

# Smart AI Assistant

Transform your supplier  
experience with AI



# Transform your supplier experience with an Intelligent Virtual Assistant

We empower suppliers with **smart tools** that optimize processes and remove barriers in the supply chain.

SAP Business Network **simplifies management between buyers and suppliers**, but we understand it can be challenging for some suppliers.

Our AI-powered Virtual Assistant solves this issue by **providing clear and accessible real-time guidance**, acting as your first line of support.

# More efficiency, less effort in your supply chain

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## Support time optimization

Reduce up to 30% of the time spent by purchasing teams on repetitive tasks.

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## 24/7 availability

An assistant always ready to guide suppliers, instantly resolving queries without interruptions.

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## Innovative brand image

Showcase a commitment to excellence and continuous improvement, strengthening business relationships.

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## Uninterrupted supply

We minimize delays in the supply chain, ensuring every issue is resolved quickly.



# The Virtual Assistant for SAP Business Network is designed to be your ally in the most common and critical processes in buyer-supplier interactions.

## Order response:

Forget about confusion and mistakes. The assistant provides step-by-step guidance on how to complete an order response, highlighting the most important fields and explaining their purpose. It even offers practical examples to ensure the supplier has complete clarity when performing this task.

## Creating confirmations and invoices:

Generating confirmations and invoices can be tricky for some users, but the assistant provides detailed instructions, ensuring information is entered correctly and preventing errors that could delay approval or payment.

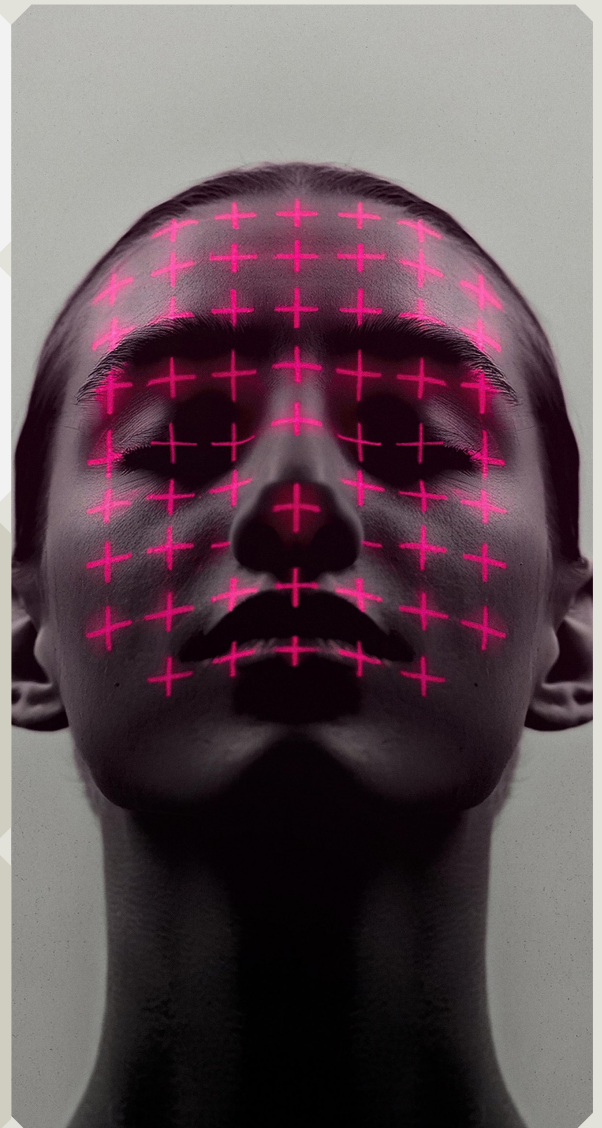
## Functional evolution

### Document status tracking:

Suppliers no longer have to wait for long email responses. With the assistant, they can check the real-time status of their orders, confirmations, or invoices and receive practical guidance on how to navigate the platform and access the information they need.

### Expandable and customizable features:

The assistant is not a one-size-fits-all product; it can be tailored to meet each customer's specific needs. New processes and features can be added, ensuring the solution evolves with your requirements and seamlessly integrates with your workflows.







# Compatible and Flexible

## Adaptable design:

The assistant uses existing manuals, making it functional for any solution.

## Alternative to Joule:

Ideal for incompatible systems or for clients who prefer not to implement Joule.

## Total customization:

Each assistant can be tailored to the unique needs and processes of every client.

# Advanced Artificial Intelligence technology and an intuitive interface to facilitate interaction at all times.

01

## Instant and personalized assistance

It answers questions in natural language, adapting to each supplier's level of knowledge. Its database constantly evolves to provide accurate and up-to-date responses.

03

## Efficient escalation

If the assistant can't resolve a query, it generates a ticket with a summary of the conversation, providing the purchasing team with the necessary context to resolve it quickly.

02

## Proactive recommendations

Based on frequently asked questions and usage patterns, the assistant provides suggestions and tips before issues arise, helping suppliers optimize their processes.

04

## Continuous tracking and learning

The AI analyzes each interaction to identify areas for improvement, ensuring the assistant becomes increasingly effective at anticipating users' needs and simplifying processes.

80%

of queries resolved without human intervention.

50%

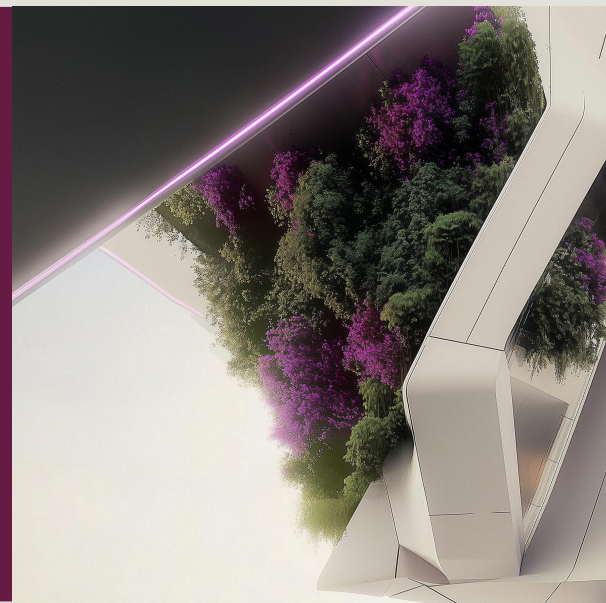
of improvement in supplier satisfaction.

30%

of reduction in the time spent by purchasing teams.

## Why Minsait?

At Minsait, we understand that operational efficiency not only benefits your company but also your business partners.



Our solution ensures a seamless experience, enhances productivity, and guarantees that your supply chain operates without interruptions.

# Tech for impact

We connect talent,  
technology, and business  
to drive growth and  
create a positive,  
sustainable impact.

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