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BizAI Use Case: Order Fulfillment & Supply Chain Management

INDUSTRY	ORGANIZATION	PROCESS AREA
Industrial Manufacturing - Energy Sector	Westinghouse Electric Company — global provider of nuclear energy technology and critical replacement parts for reactors worldwide.	Westinghouse used Fisent's GenAI automation to rapidly validate complex nuclear parts orders, cutting review times and improving data accuracy.

01 Challenge

Westinghouse's parts business manages thousands of highly specialized orders supporting nuclear plant maintenance cycles.

Each request for quote (RFQ) or purchase order (PO) involves complex technical specifications, QA requirements, and regulatory compliance checks. Manual review and validation across procurement, engineering, Quality Assurance, and fulfillment created:

- Long processing times (hours to days per document)
- Risk of data entry errors or missed spec mismatches
- Workflow bottlenecks delaying manufacturing and logistics
- Limited visibility and traceability across systems

The goal: streamline order intake, validation, and fulfillment orchestration without compromising quality or compliance.

02 Fisent BizAI Solution

Fisent BizAI **GenAI Process Automation** was deployed to automate end-to-end order validation and process routing across Westinghouse's BPM (Pega) and ERP systems.

Key Capabilities:

Document Ingestion & Parsing

Extracts structured data from unstructured RFQs, Offers, and POs (e.g., part IDs, materials, specs, test procedures, etc.).

AI-Driven Validation

BizAI and enterprise workflow tools cross-check extracted data against master catalogs, QA standards, and regulatory tables.

Exception Management

Low-confidence or mismatched data is routed to engineers for review with a full audit trail.

Workflow Orchestration

Auto-triggers QA, procurement, and logistics workflows once validation completes.

Feedback Loop

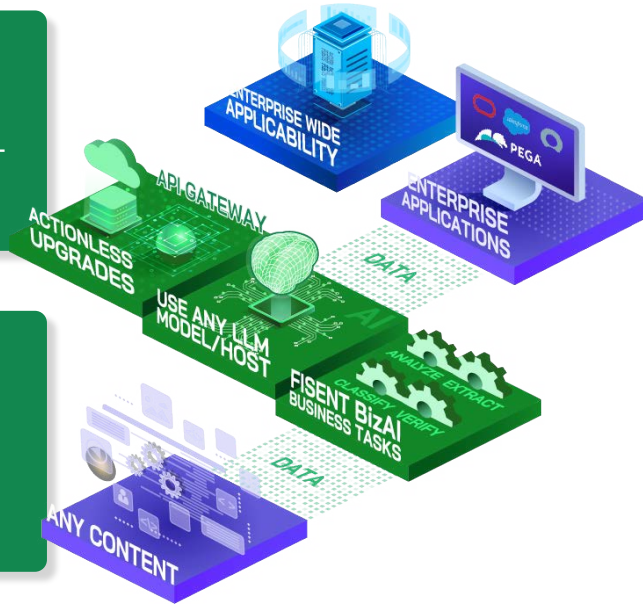
Human corrections are applied to improve use case efficacy over time.

03 Business Outcomes

Metric	Pre-Automation	Post-Automation
Average review time per order	3+ hours	**< 20 minutes**
Early detection of order specification mismatches	Low / manual	**+45% increase**
On-time delivery	~5 days	**~2–3 days** *(most of these orders take months)*
Human effort focused on exceptions	<20%	**>70%**
Compliance & audit readiness	Manual reports	**Real-time traceability**

04 Key Takeaways

1. GenAI models can interpret highly technical, regulated documentation with high accuracy.
2. Automated processing of complex nuclear part Purchase Orders enables on-time delivery
3. Digitizing the RFQ/Offer Letter/PO process enables full transparency - allowing for continuous process improvements
4. Tight BPM/ERP integration ensures true end-to-end process automation.



06 Impact

Westinghouse achieved a **40–60% reduction in processing time**, significantly improved data quality, and unlocked faster turnaround on critical nuclear parts deliveries — ensuring plants can complete scheduled maintenance windows without delay.