We work with enterprise clients to integrate advanced AI and digital solutions to create efficient operating models.

We see what's possible so clients can achieve the impossible.

A recent survey by **Deloitte**, found that procurement teams are being called upon to address a broader range of enterprise priorities - **driving operational efficiency**, enhancing **corporate social responsibility**, and **improving margins** via cost reduction.
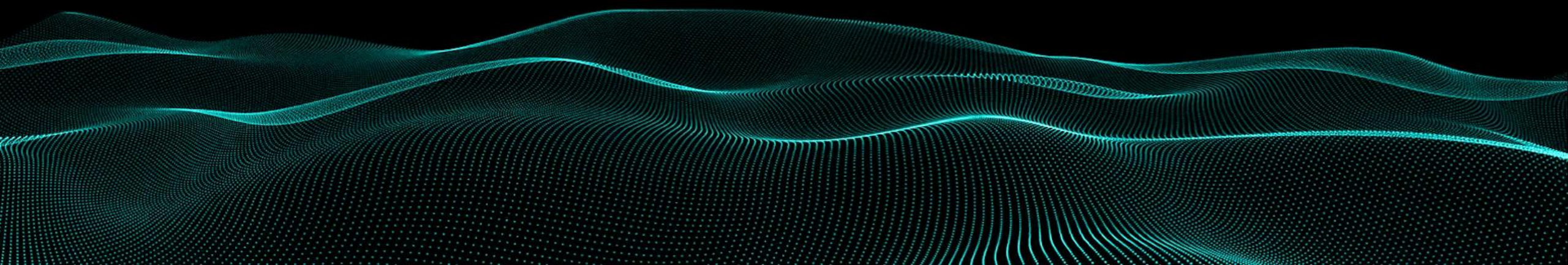
There's a lot of potential with AI in procurement. Before we get into it, let's take a step back and talk about what AI is. There's a common understanding that AI is a complex, "black box" technology and often out of reach. How you would describe AI and what do you think is the best way for organizations to approach it?
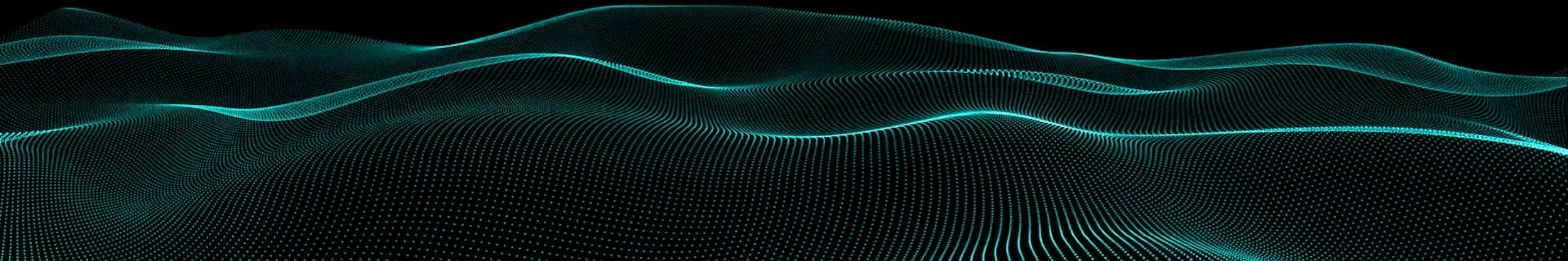
Thinking Differently About AI… Meet Cork
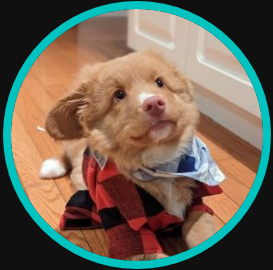
I like to explain AI by talking about my dog – Cork. There are dog lovers here, right? **If anyone has had a puppy before, you know that they're fun and cute when they are small but they are not house broken, can't fetch, sit – truly – they don't know much.**

They have this super basic potential. But over time – you will introduce them to new experiences, giving them treats as rewards or correcting for bad behaviour. Now each of those experiences are shaping the dog into who it becomes today – understanding that when is a ball is thrown, he's supposed to return it, etc. AI is quite similar if we look at those "experiences" as "data".
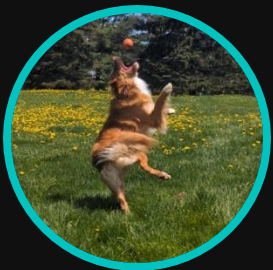
As a company you need to understand your data, what data you have available and what the problems you're looking to solve against to unlock the opportunities of AI. You'll train your AI systems using this data to learn patterns, make predictions, etc. And it's important to know that like training your dog – the AI journey is progressive. Your dog meets a new person or new "experience" and it could feel like all your training goes out the window. But you learn from these scenarios, refine or expand your data, and continuously improve performance. It's an ongoing process.

AI ≠ changing everything at once
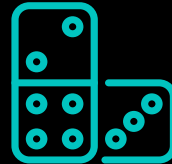
Start small and then scale up as you get more comfortable

Small changes can make a big difference

Using AI doesn't mean that you need all the data in the world or that need to overhaul your systems. You can start small, with one problem at a time, and then gradually build out the AI solutions that will empower your business.
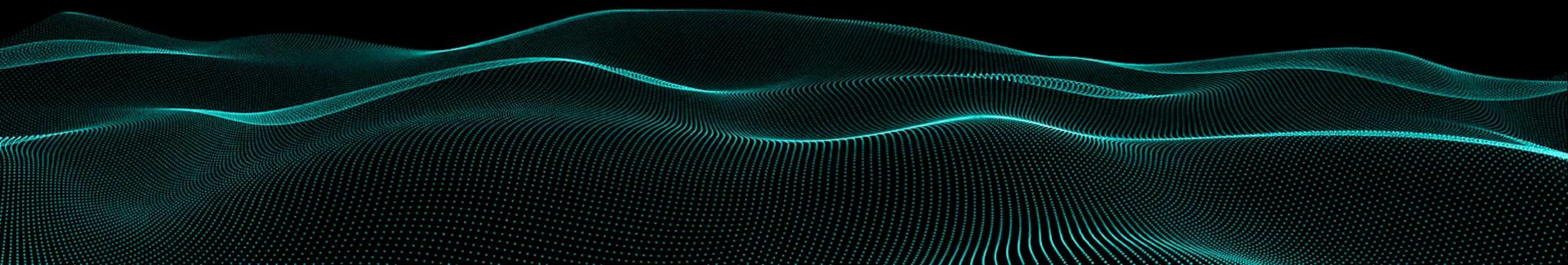
The AI Adoption Roadmap

Know your Business Objective

Become Data-Ready

Drive Adoption and Engagement

Know Your Objective

There are many factors to consider, but the most important one for procurement leaders is the ultimate business objective. Start by asking, what are you trying to achieve—your business or departmental goals? Do you want to implement AI across procurement to improve accuracy, speed up contract processing, or reduce mundane tasks? You need a clear understanding of your goal so you can bring the right stakeholders together, creating alignment and momentum. This will be essential for successfully integrating AI into procurement.

