

**CASE STUDY**

AI-Powered Purchase Order Automation:  
Transforming SAP Order Processing



# About the Client

The client is a leading manufacturer of natural food ingredients and botanical extracts, serving global FMCG. With a large portfolio of repeat customers, their teams process high volumes of Purchase Orders daily, each with different formats, requirements, and contract structures.

## Employees

500+

## Industry

Natural Food Ingredients

## Region

India

# Operational Hurdles



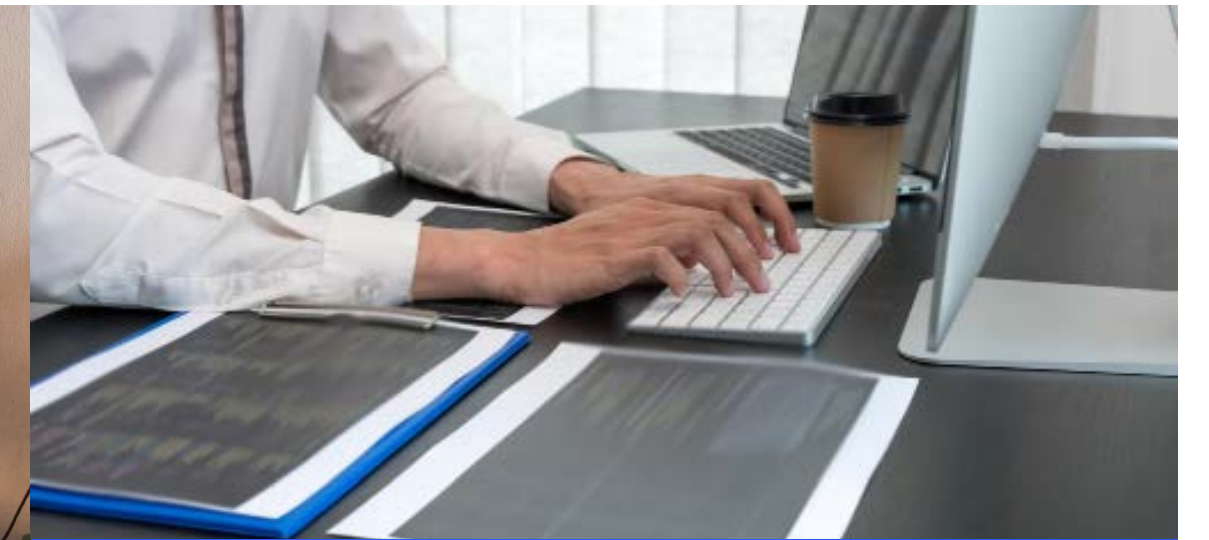
### The PO Format Chaos

The team received more than 109 different PO formats; each with its own layout, structure, and way of presenting essential data. This inconsistency made standardization nearly impossible and slowed down SAP entry significantly.



### The Customer Code Maze

Finding the correct customer code meant manually scanning SAP dispatch lists, cross-checking historical POs, and depending heavily on individual operator knowledge. Small errors often led to incorrect Sales Orders and follow-up corrections.



### SAP Entry Bottleneck

Contract and non-contract POs followed different SAP workflows. Operators had to switch between T-Codes, duplicate old orders, refer to historical data, and manually fill missing fields. With large order volumes, SAP entry quickly became the biggest bottleneck.

### The Accuracy Vulnerability

Many POs arrived with missing or incomplete details. Operators had to dig into SAP histories to fill gaps, increasing risk, slowing down creation of Sales Orders, and reducing confidence in the overall process.



# Solution



## OCR + LLM Extraction Engine

Difinity Digital deployed a hybrid OCR+LLM system capable of interpreting 109+ PO formats with human-like accuracy, extracting all key details even from messy, inconsistent layouts.



## Automated Customer Intelligence

The system automatically downloads and interprets SAP dispatch lists, using rule-based logic to identify the correct customer code and purchase type without manual lookup.



## Intelligent SAP Order Creation

For contract POs, the automation duplicates past orders and updates quantities; for non-contract POs, it executes T-Codes, inputs extracted data, retrieves history, and fills gaps automatically, matching expert-level SAP accuracy and speed.



## Smart Notifications & Status Tracking

The system sends real-time updates on extracted data and SAP entry status, while alerts for missing details or exceptions ensure quick resolution through email or Teams notifications.

# Impact

**760+ hours saved annually through reduction of manual entry**

**Complete standardization across 100+ PO formats**

**Higher accuracy with automated extraction and validation**



**PO processing cut from hours to minutes**

**Faster Sales Order creation, enabling quicker dispatch**

# Decoding Difinity: Our World and What We Do

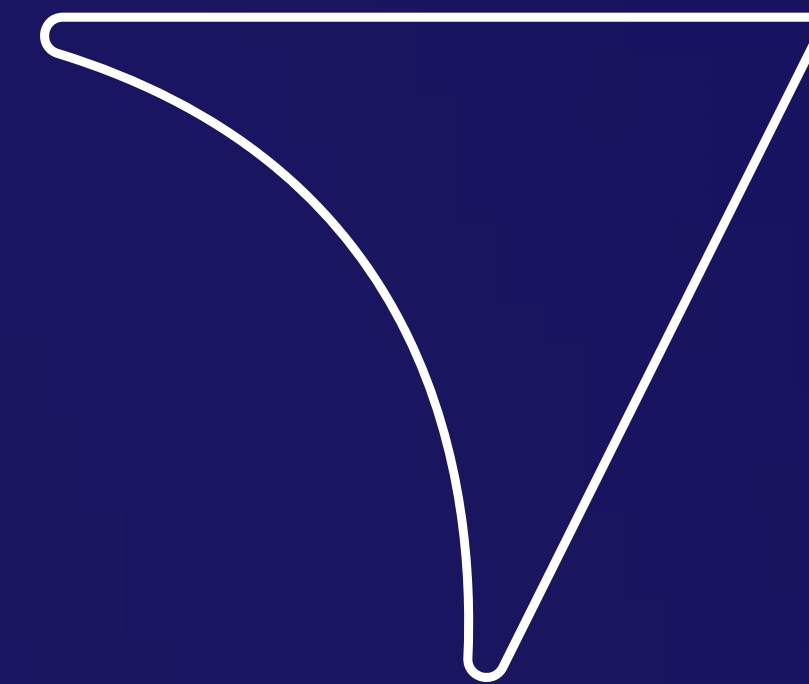
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Our dedicated team of experts leverages cutting-edge technologies to streamline operations and boost efficiency across various sectors, including finance, accounting, banking, insurance, logistics, and software and digital platforms. From automating business processes with AI to enhancing KYC compliance and optimizing accounts receivable/payable workflows, our solutions are designed to elevate your business.

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