



SMART  
PROCUREMENT  
FRAMEWORK



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## Smart Procurement Framework

Smart procurement refers to a holistic improvement to procure-to-pay process by incorporating real-time dashboards, omni-channel experience, bots for automating tasks, ML for predictive analytics, proactive fraud detection, and extensible processes flows. Monolithic systems like ERP are enormously expensive, rigid, takes years to implement, requires large workforce to maintain and yields poor ROI. Enterprises should decentralize innovation and empower individual organizations and business units to solve their own problems faster, cheaper and better.

Future state of applications is about using AI to run a perpetual feedback loop to identify inefficiencies, replace sub-par processes and calibrate overall improvement to the entire process chain. Digital transformation is about “Build to Change” rather than “Build to Last”. This means a flexible canvas where you can collaborate, build, try, fail, tear down, build again – all in just weeks.

## Vizru ZEOS: Worlds first Zero-Code Platform

Vizru’s ZEOS is a Zero-code Digital Transformation Platform that allows enterprises to develop next-gen systems called Autonomous Applications that can think, act and complete processes all by themselves. Using ZEOS applications can be built, from thought to finish, in weeks and they can be infinitely extended by business users without any programming knowledge. Vizru’s Autonomous Applications are AI-embedded systems that employ network of stateful bots that can intelligently hand off tasks, collectively resolve complex problems, and evolve through continuous feedback loop. Equipped with cognitive CX layer and fluid integration hub, Vizru apps are tailored to deliver intelligent process automation with superior customer experience suitable for any industry.

- Vizru apps are built for disruption, not just for simple automation.
- Start from 100s of prebuilt business apps templates.
- Launch an MVP (Minimum Viable Product) in weeks, not months.
- Vizru apps TCO is 75% less than traditional development models.
- Exclusive IP ownership of your solutions or services built on Vizru.
- White-label rights for commercialization or to gain competitive advantage.

## Building Applications on Vizru ZEOS Environment

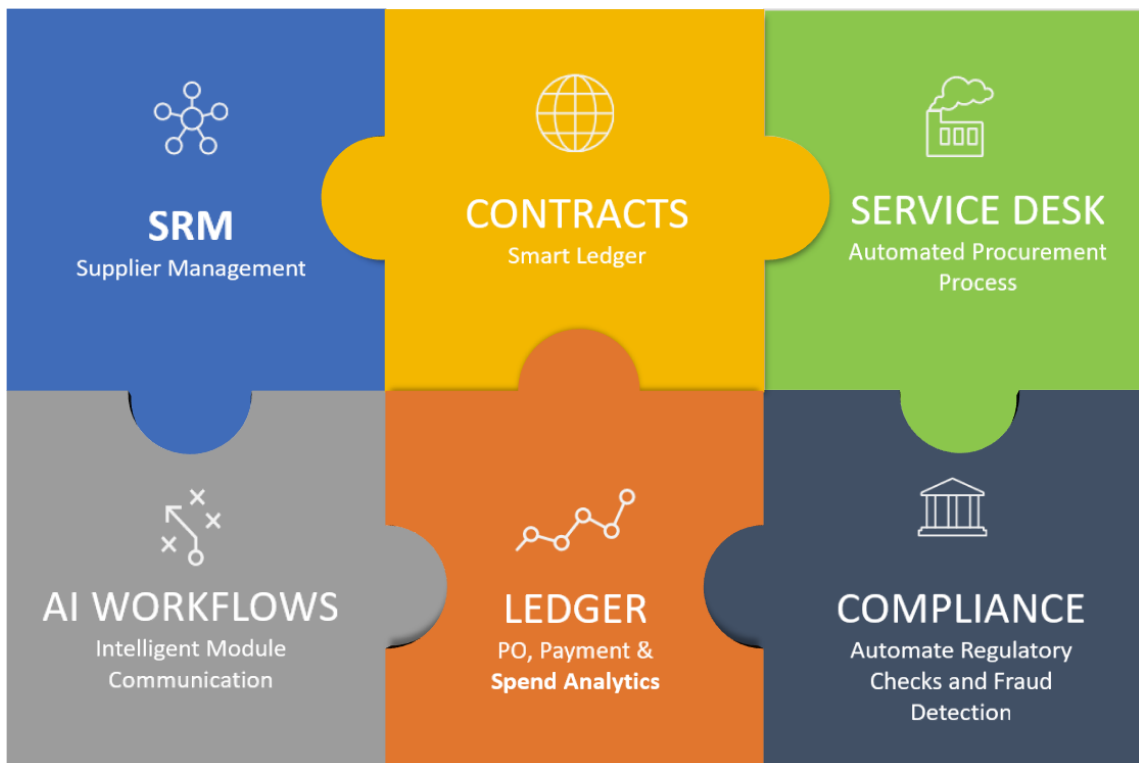
Much like Lego blocks, Vizru follows a standard set of technology components that are called assets. These interlocking assets can be pieced together to build complex structures. They can be moved, extended, and reused to build completely new set of structures that has not been imagined before. Vizru's strength is in keeping the elementary blocks simple, and allowing endpoints, communication layer and bots do most of the heavy lifting. This simple mechanism allows even business teams to roll up their sleeves and get into development. Our ZEOS platform is designed and built for a collaborative environment across all teams be it on-site or remote.



