EMERGYS

AI - DRIVEN SAP EXCEPTION MANAGEMENT

THE CHALLENGE:
UNHANDLED SAP EXCEPTIONS

In modern enterprise operations, discrepancies between Purchase Orders (POs), Goods Receipts (GRs), and Invoices create manual bottlenecks that slow down financial and Supply Chain processes. Unhandled exceptions require significant manual effort, leading to delayed payments, strained vendor relationships, and opaque operational visibility.

COMMON DISCREPANCIES

Quantity Mismatches:
Variations between ordered, received, and invoiced quantities.

Price Variances:
Discrepancies between agreed PO prices & billed invoice amounts.

Delivery Variances:
Expected vs. actual delivery dates affecting inventory and planning.

THE COST OF INACTION

- High volume of repetitive, manual interventions
- Negative impact on vendor performance scores
- Siloed data hindering real-time decision-making & forecasting

THE EMERGYS SOLUTION:
AGENTIC AI IN ACTION

Emergys leverage Agentic AI to transform how SAP exceptions are handled. Moving beyond static automation, our intelligent agents contextually analyze exceptions directly from SAP, making judgment calls and executing automated workflows to accelerate resolution.

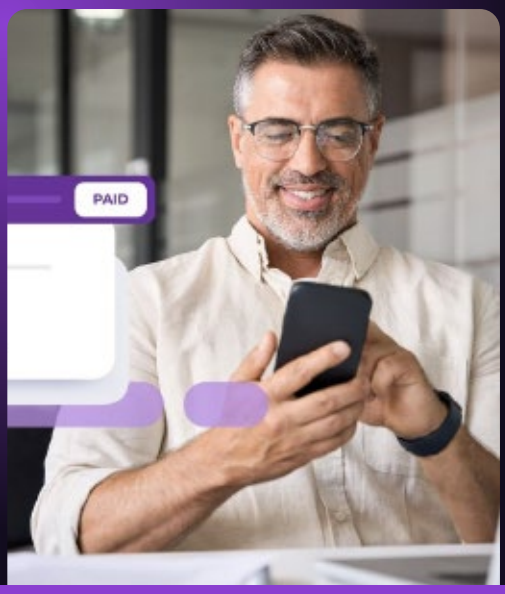
HOW THE AI AGENT WORKS

01. Automated Data Fetching:
SAP background jobs push exception data (PO, GR, Invoice mismatches) directly to the AI Agent.

02. Intelligent Analysis:
The AI Agent evaluates the context of the discrepancy, learning and adapt to specific business rules & vendor profiles.

03. Consolidated Communication:
The system automatically drafts and sends emails, intelligently grouping exceptions by invoice to streamline the vendor communication.

04. Actionable Recommendations:
The AI suggests corrective actions such as PO updates and automated alerts for recurring late deliveries.



BUSINESS VALUE & OUTCOMES

- **Accelerated Resolution:** Real-time processing eliminates the backlog of unhandled exceptions.
- **Improved Vendor Management:** Automated warnings tied to vendor performance scores ensure accountability for late deliveries or consistent invoice errors.
- **Clean Core & Scalability:** Fully aligned with SAP Joule capabilities to ensure a future-ready, compliant, and scalable architecture.

SCALE YOUR ENTERPRISE OPERATIONS

By automating the resolution of SAP exceptions, finance and procurement teams can shift their focus from routine task execution to strategic decision-making. Agentic AI acts as your digital strategist, interpreting unstructured data and bridging the gap between isolated systems.

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