



PIA - Procurement Intelligent Assistant

PIA, the Procurement Intelligent Assistant from WNS Procurement, is a conversational AI-based digital assistant that simplifies user engagement with procurement using natural human language to get instant information on queries, purchase and project status, and buying assistance. Powered by NLP and machine learning intelligence, PIA understands the context of interactions and simplifies the buying process for end users.

PIA can improve the overall stakeholder experience by guiding users through the procurement process, ensuring compliance with the company's procurement policies and alignment with the category strategy. PIA also provides summarised insights based on spend data as well as external market intelligence.

PIA forms an effective first-line support for answering many repeated user queries. In the case of complex queries, it can hand over the interaction to a support team for further action. The built-in analytics within PIA provides insights into usage patterns, conversational bottlenecks and enables data-driven decisions that continuously improve the user experience.

WHY PIA?



Faster Response Rate

- Query resolution in real time
- Enabling quick & easy access to information siloed in applications
- Average Handling Time reduction by 40%



Improved Compliance and Governance

- Compliance with procurement policy & category strategy
- Improve spend under management by routing purchases through preferred suppliers



Savings in Operational Cost

- Costs savings due to FTE reduction
- Reduced support hours and cost of repetitive tasks
- Cost savings per contained conversation



Enhanced User Satisfaction

- 24x7 Availability
- Seamless Buying experience
- Accelerated collaboration

PIA IN ACTION



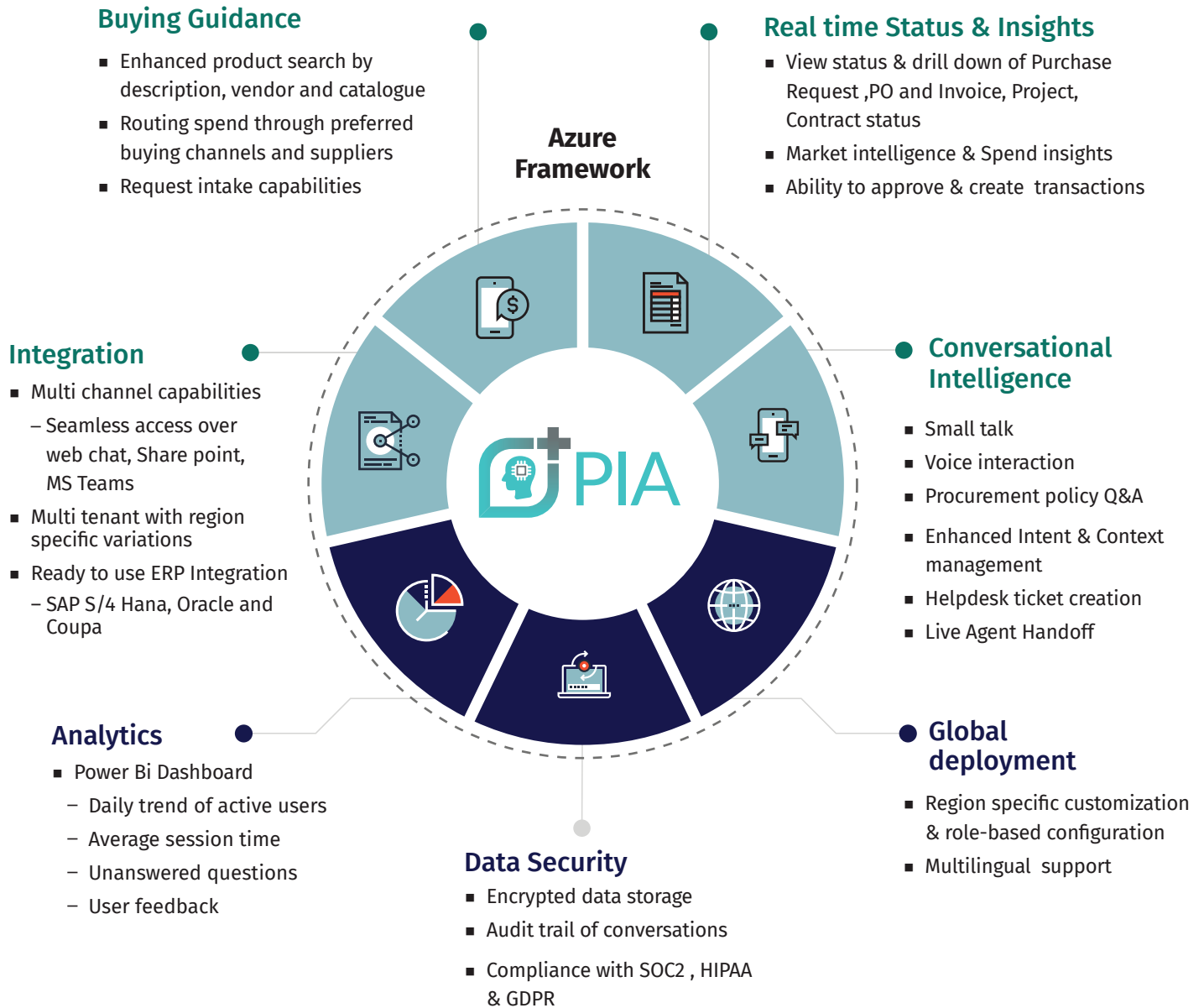
US Based Health insurance company

The client's procurement team was spending significant portion of their valuable time addressing end-user queries. In addition, a complex and stringent buying process created confusion among users, which caused delays and low compliance to procurement buying guidance.

PIA was implemented as the one-stop digital assistant powered by AI along with the client's procurement knowledgebase. PIA integrated with the client's Oracle cloud financials application to give real-time status updates to end users and enabled a seamless buying experience. PIA was available to users 24x7, to answers any procurement-related queries using its natural language conversation capabilities.

As a result, the client's saw a 70% reduction in helpdesk contacts. This led to significant increase in the procurement team's performance, with 80% faster response to queries and reduction in agent research time. Within 3 months of deploying PIA, the client was able to achieve 83% self-service & engagement success rate.

KEY FEATURES



The world of

WNS PRO ∞ UREMENT



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