## Vizru Smart Procurement Framework

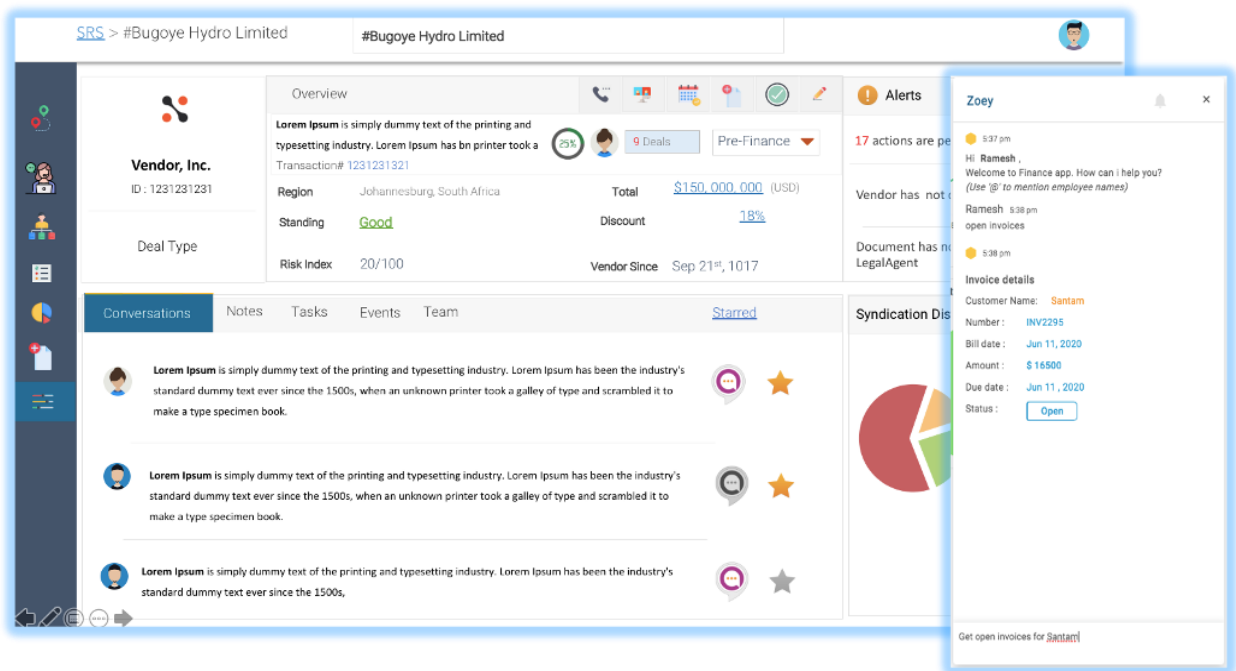
Vizru's Smart Procurement Framework (SPF) is a purpose-built solution developed using ZEOS. This framework comprises of six pre-built modules. (1) Supplier Relationship Management, (2) Smart Contracts, (3) Service Desk, (4) Ledger, (5) Compliance Manager, and (6) AI Workflows. Each of these modules and the framework be easily be extended and customized without the need to build from scratch. Much like assembling Lego structures using its pieces, ZEOS allows customers to arrange functional blocks to design their procurement strategy within weeks. Unlike the monolithic systems, SPF modules can be added, and extended ala-carte as needed. Vizru's Procurement Specialists and Solution architects can quickly assemble SPF for customers while Vizru's workflows will ensure all modules are interconnected and integrated with customer's underlying IT systems.

