

BizAI Use Case:

Purchase Order Management & Automation



Industry

Information Technology
Solutions & Services



Organization

Connection, a Fortune 1000
IT solutions provider handling thousands
of customer orders and purchase orders
(POs) weekly.



Process Area

Sales Order
Fulfillment

Business Challenge

Connection's accounting and credit teams manually validated 60,000+ incoming sales orders against customer POs. This included verifying specifications, pricing, buyer approvals, and service-level commitments.

Traditional automation tools struggled with variability — dozens of document formats, inconsistent layouts, and small discrepancies (e.g., address, Part ID, or SKU mismatches) — resulting in high manual review volumes, long cycle times, delayed order fulfillment, and revenue recognition.

The company needed a secure and scalable automation solution that could manage these high-volume transactions with human-level accuracy and handle exceptions intelligently rather than relying on template-based rules.

Solution

BizAI was deployed to automate the PO and sales order matching workflow.

Key implementation elements

Multi-format ingestion:
BizAI automatically reads and interprets PDFs, Excel sheets, Word documents, emails, and scanned images.

Smart matching:
 Line-item analysis compares POs against sales orders, validating pricing, quantity, terms, and customer identifiers.

 EXAMPLE: even when the content isn't an exact match (e.g., W11P = Windows 11 Pro) BizAI is able to identify and match the appropriate product SKU to continue the workflow.

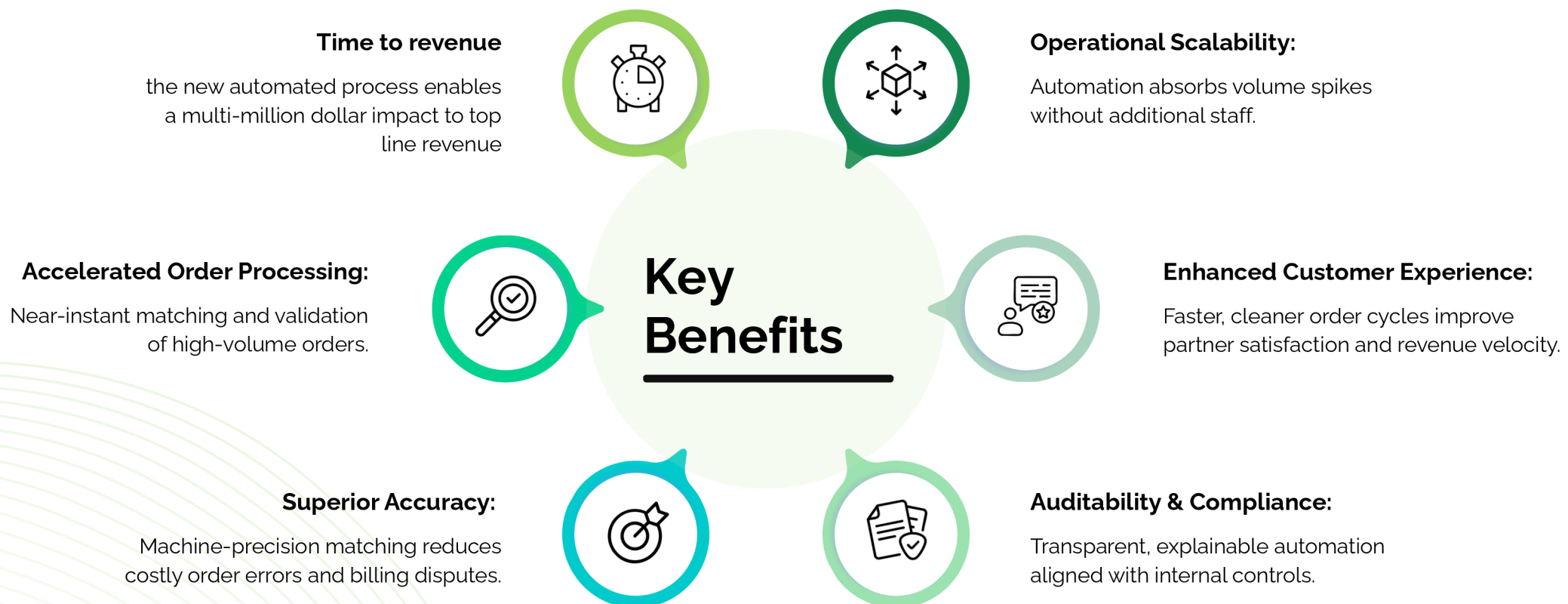
Exception handling:
BizAI flags only true mismatches or incomplete data for human review, enabling a "manage-by-exception" model.

Rapid implementation:
 Proof-of-concept to production completed within 90 days.

Secure enterprise deployment:
 Fully encrypted and compliant data processing integrated seamlessly with Connection's ERP and workflow systems.

Business Outcomes

Metric	Before Automation	With BizAI
Matching accuracy	~60–70% (manual & rule-based)	Approaching 100% accuracy
Processing time	Hours or days for manual review	98% faster throughput
Document formats handled	Dependent on human analysis	Fully unstructured, multi-format support
Human effort	Continuous manual intervention	Exception-only management model



Conclusion

PC **Connection**'s deployment of Fisent **BizAI** turned a high-volume, error-prone order-matching process into a near-autonomous operation. **BizAI** establishes a consistent, auditable PO processing model across teams and locations — eliminating operator-by-operator variation and enforcing policy-driven decision standards.

The Result

~100% matching accuracy, 98% faster processing,

and a repeatable automation model that frees operations teams to focus on high-risk orders & exceptions