Become Data-Ready

Once you've established your goal, the next step is to understand your data. Your AI systems will learn from the data you provide, so it's important to ensure you have enough relevant and diverse data to train the AI and achieve your desired outcomes. We call this a readiness assessment. For example, if you plan to use AI to predict procurement needs or buying decisions for an office, you would need historical data on previously purchased items, including quantities, supplier information, and costs. This historical data can then be used to train the AI to forecast future procurement needs and purchasing decisions.

Drive Adoption & Engagement

The third consideration is ensuring that you have a people strategy. You want to make sure your teams are excited about the opportunities and understand the changes that will occur. This is crucial, as employees often become anxious when they hear about AI, fearing their jobs may be impacted, which can prevent them from fully leveraging AI's capabilities. At Saige, we frequently support our clients with change management, collaborating on communication plans and training opportunities to set everyone up for success.

**Reducing
Repetitive Tasks**

**Pattern & Trend
Identification**

**Compliance & Spending
Transparency**

Procurement Teams Are Already Using AI:

Efficiency Multiplier

Procurement teams are already using AI to automate mundane, repetitive tasks, such as monthly processes or performance reporting, with the goals of saving time and reducing errors. Eliminating these tasks has also been shown, across industries, to increase employee engagement and retention.

Pattern & Trend Identification

AI can assist with risk mitigation and compliance. For example, it can predict supply chain shortages by recognizing patterns that indicate emerging supply issues. AI can then automatically recommend two or three alternative products to business buyers, preventing supply disruptions. Additionally, it can identify patterns and trends in supplier performance data, enabling businesses to assess supplier reliability and quality more accurately.

Compliance & Transparency

AI can assist with compliance monitoring and provide transparency in spending—tasks that were traditionally time-consuming to monitor, analyze, and address. AI systems can flag discrepancies and resolve compliance issues before they escalate. In these ways, the use of AI by procurement teams can shape broader organizational goals and drive strategy.

How to Get Started

1 .... **a** **3**

Set Your Goals

**Identify Your
Partner**

**Build Your
Roadmap**
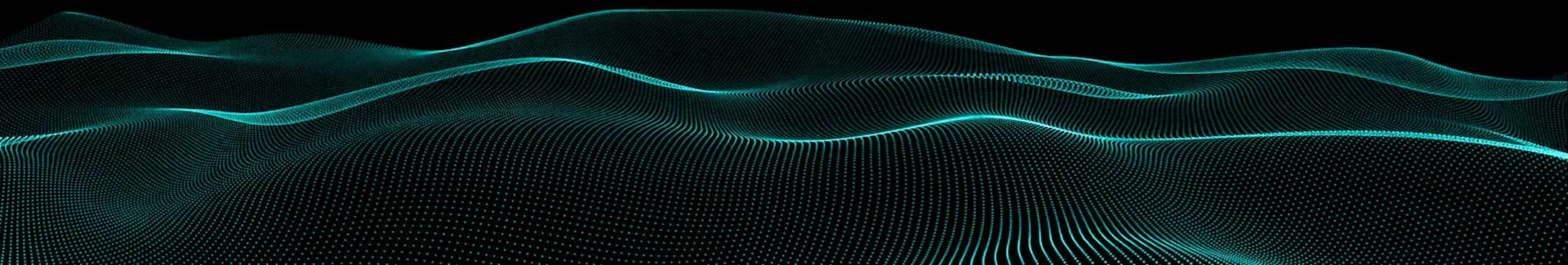
Set Your Goals

Set your goals based on your business needs. Do you need a partner to help improve procurement, or do you want to assist another department within your organization in integrating AI into their processes? A common mistake organizations make when implementing AI is failing to align its implementation and use cases with business priorities and goals.

Identify Your Partner

Our clients have repeatedly shared that hiring a partner with deep AI integration experience is critical as they either didn't know the steps to take, what to consider or they simply didn't have the time as integrating AI was on top of their already-busy jobs. The right partner should have a proven track record of successfully implementing AI end-to-end, be a cultural fit and have similar values to your organization, with a deep understanding of the business and industry. At Saige, our core values are speed, accuracy, and inclusivity – of voices and by providing bespoke options that meet your needs but are modeled upon best practices. Given the pace of change, we want to help our clients integrate quickly but not at the expense of accuracy, security and their teams' engagement. Fast and accurate, but trusted and secure.

Build Your Roadmap

Once you know your objectives and have a partner, build a roadmap with a clear vision and measurable milestones.

1. Tech and data readiness assessment.

2. Pilot programs to test systems, training and drive engagement are a best practice.

3. Establish governance and policies.

4. Implement a change management communications strategy to ensure your employees stay engaged, are motivated to adopt AI and for retention.

Lastly – don't wait too long. You want to stay in front of your competitors, not behind.