- Reduces time to deliver by 75%
- Reduces total cost of ownership by 75%
- Visible and measurable ROI in 3-6 months
- Extend new capabilities in a snap



## Supplier Relationship Management (SRM)

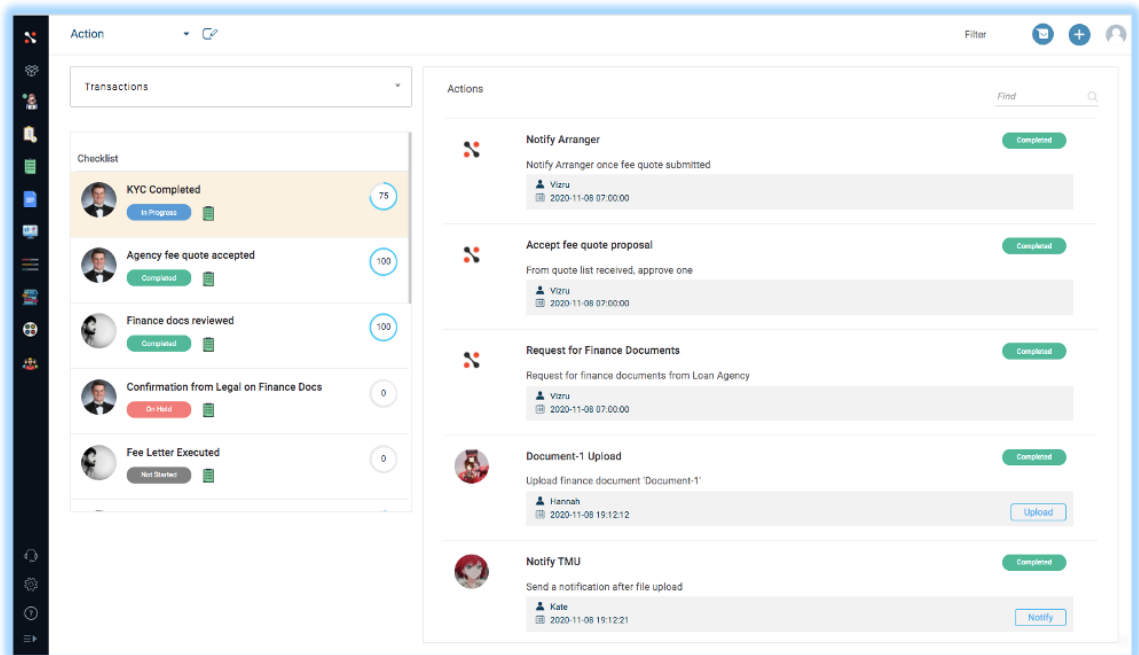
The Supplier Relationship Management (SRM) App is a smart database for maintaining and tracking suppliers' profile, and KPI's such as descriptive, diagnosis and predictive analysis. SRM allows procurement team to assess and rank vendors using these KPI's. It comes inbuilt with an advanced omni-channel communication layer that enables real-time exchange between procurement team and vendors over phone, chat, SMS or email. SRM contextually maintains, compiles all notes, events, conversations and documents together to save you money, time and effort. Lastly, SRM also offers a self-service partner portal for suppliers and vendors to manage records, check status and receive support.



| Benefits  | Features   |
|---|--|
| <ul style="list-style-type: none"> <li>▪ Self-service kiosk for suppliers, partners and vendors</li> <li>▪ Contextually organize activities</li> <li>▪ Single source of truth</li> <li>▪ Omni-channel communication capability, Web, Voice, Email, SMS, chatbot, WhatsApp.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Supplier onboarding</li> <li>▪ Supplier/Vendor portal (Optional)</li> <li>▪ Address Book</li> <li>▪ Vendor 360</li> <li>▪ Scheduler, reminders and notifications</li> <li>▪ Omni-channel interface</li> <li>▪ Document processing, OCR</li> <li>▪ ML modeling for discount prediction, cost analysis, fraud and risk detection</li> </ul> |

