

DXC AI Virtual Order to Cash Assistant for SAP BTP

Transform Procure-to-Pay: Harness the Power of AI with DXC's Virtual Assistant Solution



Solution Overview

DXC's BTP services help organizations unlock Operational Excellence and Customer Satisfaction: Introducing Our AI-Powered Virtual Assistant for Order-to-Cash. Seamlessly integrated with SAP S/4HANA on the robust SAP Business Technology Platform, our solution streamlines processes, automating order tracking, placement, inventory checks, and customer data retrieval. Experience enhanced efficiency with automated invoice payment status queries and returns/refunds initiation. Proactive notifications keep you ahead, boosting customer satisfaction and operational excellence in the digital era.

Solution components

- SAP S/4HANA Cloud Private Edition
- SAP ERP, private edition
- SAP Build Process Automation
- SAP Integration Suite
- Azure OpenAI, Cognitive Services
- SharePoint, Knowledge Portals

SAP® Business Technology Platform

SAP S/4 HANA

Azure

Features

- Generative answers from Private KB
- Generative answers from Portals
- Generative answers from Public KB
- Similar Incident recommendations
- Get real-time info across O2C Process
- Get work done across O2C Process
- Get notified on key events
- Get AI assisted Analytics and Insights
- Scalable Framework for new custom skills

Business Benefits

Increase efficiency and productivity of order-to-cash business process

Handles routine inquiries and tasks, thereby liberating human resources to focus on more intricate issues. This solution is capable of expediting a range of order-to-cash activities such as automated order processing, real-time order tracking, handling Invoice queries and management, facilitating payment processing and reminders, and enhancing customer support and interaction. Furthermore, it also assists in data analysis and reporting.

Reduce labor and operational cost through automation and self service

By automating routine tasks, significant reductions in labor costs can be achieved. Additionally, the solution offers scalability, capable of handling a large volume of queries without incurring the additional costs associated with human resources. This combination of automation and scalable technology presents an efficient solution for managing operations and controlling expenses.

Streamline internal and external communications

The solution offers quick and efficient responses to queries related to the order-to-cash process, thereby enhancing internal efficiency. It also plays a crucial role in training, allowing new employees to interact with it to learn about the O2C process, which significantly reduces the time and costs associated with training. Additionally, can extend to multi-language and multi-channel support, ensuring effective communication.

SAP Certified Operations

DXC is SAP Global Strategic Services Provider (GSSP) and SAP certified BTP SaaS Solution in SAP Store

Proven Track Record

DXC has a proven track record in complex solution implementations & systems integration

Proprietary Methods, Tools & IP

DXC developed optimization and transformation methods and tools, content extensions and accelerators

Contact us to learn more.



SAPsolutions@dxc.com