One of the world's largest pharmaceutical and healthcare technology businesses receives frequent price updates from its manufacturing supply chain via email in a variety of formats, such as plain text, PDF, Excel, HTML or Word.

With no standard data format employees had to read every email, locate the SKU and manually update the appropriate pricing record: a time-consuming and potentially inaccurate process as many requests were urgent, with hundreds of price updates arriving just hours before they would come into effect.

Any mistake could have a significant impact on margins.

Supplier Pricing Updates

DECISION ENGINES

Decision Engines solved the problem by searching, extracting and categorizing each instance from a log of inbound emails within Salesforce.com…using contextual analysis to locate the effective date for each price change even though it could appear anywhere in the email, including the subject line, body copy or embedded within an attachment — and in any of a variety of different date formats. At the same time the correct SKU data was extracted, validated and reformatted to match the company's standard structure. Decision Engines' then updates the SAP pricing record and the activity is logged as successfully completed.

Various error correction processes ensure accurate extraction and validation of the data, with exceptions flagged to staff for correction and the resulting additional contextual insight being reapplied to improve the performance of future extractions.

The result is significantly faster and more accurate processing of price changes on a 24x7 basis, saving the cost previously incurred through pricing errors and greatly reducing the hours spent by staff on a critical but complex task.

Finance & Accounting	Procurement	HR	Manufacturing	Insurance
Order To Cash	Vendor Management	Payroll	Logistics	Claims Processing
Cash Management	Procure to Pay	Benefits Administration	Procurement/BOM	Policy Servicing
Reconciliations	Order Fulfilment	Performance Mgmt	Supply Chain Opt	Underwriting