## Smart Contracts

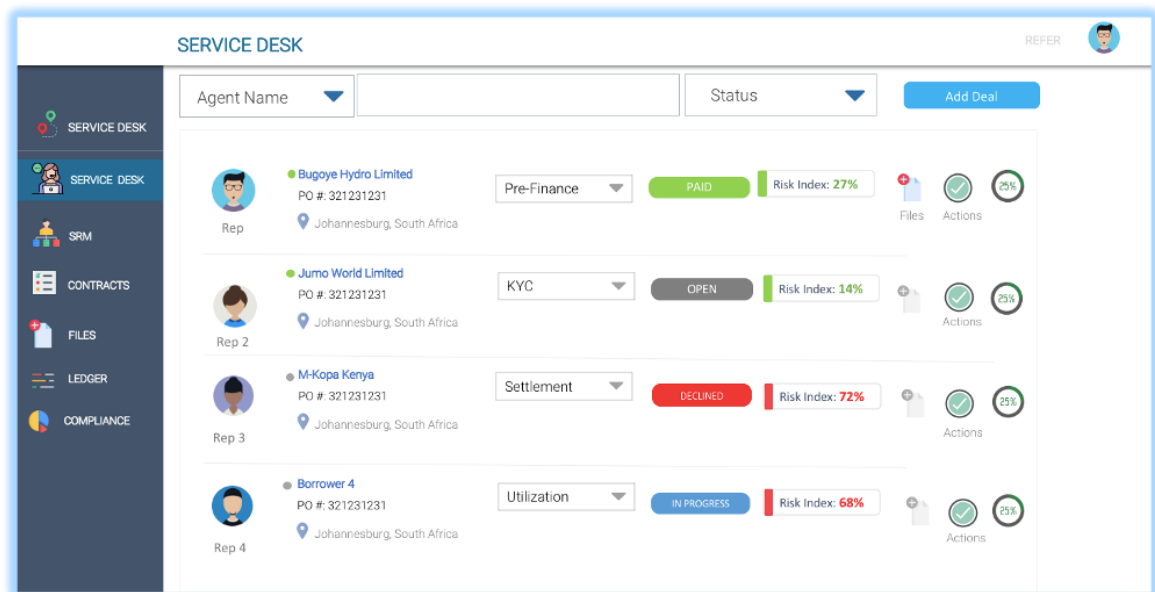
Smart Contracts is a central place to create and manage vendor and supplier contracts. Users can begin from a template. Within the module, clauses, term & conditions can be converted into executable checklists and rules that workflows can process to validate the deals conformity to the contract. You can use the in-built editor to draft contracts, convert to PDF, parse documents through OCR, and enable e-signature through DocuSign.



| Benefits  | Features  |
|---|---|
| <ul style="list-style-type: none"><li>▪ Eliminates 1000s of hours of manual contract review and oversight</li><li>▪ Contracts enforcement through workflows</li><li>▪ Proactively raises contracts breaches</li><li>▪ Comprehensive reporting</li></ul> | <ul style="list-style-type: none"><li>▪ Contract editor</li><li>▪ Convert to PDF</li><li>▪ OCR</li><li>▪ Manage Checklists of clause and T&amp;Cs</li><li>▪ E-Signature</li><li>▪ Central storage of documents</li><li>▪ Central governance and workflow-based enforcements</li></ul> |

## Service Desk

Service Desk is a central console for automating and processing procurement. It is responsible for streamlining the procure-to-pay cycle, from requisition to payment, using advanced workflows that can be easily extended and customized anytime. It follows predefined checklists and synchronous tasks to execute the deal allowing requisition team to configure SLA for each step. Additionally, Service Desk includes comprehensive calendar, scheduling, tracking, notification capabilities and a communication layer for enabling exchange between vendors, suppliers and procurement teams.