AI and Automation Solutions

Reporting

Sourcing

Savings

Logistics

Contract Management

Negotiating

Tender Evaluation

Administration

Payment Issues

Risk Management

Supplier Selection

Inventory Control

Automation Can Streamline
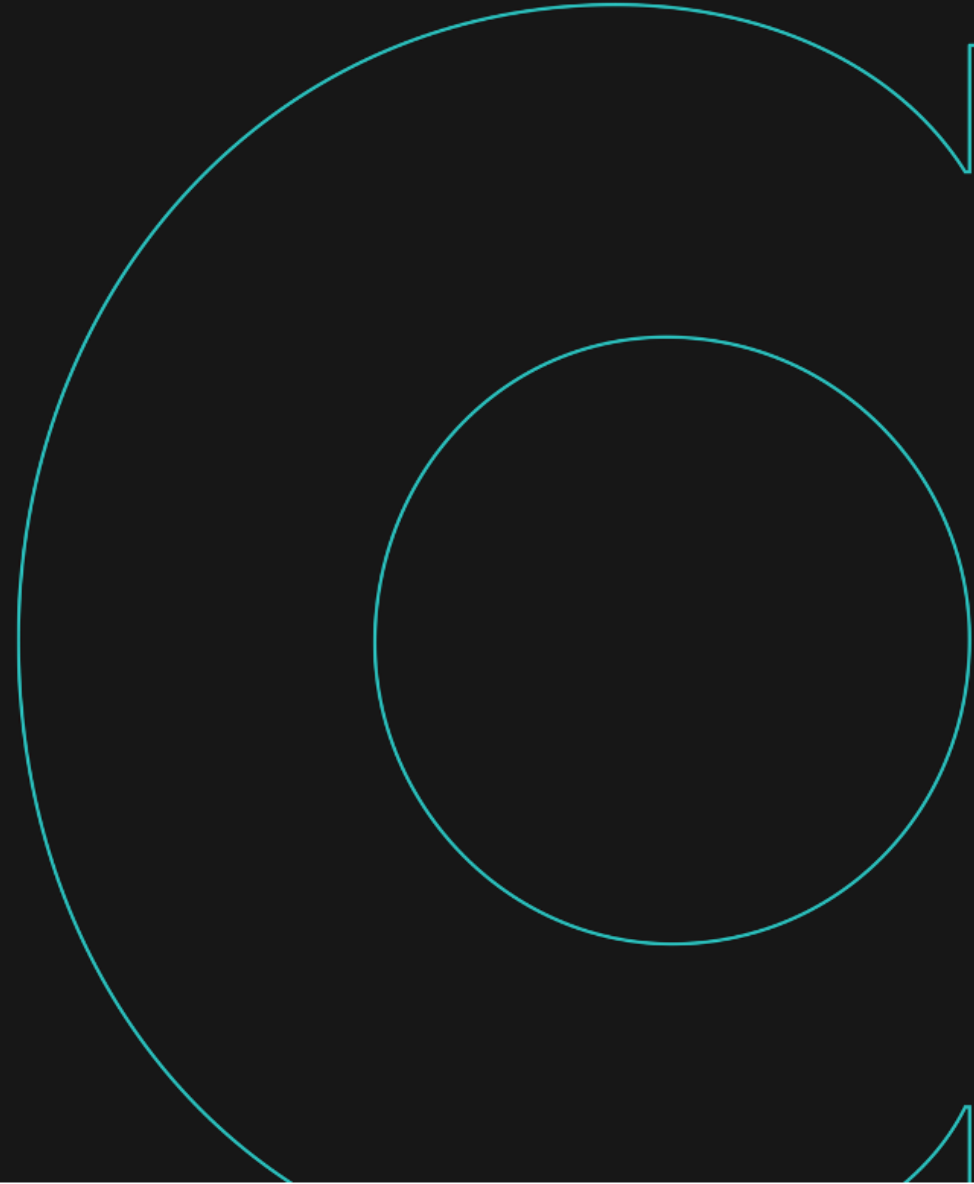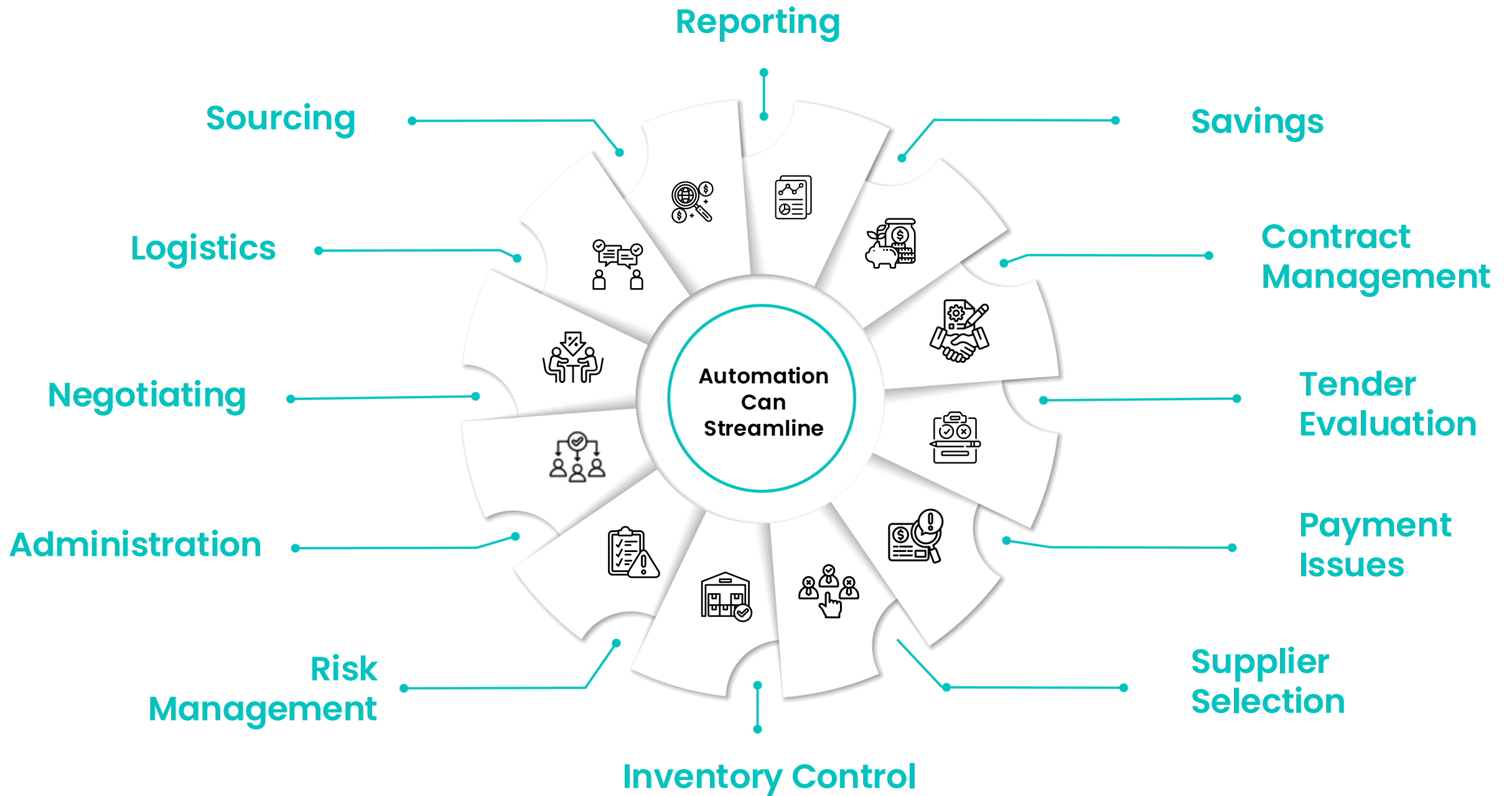
Modular Cloud-Based Libraries

AI Chatbot

Custom AI chatbot that can harness proprietary reference data to provide accurate, context-aware responses tailored to individual inquiries and can be deployed in two weeks.

Templates

Generative AI capabilities to build tailored correspondence templates that meet the unique needs of users while keeping essential legal references intact.

Reporting

Advanced desktop and mobile reporting dashboards for internal use that provide up to date information on program status, define and track KPIs for each team.

Forms Management

Creation and management of new forms or versions for completion. Enhanced document management with AI-powered OCR Validation.

Contract Management

Qualifying or flagging issues for secondary review as well as application processing. Ability to manage permissions for each user or team.

Admin Dashboards

Citizen-facing dashboards that outline payment and inventory based on data and rules

The Saige Approach:
Rapid AI Enablement Through Enterprise Transformation

Three Phase Approach

1 Discovery & Strategy

- Identify our client's **top business challenges** and outline opportunity areas for transformation
- Map **future state AI use cases** that can solve critical problems and understand the value unlocked
- Document our client's **technology landscape to understand foundational enablement required**
- Create a **roadmap for key transformation activities** to unlock value

2 Foundational Technology

- Put in place the foundational technology to **enable future state AI value realization**
- We help **migrate to the cloud** and **leverage cloud infrastructure**
- We clean and structure your data through **building a data lake house & implementing master data management**
- We build **enabling microservices** as required and **update UI/ mobile apps**

3 AI Led Modernization

- Build and implement **industry & client specific AI technology**
- Enable your organization to **reallocate your people's time to value generating activities** through automation
- **Bolster your customer experience** through enhanced interactions, driving top line growth and retention
- Create **robust measurement strategies** so you can communicate value to your critical stakeholders

As Needed:
Change Management

AI fundamentally disruptive – Saige is here to **ensure the humans in your organization feel the benefits of that disruption.** Our experts in change management, reskilling, and organizational efficiency help keep your people at the center throughout this process.

