PIA - Procurement Intelligent Assistant

PIA, the WNS Denali Procurement Intelligent Assistant, is a conversational AI-based digital assistant that makes it easy for users to engage with procurement, using natural human language to get instant information on queries, purchase and project status, and buying assistance. Powered by NLP and machine learning intelligence, PIA can understand the context of interactions and simplify the buying process for end users. It can improve the overall stakeholder experience by guiding users through the procurement process, ensuring compliance with the company's procurement policies and alignment with the category strategy. Pia can be an effective first-line support for answering many repeated user queries. In the case of complex queries, the bot can hand over the interaction to a support team for further action. It also provides insightful analytics to identify conversational bottlenecks and usage patterns, making data-driven decisions to continuously improve the user experience.

a CPOTRAC Suite Product

WHY PIA?

Faster Response Rate

- Query resolution in real time
- Enabling quick & easy access to information siloed in applications
- Average Handling Time reduction by 40%

Improved Compliance and Governance

- Compliance with procurement policy & category strategy
- Improve spend under management by routing purchases through preferred suppliers

Savings in Operational Cost

- Costs savings due to FTE reduction
- Reduced support hours and cost of repetitive tasks
- Cost savings per contained conversation

Enhanced User Satisfaction

- 24x7 Availability
- Seamless Buying experience
- Accelerated collaboration

PIA IN ACTION

PIA deployment for a German Aerospace company. As a new start-up, the company was exploring digital solutions to address ongoing challenges such as a high number of user queries and continuous change management and procurement compliance discussion. PIA was deployed to assist users with their queries and to provide a seamless buying guidance experience in compliance with procurement policies.

US Based Health insurance company. The Client's procurement team was spending significant time answering end-user queries. In addition, a complex and stringent buying process was creating confusion for users, resultingin delays and noncompliance in the completion of buying requirements. PIA was integrated with the Client's Oracle cloud financials application for providing transaction status to end users, offer a seamless buying experience, and answer any procurement-related queries using its natural language conversation capabilities.

KEY FEATURES

Buying Guidance

- Enhanced product search by description, vendor and catalogue
- Routing spend through preferred buying channels and suppliers
- Drive compliance to organization spend threshold policy requirements & category strategy

Status update

- View status & drill down of Purchase Request, Purchase order, Invoice & Project
- 360-degree view of PR,PO & Invoice relation
- Filter details by product description, price, vendor

Azure Framework

Integration

- Multi channel capabilities
- Seamless access over webchat, MS Teams
- Multi tenant with region specific variations
- Ready to use ERP Integration – SAP S/4 Hana, Oracle and Coupa

Conversational Intelligence

- Procurement Policy & Procedure Q&A
- Enhanced Intent & Context mgmt.
- Helpdesk ticket creation
- Live Agent Handoff

PIA

Analytics

- Power Bi
  - Active users & session time
  - Unanswered questions
  - User feedback
  - Abandoned chats

Security

- Encrypted data storage
- Audit trail of conversations
- Compliance with SOC2 , HIPAA & GDPR

Global deployment

- Region specific knowledgebase & buying channel guidance
- Customized ERP integration for status updates
- Multilingual language support & local currency configuration
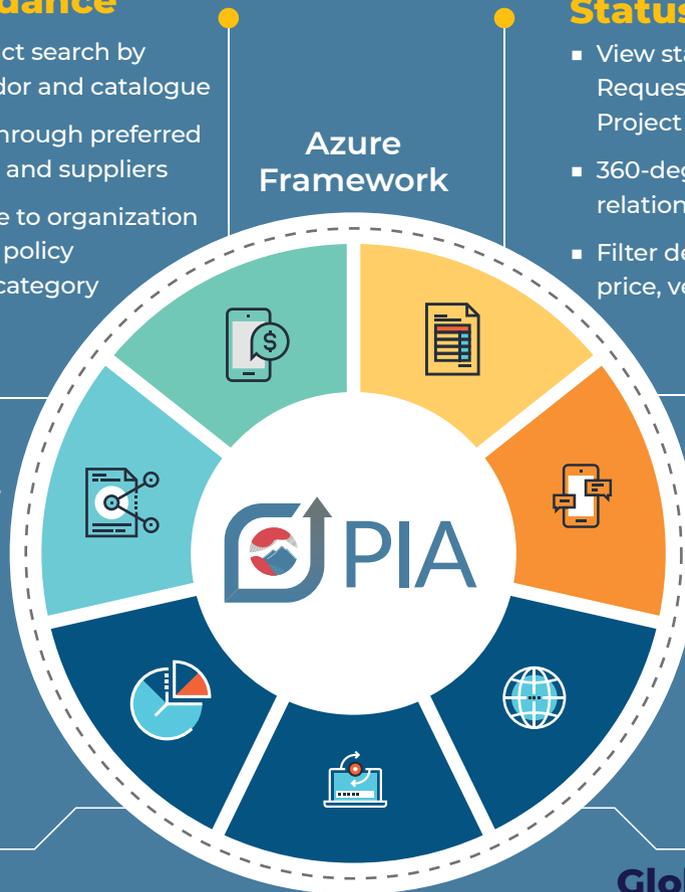
Contact US

FOLLOW US ON: in 🐦 **@wnsdenali**

WNS Denali