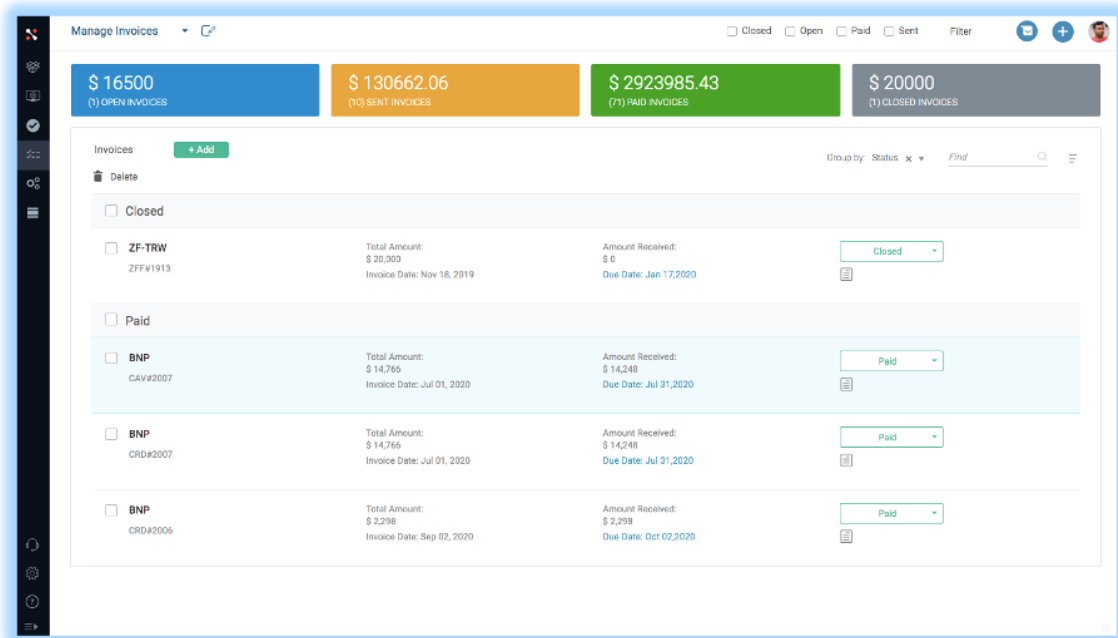


| Benefits  | Features  |
|---|---|
| <ul style="list-style-type: none"><li>▪ Time sensitive resolution</li><li>▪ Self-resolving bots</li><li>▪ SLA tracker</li></ul> | <ul style="list-style-type: none"><li>▪ SLA tracker</li><li>▪ Support rules configurator</li><li>▪ Workflow based automation</li><li>▪ Self-resolve</li><li>▪ E-Signature</li><li>▪ Central storage of documents</li><li>▪ Central governance and workflow-based enforcements</li></ul> |



## Ledger

As the name suggests, Ledger manages all financial aspects of the procurement process. Once a requisition is approved, the record is converted into a purchase order and maintained within the Ledger. Ledger orchestrates processes such as PO creation, fulfillment, notification, closing and settlement.



### Benefits

- Inbuilt book-keeping system to maintain monetary transactions
- Integrates with your backend financial system
- Can execute adjustments, payment, settlement right through the module
- Guaranteed to retain financials records for 7 years

### Features

- PO generation
- Record Keeping
- Approval and Payment
- Email/WhatsApp/SMS integrated workflows
- Recurrent billing
- Calendars, reminders and notifications