Organizational agility activities will be planned in the discovery phase, and occur throughout phase two and three

Payments: **Current Process**

1 Invoice arrives in accounting box

2

3 Bookkeeper receives invoice

4

5 Bookkeeper manually inputs Invoice to accounting system

6

Accounting System
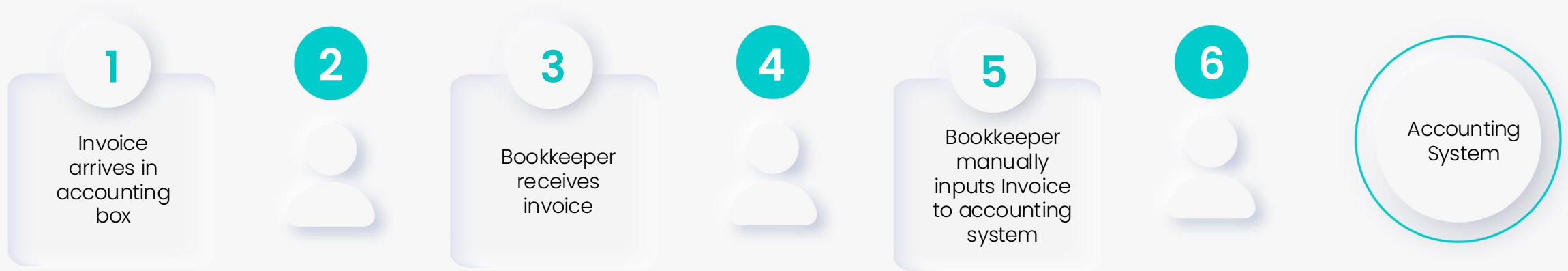
Opportunity

Handling monthly vendor invoices is complex and time-consuming due to manual processes, diverse PDF formats, templates, languages, and varying vendor methods resulting in significant resource allocation for auditing, leading to occasional errors, overcharges, and double billing.

Current Process

1. Invoice arrives in accounting box
2. Bookkeeper receives invoice
3. Bookkeeper manually inputs invoice details into accounting system

AI-Enabled
Accounts Payable
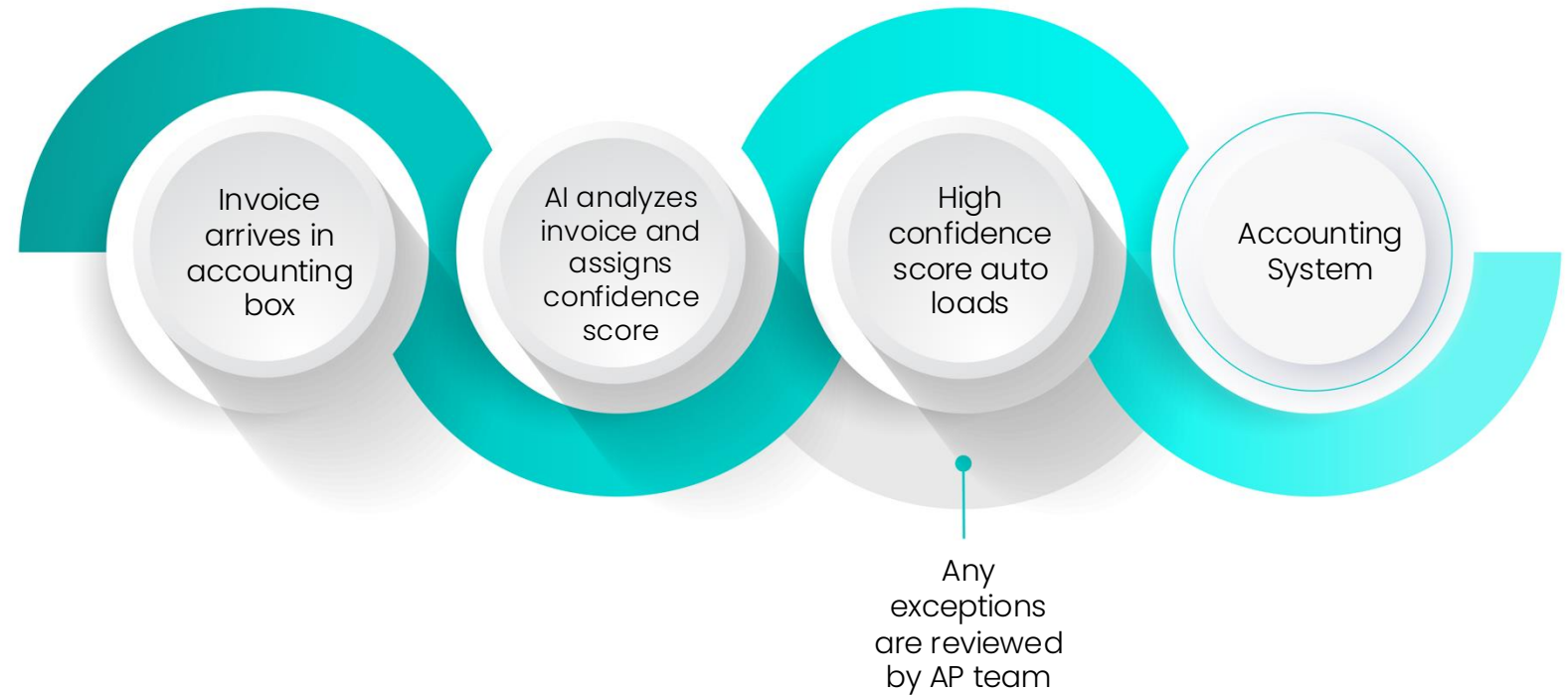
saige

Solution

Saige's AI solution extracts crucial data, standardizes it, and cross-verifies against service details, scrutinizing customizable metrics and costs. The structured data seamlessly integrates into legacy accounting systems, empowering AP teams to review and modify fields. The AI system improves accuracy through ongoing feedback, making it a valuable tool for continual enhancement.

Invoice arrives in accounting box

AI analyzes invoice and assigns confidence score

High confidence score auto loads

Accounting System

Any exceptions are reviewed by AP team

New Process

Invoice arrives in accounting box. AI analyzes the invoices:
a. If recognized and high enough confidence score, invoice details are immediately loaded into accounting system;
b. Any exceptions are reviewed by the AP team as corrections provide feedback to the AI for fine-tuning.
Then, the invoice is loaded into the accounting system.

Result
Saige's AI-Enabled Accounts Payable Operations will offer substantial savings by preventing overcharges and ensuring accurate invoicing.

