosys Topaz, enables the scaling of Applied AI across the enterprise. Built from the ground up to leverage the power of Generative AI, this unified platform bridges silos in people, processes, data, and technology to drive transformation in business operations.

EdgeVerve. Possibilities Unlimited.

<https://www.edgeverve.com/ai-next/>



About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, empowering clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency, amplify human potential, and foster a connected ecosystem. Our comprehensive platform portfolio (EdgeVerve AI Next and TradeEdge) across Automation, Document AI, and Supply Chain helps inspire global enterprises to bridge silos in people, processes, data, & technology, discover & automate processes, digitize & structure unstructured data, and unlock the power of the network by integrating value chain partners. With a deep-rooted entrepreneurial culture, EdgeVerve's innovations are helping global corporations across sectors such as financial services, insurance, retail, consumer and packaged goods, life sciences, manufacturing, telecom, utilities, and more.

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