## Compliance Manager and Fraud Detection

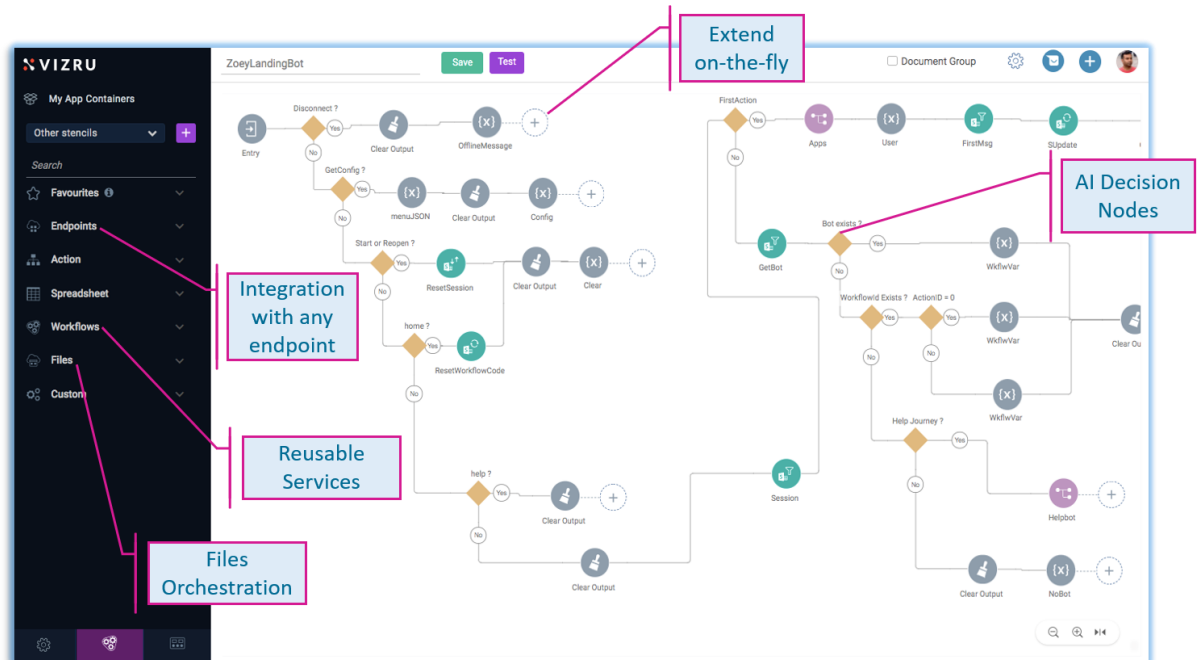
Manually auditing each transaction for compliance with government regulations, policies and contractual terms is an expensive, unwieldy process. Vizru offers easy-to-build, compliance workflows that can automatically run through regulatory checks, identify anomalies and report in real-time. It can also automatically generate and send daily, monthly mitigation reports. Compliance workflows can be extended to detect frauds which can be further enhanced to conduct predictive fraud detection (PFD) by connecting to our Machine Learning Modeling studio.

The screenshot displays the Vizru Compliance Manager interface. On the left is a sidebar with 'My App Containers' and a list of workflows, including 'Finance\_ExtractName' which is highlighted. The main area shows a 'KYC COMPLIANCE CHECK' workflow diagram with various steps like 'Get Parameters', 'Set Variable', and 'Get Data'. Below the diagram, a 'Workflow Status' panel shows details for a specific workflow execution, including a pie chart for 'Execution time'. To the right, a 'Workflow Response' panel shows JSON output for two activities. Further right, a 'Block Conditional Block' panel shows the condition and values for a specific block.

| Benefits  | Features   |
|---|--|
| <ul style="list-style-type: none"><li>Runtime fraud detection</li><li>Predictive fraud detection through ML</li><li>Automated compliance validation</li><li>Risk assessment score</li></ul> | <ul style="list-style-type: none"><li>KYC, Fraud and Risk Verification</li><li>Reusable workflows</li><li>Integration with 3rd party endpoints</li><li>Real-time Watchdog</li><li>Calendars, reminders and notifications</li></ul> |

## AI Workflow

Vizru's AI Workflows engine allows modules within the framework to intelligently communicate with each other, hand off tasks, resolve complex problems and evolve through a continuous feedback loop. They also enable external systems to interact with the framework through standard REST based synchronous or asynchronous API calls.



## FAQ - JUSTIFICATION

[Why should I transform my procurement process today? Our current manual processes are doing the job. Why should I switch to smart systems?](#)

Legacy tools such as Excel or traditional purchasing systems are strictly for clerical purposes. They heavily rely on human intervention for everything else. Status-quo model is prohibitively expensive, error prone and inefficient. Today, enterprises are constantly looking to reduce cost and optimize sub-par processes which can be offered only by smart procurement systems. Smart procurement refers to a holistic improvement to procure-to-pay process by incorporating real-time dashboards, omni-channel experience, bots for automating tasks, ML for predictive analytics, proactive fraud detection and extensible processes flows.