Current Challenge: Ordering Supplies

1. The Day Begins

Terry arrives at work and checks Work Orders for the day or week ahead

Terry checks which supplies or material their Staff would need in order to complete their work orders or to maintain facilities and vehicles

2. Manual Ordering

Terry manually writes down a shopping list for the required material, parts, and/or PPE supplies

Terry has no real-time visibility to stock levels, back orders, or any other status

Terry manually fills out a paper form and must manually search G/L and codes

Terry must then manually submit the form to their Supervisor for review and approval

- Manual paper-driven ordering
- No visibility to inventory status
- Reliance on extra hardware (printers/scanners)

3. Manual Approvals & Limited Accountability

Terry's Supervisor must check the order manually and cross-reference it item by item to verify if that inventory is valid for the Work Order and whether Terry is even authorized to order it

Terry's Supervisor must manually sign to approve the order and then must scan it to create a PDF document

Terry's Supervisor then must manually email the PDF to a corporate buying group

- Manual inventory validation required
- Paper-based approvals
- Disconnected communication pathways without clear traceability and accountability

4. Disconnected Fulfillment Processes

Staff must manually receive and review the PDF version of the inventory order form

Staff must then send a fulfillment order to the warehouse(s) through another unrelated manual system

Warehouse staff must manually inform purchasing staff of ongoing pick, pack, and ship statuses for this order fulfillment

Purchasing staff must send multiple manual email confirmations to Terry for updates on the order submission and shipping

- Manual paper-based order review and validation
- No visibility to order status
- Manual, inconsistent communication

5. Tedious Traceability

Terry's order is then delivered to the specified facilities or job sites with limited, manual communication or confirmation

Intake of Terry's order is manual and inconsistent, with no accountability, confirmation, or traceability as to who received it and at what time

- Limited tracing and tracking of shipments from warehouse to facility
- Manual paper-based and inconsistent process to confirm receipt of orders
- No consistent visibility or tracing of inventory
- Reporting is limited and doesn't capture the end-to-end monitoring of inventory costs and usage, resulting in inefficient budget expenditures
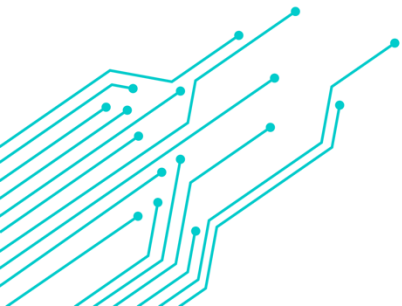
Proposed Future State

Integrated Systems & Transparent Communication

Saige can deliver a familiar, online shopping experience which would empower staff with real-time status of inventory levels, and complete traceability of orders from submission to delivery.

Complete transparency and accountability of work orders against physical assets with comprehensive reporting on where money is spent and by whom.

Suppliers

One process for ordering supplies, tracking shipments and overall communication

Facilities & Sites

Complete oversight and management of all parts and supplies with rule-based automatic reordering on low stock due to pending orders

Warehouse

Complete visibility to incoming and outgoing orders and supplies from door-to-door

SAPs & Other Backends

Full integration with any backends required for real-time access to inventory, staff, and departmental privileges

Future State

Corporate Ordering

One system with easy and familiar look and feel for ordering, tracking shipments, reporting, auditing, and accountability

Staff Dashboard

Complete visibility to all parts and supplies available to staff in a simple, familiar end-to-end traceable system

Proposed Future State

1. The Day Begins

Terry arrives at work and checks Work Orders for the day or week ahead

Terry checks which supplies or material their Staff would need in order to complete their work orders or to maintain facilities and vehicles

2. Order the "Amazon Way"

Terry logs into the new Purchasing app and searches the inventory needed for the day's Work Orders, with complete visibility to stock levels for only the products they're entitled to view. Terry adds items to a shopping cart and submits it for approval with one click.

- Secure access restricted to only approved purchasing staff, contractors, or vendors as needed
- Real-time inventory status
- An inventory audit trail begins: who, what, where, when, why, and how

3. Instant Approvals & Accountability

Terry's Supervisor is automatically notified of a pending approval for an order submitted by their staff and can approve or edit. Terry's Supervisor has confidence that the order only contains valid, eligible items with sufficient stock levels – it's all been automatically verified. The order is automatically sent to purchasing staff for review.

- Full traceability and audit of orders throughout the workflow
- Automatic real-time visibility to order status

4. Traceable Fulfillment Processes

Purchasing staff are automatically notified of an order, knowing it has followed an approval process with all required information. Order status can be automatically updated throughout the fulfillment process all the way to delivery at the intended Municipal facility or job site

- Simple, automated approval process
- Automatic visibility of product info and stock level details

5. KPI Reporting & Audit

Supervisors and Managers can access real-time, searchable reports on inventory orders, allocation, and budget expenditures. Integration with back-end systems provides assurance that only authorized users access the system. Purchasing staff can manage inventory stock levels based on expected quantities, including current and pending orders, to mitigate backorder delays.

- All orders are tracked and traced in real-time from order to fulfillment
- All inventory is accounted for, leading to improved budget management and waste/loss prevention

Store Benefits

One System
Consolidate all ordering, tracking, and communication

Traceability & Accountability
Track all orders, approvals, and communication between approved Municipality staff, suppliers, delivery agents – all tied to specific Work Orders with full audit capabilities

