



GenAI-powered

Intelligent Spend Management Suite (ISMS)



The challenges

- 1** Manual, hard copy-based, disintegrated process
- 2** Lack of an end-to-end automated, tax-compliant process requiring several manual validations, reconciliations and rework
- 3** Less or no visibility of invoice status, tax reconciliations and TDS certificates, resulting in accounts payable (AP) users handling supplier queries
- 4** Email-based procurement process with many follow ups and no visibility to improve days payable outstanding (DPO)
- 5** Lack of timely insights for effective spend under management and control maverick spend





About ISMS

PwC's GenAI-powered solution, **Intelligent Spend Management Suite** has a self-service supplier portal, procurement module, and multi-channel invoice ingestion including email-box integration, intelligent optical character recognition (OCR), real-time TDS and GST compliance validation capabilities, customisable workflows, and seamless integration with any enterprise resource planning (ERP) system. This enables a truly touchless and tax-compliant procure-to-pay process, which helps in meeting below objectives:



Enhanced efficiency and effectiveness



Improved tax compliance

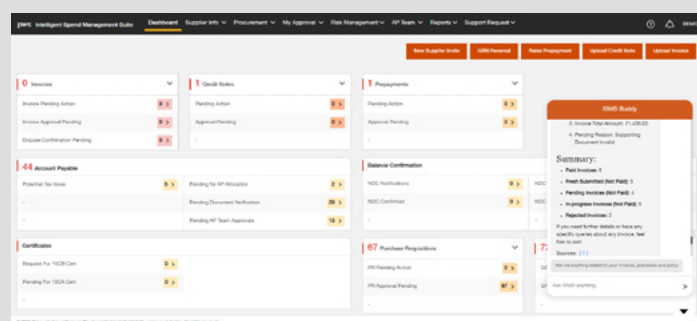


Improved supplier satisfaction

What makes our solution unique?

- 1. GenAI-powered vendor helpdesk:** Natural language understanding and context-based resolution of vendor queries instantly
- 2. Supplier self-service portal:** Allows suppliers to upload invoices, manage their profile and view real-time invoice status
- 3. Gen-AI powered tax rate determination agent:** Supports tax reviewer by suggesting potential tax rate errors at the transaction level
- 4. Simplified user interface (UI) and ERP agnostic:** Preconfigured application programming interfaces (APIs) for ease of use, and ability to integrate with existing AP technology or any ERP
- 5. Actionable insights:** Effective spend management and working capital optimisation

Dashboard





Features

Procurement module

Purchase requisition to purchase order, request for proposal (RFP) module, supplier login for quote submission, supplier selection and goods received note (GRN)/service received note (SRN) module

Spend analytics and working capital optimisation

Actionable insights for strategic decision making using interactive dashboards

Self-service supplier portal

Self-service onboarding, invoice submission and vendor balance confirmation

GenAI powered

GenAI-based supplier helpdesk and tax rate suggestions to enhance trust in the process

Multiple deployment models and managed services

Efficient operations with PwC's managed services on-prem and cloud deployment options

GST, TDS and overseas compliances engine

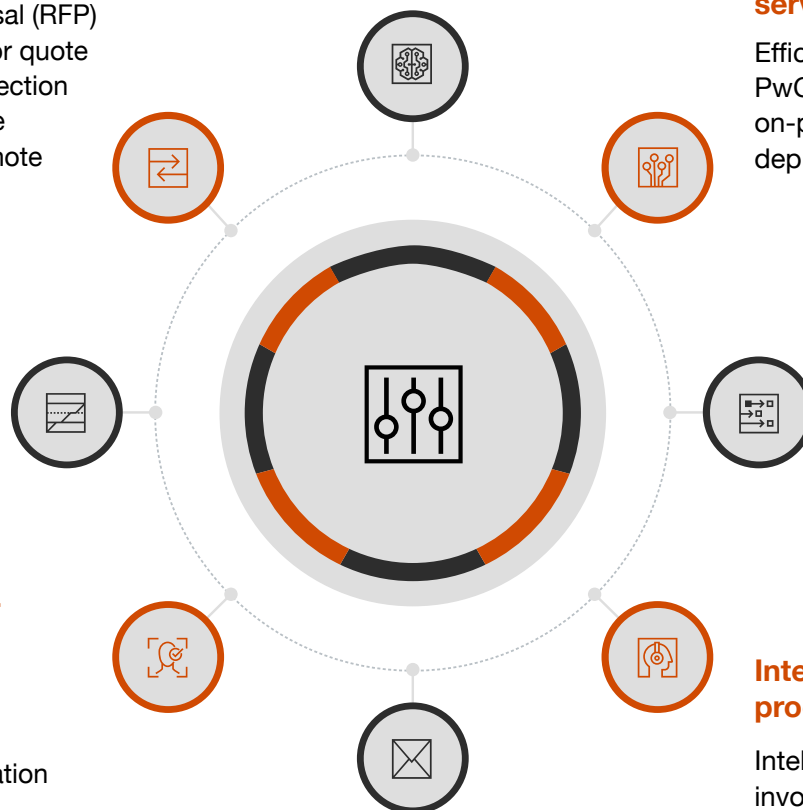
Integration with the Ministry of Corporate Affairs (MCA) and GSTN portal for e-invoicing related validations; dedicated access for CAs for Form 15 CA/CB upload

Intelligent invoice processing and workflows

Intelligent OCR to support invoices processing and entry with exception management and timely processing of micro, small and medium enterprise (MSME) invoices

Email-box integration

Email-box integration for automated invoice ingestion





Benefits



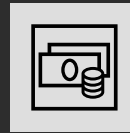
Easy user adoption:

Simple UI for better adoption



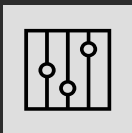
Reduced supplier queries:

24x7 GenAI-based supplier helpdesk



Enhanced on-time payments:

>90% paid on time percentage for vendor satisfaction



30–40% procure-to-pay efficiency improvement:

Optimises total cost of ownership with a single, end-to-end solution for enhanced IT security



Minimised maverick purchasing:

Strengthens negotiation and buying power for favourable payment terms and maximises spend under management



Redesigned AP delivery model:

Shared services and capacity based on benchmarks and best practices

About PwC

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