[Why can't I implement a monolithic system like ERP? Would it not be easier to manage a central system for everything? Enterprises have been doing this for decades, what could go wrong with tested methods](#)

Monolithic systems like ERP are enormously expensive, rigid, takes years to implement, requires large workforce to maintain and yields poor ROI. The fundamental cause for why enterprises today are stuck with the legacy processes is because of these old monolithic systems that were implemented decades ago. Enterprises should move away from monolithic systems and decentralize innovation. This will allow individual organizations to solve problems faster, cheaper and better.

[Why can't I engage a system integration \(SI\) company and build this from scratch? Our needs are very specific that we are not sure off-the-shelf solutions would do the job. Why can't we just hire an SI to build it from scratch? This way we can control the code and tailor to our specific needs?](#)

Employing system integrators to develop systems/processes from scratch is an archaic approach with exceptionally high failure rate. It often leads to poor results due to sub-standard programming, incessant development delays, poor understanding of the customer requirements and spiraling hidden costs. Furthermore, System Integrators and consulting companies are perpetually stuck in a catch-22 with regards to completion. Hence, they leave the initiative at a perpetually incomplete mode. Once the system goes live, it's support, change management and coding controls is yet another nightmare for the enterprise due to hundreds of thousands of lines of code written within. Lastly, since SIs do not own the development stack, they lack control of the underlying technology framework that is critical for security, data privacy and scaling of the system.

Wouldn't it be better to select a low-code platform that requires coding but easy way to build modules? Although the end-product still have lots of code-behind, doesn't the UI based capabilities make this easier?

While the term low-code sounds reasonable, in reality, customers end up with worst of all the options with low-code environment. Low code environments innately have four fundamental flaws

1. Low-code still eventually converts all the objects into 10000s of lines of code-behind in Java or C#, they are just hidden from plain sight. Cost of maintaining each line roughly translates to 3X the cost it took to write. This becomes a quicksand for enterprises - more they try to free themselves from legacy code, deeper they get wedged in.
2. Low-code environments require proprietary knowledge of the software which comes at high cost.
3. They also need to have programming skills to extend the original application.
4. Developers require strong database knowledge and strong understanding of overall software development stack.

These four fundamental design flaws have forced enterprises to seek external SI firms at prohibitive cost or limit development to only IT teams. This will lead to development bottlenecks and decision paralysis.

Why can't I simply use screen scrapping technologies like RPA to automate my manual processes? If manual processes are the issue, why can't I remove clerical aspects of the process through tools like RPA?

RPA simply automates you bad processes, not fix them. Other than a tactical value of eliminating few full-time employees, RPA tools add no other additional value. It has no intrinsic capability to discover sub-par processes, identify poor user interfaces or quantify inefficiencies – in order to help mitigate them. Future state of applications is about using AI to run a perpetual feedback loop to identify inefficiencies, replace sub-par processes and calibrate overall improvement to the entire process chain.

## FUTURE STATE OF DIGITAL TRANSFORMATION

Where do we go from here? What is the future state of digital transformation? How do I empower all my teams to participate in development of new digital solutions?

Future state of digital transformation is about “Build to Change” rather than “Build to Last”. This means a flexible canvas where you can collaborate, build, try, fail, tear down, build again - in just weeks. The flexible canvas for Digital Transformation must follow 5 elementary principles

1. Zero code development environment: Zero code means absolutely no coding at build time or runtime. Building application structures through programmatic blocks.
2. Democratize innovation: Transformation must be spearheaded by business owners, not just IT. Business teams should be able to build on their own and contribute, without relying on IT or external firms.
3. Recursive Optimization: The system should rely on AI to recursively analyze and self-optimize processes, cost and customer experiences
4. Reuse everything: Everything must be reusable. Build your assets once, share across your organization and use it in a snap as function-as-a-service.
5. Use off-the-shelf endpoints: There are over 300,000 API enabled services in the market at any given time available at pennies to a dollar. If you can use them wisely, you can put your solution on steroids.



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