FTE Savings
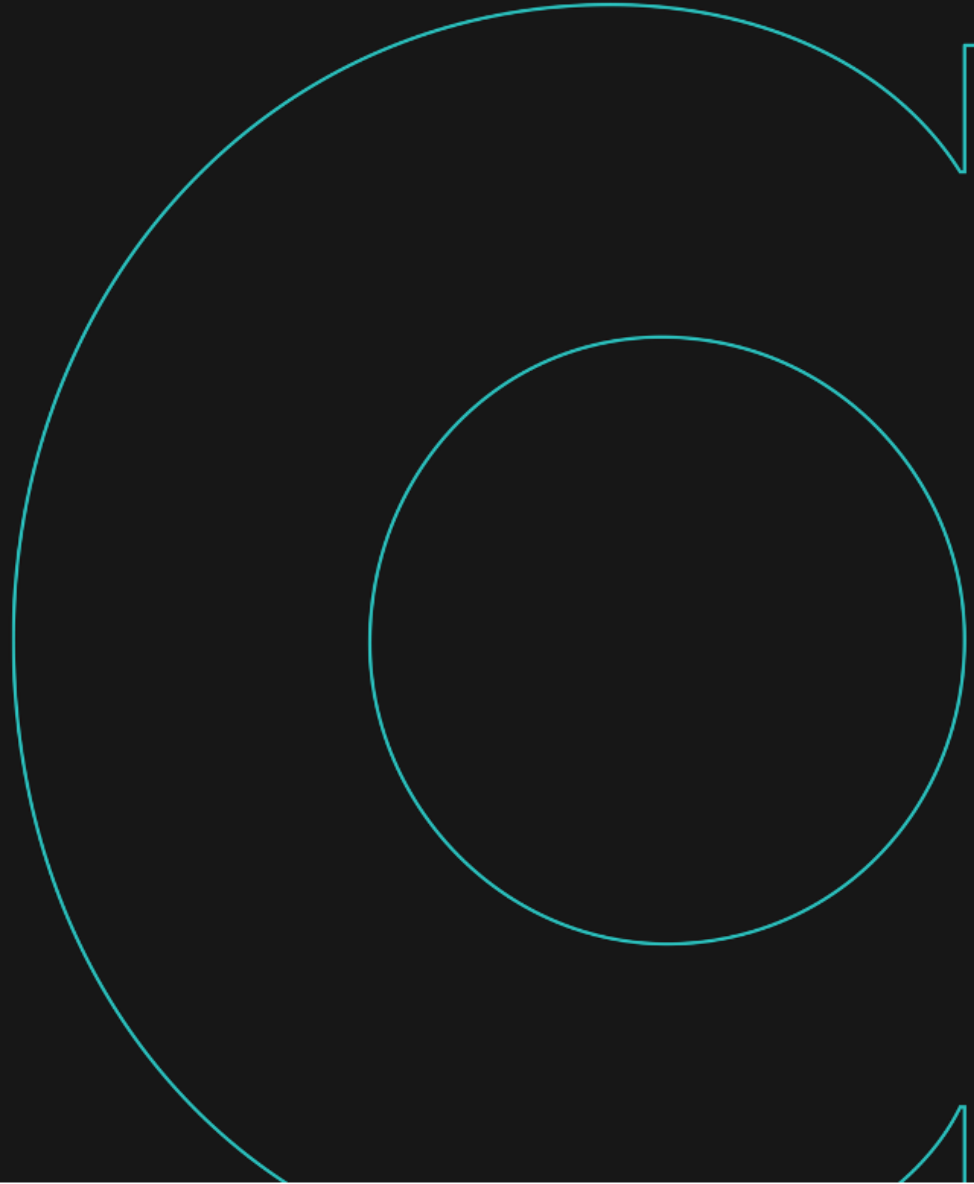Reduce FTE costs and productivity inefficiencies with automated online processes

Work Order Management
Include Work Order Management to further increase efficiencies, integration, traceability, and accountability

Data Integration
Integrate the system with SAP and any other back-end system to access existing data -no need to reinvent the wheel

Municipality Store

Standardize Supplier Interactions
Integrate all inventory suppliers under one system to streamline communication, standardize processes, and simplify future onboarding of new partners

Mitigate Backorder Delays
Automated inventory management alerts and one-click or rule-based reordering to minimize inventory outages

Real-Time Reporting
Know what you have, where you have it, and how it's being used through dynamic user-customizable reporting and data trends

Our
Work

Saige in the **News**

NBC   FOX   BOSTON **Herald**   FINANCIAL POST   TORONTO **SUN**

THE SABRE AWARDS NORTH AMERICA

*"PRophet's AI-driven platform clinches **two prestigious awards for innovation** and excellence, setting the standard for the future of comms and marketing technology"*

Forbes

*"Fostering strategic partnerships with innovative tech companies gives [fans] access to **cutting-edge capabilities for taking personalization to new heights**."*

THE WEBBY AWARDS

2024 Webby Award Winner for Koalifyed: The New York Times called the Webby Awards "the internet's highest honor." Koalifyed enables brands to centrally manage all parts of the influencer ecosystem – from identification, contract management and creative execution, to payment and performance tracking.

TECH+TIMES

Charles Hu represented Saige in an interview *about The Future Of Federated Learning For User Privacy And Personalization*

yahoo! finance

*"***iVirtual and Saige Consulting (Saige) today announced their partnership on the creation of FanMore™,** a groundbreaking new fan rewards platform. The platform is the world's first entirely personalizable fan loyalty rewards platform for sports teams or other organizations with a significant fanbase."*
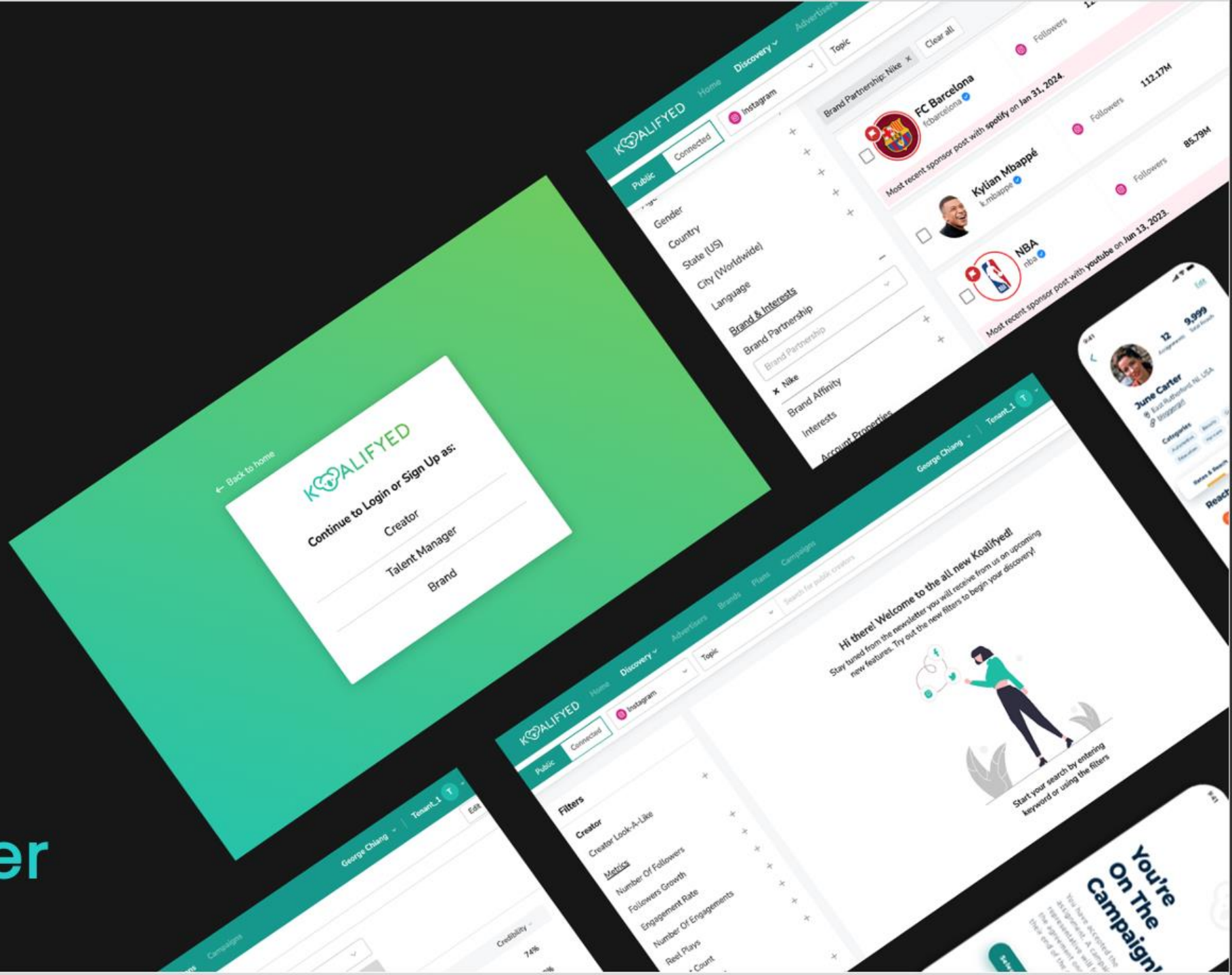
businesswire
A BERKSHIRE HATHAWAY COMPANY

*"**'Innovation has always guided our approach, from our arena to our partnerships,'** said Todd Humphrey, SVP, Digital Innovation & Fan Experience, Seattle Kraken, NHL. 'We were interested in testing FanMore because we know our fans outside of the arena want to engage with the team.'"*
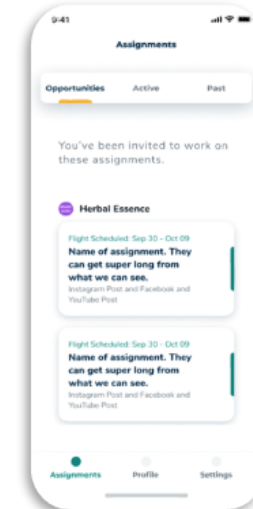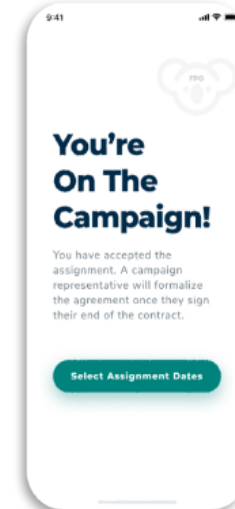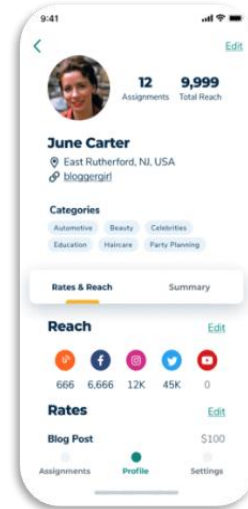
Client Case Study

Challenge

In 2018, Procter & Gamble (P&G) analyzed the influencer technology landscape and determined that no platforms fulfilled their end-to-end campaign management needs.

Solution

End-to-End Influencer Campaign Management Platform (SaaS)

Working in close collaboration with P&G, the Saige team launched Koalifyed in 2019 as a brand-oriented Influencer Campaign Management Software-as-a-Service platform. P&G became its anchor client, with all U.S. Beauty Brands leveraging the platform.

Results

➢ Bot detection marketing savings of ~$3M+ for one category, now scaling across 13 categories.
➢ Instituted multiplier effect: 2x campaign launches; 5x contract management.
➢ "Intrapreneur" strategies reduced 60% influencer agency fees.
➢ Refine transparent, proprietary benchmarking and global management of $300M+ influencer program.

CivicBridge
by sage

Process Flow

Step 1
Citizen submits application, documents, tax details, etc.

- Form Module
- OCR Module
- AI Chatbot Module

Step 2
Assessment based on acceptance or eligibility criteria.

- Eligibility Module

Step 3
Acceptance or rejection of application.

- Rules Engine

Step 4
Exception handling and appeals process.

- Appeals Module
- AI Fraud Detection Module
- Correspondence Handling Module

Step 5
Resolution and completion of application process.

- Payments Module
- Report Module

Challenge

Government agencies and departments such as tax and revenue authorities, licensing divisions, and social security administrations employ application processes to deliver services to citizens.

Often, these systems require manual processing and human oversight to answer questions, file applications, investigate fraud, and process appeals. Millions of pieces of mail move through separate inboxes leading to important information being overlooked.

Solution

Saige's cloud-hosted library framework harnesses AI and automation tools to streamline application processes and enhance operational efficiencies, enabling government entities to supply services more effectively to the public. The libraries are structured as individual modules that operate as independent services and engines.

Results

- OCR – from 12 mins per application to 6 mins per application.
- Data Processing - Reduce operational support time from 2-3 days/week to 1 day/week, 50% reduction in operation support.
- Appeals – Letter generation 10 mins to 3 mins.

*projected

WE BUILD ONTARIO
ONTARIO GENERAL CONTRACTORS ASSOCIATION

Client Case Study
OGCA

AI Chatbot
for Lead
Generation

Estimators for
Timely Project
Cost Prediction

Meeting Assistants
for Communication
Transparency

Challenge

The Ontario General Contractors Association (OGCA) serves as a vital platform for over 200 general contractors across Ontario, facilitating their representation, education, and networking needs. However, for the small to medium-sized members – the inability to leverage cutting-edge technologies like artificial intelligence (AI) in their operations. This technological lag threatens their competitiveness in an increasingly digital construction landscape.

Solution

AI Tools

OGCA forged a strategic partnership with Saige to provide access to a comprehensive suite of AI tools tailored to enhance various aspects of their operations. This suite included AI chatbots to streamline lead generation, estimators to provide more accurate and timely project estimates, and meeting assistants to create transparency in communication.

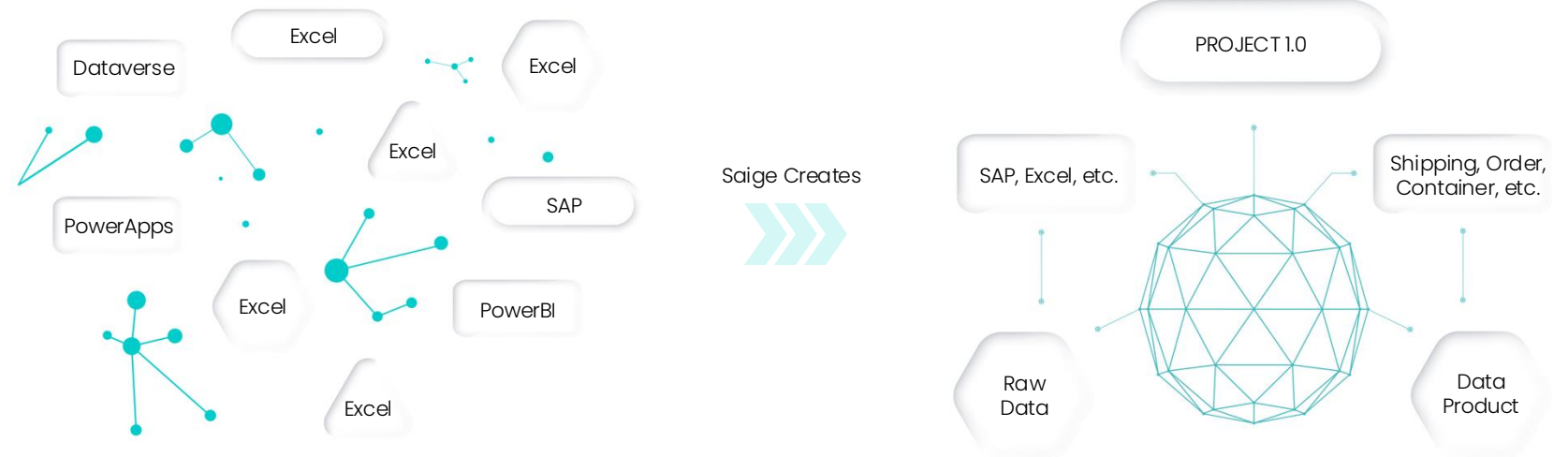## Results

➤ Website conversion rates increased by 35%.
➤ Lead generation efficiency improved, generating 50% more qualified leads, and lead qualification time reduced by 40%.
➤ AI estimator reduced estimating time from 4 weeks to 2 days.
➤ Meeting assistant led to enhanced project planning and resource allocation.

*projected

Client Case Study
Streamlining Yara Shipment Operations

Challenge

Yara was facing challenges in managing and streamlining its data resulting in slower decision-making, inefficient processes and fragmented information about order and sales status.

Yara utilized many different systems across multiple business domains bringing complexity of integrating data generated by those systems and utilizing in operational layer.

Solution

Discovery process identified use cases and corresponding operational business layer.
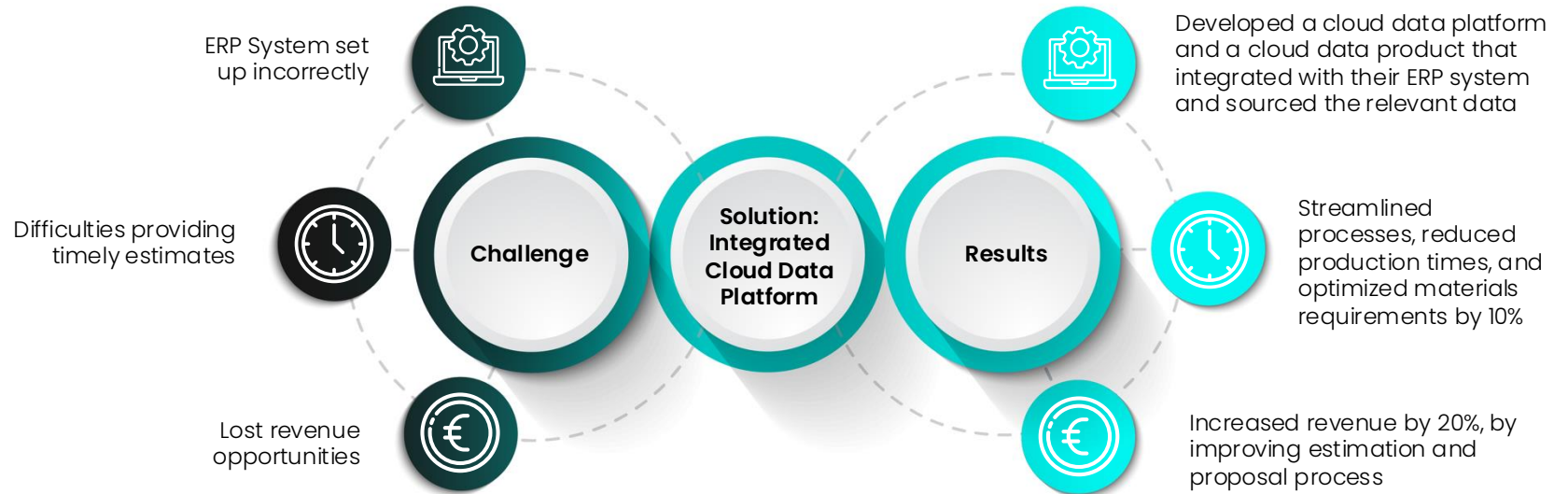
The team applied Data Mesh principles, identified data sources and transformation methods. POCs were developed and tested against use cases to validate the desired management process by manually inputting information, prior to enterprise implementation.

Results

➢ 3 Month launch including discovery and implementation
➢ Improved efficiency of shipping management process by 17% and anticipated to increase to 34% by end of Phase 2 rollout, resulting in significant reduction in errors and fines.
➢ Successfully completed data mapping process, categorized information into distinct data products and organized it according to the required Data Verse configuration.
➢ Data is now centralized within dedicated platforms, improving accessibility and management, transparency of sales status, and data input accuracy.

Client Case Study
Aurika

ERP System set up incorrectly

Difficulties providing timely estimates

Lost revenue opportunities

Challenge

Solution: Integrated Cloud Data Platform

Results

Developed a cloud data platform and a cloud data product that integrated with their ERP system and sourced the relevant data

Streamlined processes, reduced production times, and optimized materials requirements by 10%

Increased revenue by 20%, by improving estimation and proposal process

Challenge

Aurika is a large manufacturing company that had two main problems: their ERP system was not set up correctly and did not provide the insights they needed to run their business efficiently, and they had difficulties in providing timely and accurate estimates to their potential clients, resulting in lost revenue opportunities.

.

Solution

Saige developed a cloud data platform and a cloud data product that integrated with their ERP system and sourced the relevant data to understand their business performance. Saige implemented a Power BI dashboard that provided real-time visibility and analysis of their data, and enabled the sales team to respond faster and more confidently to their clients.

Results

Employing Power BI and data product solution, Aurika:
➢ Increased revenue by 20%, by improving estimation and proposal process, and by providing more accurate and competitive pricing.
➢ Streamlined processes, reduced production times, improved forecast of expenses and margins, and optimized materials requirements by 10%.

Digital twin facilitated forecasting, optimizing station locations and better utility.

Improved data quality, consistency, and accessibility, reducing costs and risks by 20%.

Ensured LG's continued participation in the Rail Baltica project and underscored its commitment to European railway integration and innovation.

Enhanced decision-making with a comprehensive view of the railway network, leading to improvements in maintenance and team coordination.

LTG INFRA

Client Case Study
Lithuanian Railways (LG)

Challenge

Lithuanian Railways (LG) participation in the Rail Baltica project was hindered as the data models and maps were inconsistent, outdated, and incompatible with the UIC railML schema, a standard format for railway data exchange, resulting in inconsistencies, duplication and data errors, alongside sharing and accessing data for planning, scheduling, monitoring, and managing railway operations.

Solution

Saige assisted LG in standardizing railway data models and maps. Saige developed a unified data model based on UIC railML and Rail Baltica standards. Maps were created and updated using a single platform, integrating diverse geospatial data. LG deployed these models and maps to create a digital twin, enhancing visualization and management of the railway network.

Results

➤ Improved data quality, consistency, and accessibility, reducing costs and risks by 20%.
➤ Enhanced decision-making with a comprehensive view of the railway network, leading to improvements in maintenance and team coordination.
➤ Digital twin facilitated forecasting, optimizing station locations and better utility.
➤ Ensured LG's continued participation in the Rail Baltica project and underscored its commitment to European railway integration and innovation.

*projected

Thank You

Use our contact form to schedule an introductory call with Saige.