opentext™

OpenText Aviator

Use case scenarios: Supply chain

Supply chain made simple

Why it's hard today

- High EDI error rates create costly delays

- Manual supplier onboarding and contract review slow cycle times

- Lack of visibility into supplier performance and compliance

- Data silos across procurement and trading partner systems

- Complex reporting makes it hard to spot risks or opportunities

Powered by OpenText

- **OpenText™ Content Aviator™**

- **OpenText™ Business Network Aviator™**

Wins for everyone

- **Analysts:** Require AI to surface supply chain trends and risks hidden in datasets

- **Procurement teams:** AI accelerates contract analysis and negotiation, enabling faster decisions.

- **EDI teams:** Need AI to detect and resolve transaction errors faster.

The big payoffs

▶ **Fewer EDI errors, faster transactions**
Detects anomalies, validates documents, and reduces costly transaction failures.

▶ **Reduced compliance risks**
Automatically detect deviations from policy, regulatory clauses, or preferred terms.

▶ **End-to-end supply chain visibility**
Surface insights from trading partner data, giving teams a unified view of performance, risks, and opportunities across the network.

Let's get started...

Procurement
Automates contract review, highlights risks, and shortens sourcing timelines.

Legal and compliance
Surfaces deviations in supplier terms and ensures contract alignment with policies.

Supply chain management
Improves end-to-end visibility into supplier documents and performance data.

Vendor management
Speeds up onboarding with instant access to required forms and contract intelligence.

Finance and audit
Enhances spend transparency and reduces compliance risk with AI-extracted insights from procurement records.

EDI Management
AI reduces errors, flags anomalies, and ensures smoother transaction flows across the supply chain.

Explore supply chain scenarios

Procurement contract reviews

I'm a procurement pro cutting through contracts at lightning speed. With AI, I can instantly analyze terms, flag risks, and negotiate smarter—no more digging through pages of legalese. It's like having a lawyer and a speed reader rolled into one!

Let's go

Analyze and remediate B2B transaction errors

I'm a business analyst turning confusing error logs into clear solutions. With AI translating tech into action, surfacing root causes, and automating fixes, I resolve issues faster, cut downtime, and keep transactions flowing smoothly.

Let's go

Capture purchase order insights to resolve issues

I'm a customer service agent turning endless order lookups into instant insights. With AI pulling the latest POs, filtering details, and flagging exceptions, I resolve issues faster, boost satisfaction, and keep B2B transactions flowing smoothly.

Let's go

Decode complex transactional payload information

I'm a business analyst transforming messy EDI payloads into plain language insights. With AI breaking down data, flagging exceptions, and auto-organizing details, I speed decisions, cut errors, and deliver clarity without the chaos.

Let's go

Get fast help to maximize my business network

I'm an EDI manager cutting through complexity with fast, self-service product knowledge. With AI delivering clear instructions, accurate answers, and fewer support calls, I boost adoption, keep networks strong, and maximize Trading Grid value.

Let's go

Automate support ticket creation for transactions

I'm an EDI manager eliminating ticket chaos with auto-built, error-free cases. With AI capturing details, linking issues, and preventing back-and-forth, I speed triage, cut escalations, and resolve support needs up to 70% faster.

Let's go

Contract insights to support stronger supplier negotiations

I'm a purchasing agent who needs to quickly review details of an agreement.

1 Key term summary

Sample prompt: "Highlight the most important terms in this contract."

Impact: Extracts all critical details, saving hours of manual reading and increasing transparency.

2 Risk and compliance scan

Sample prompt: "Are there any high-risk or non-standard clauses in this contract?"

Impact: Flags deviations from standard templates, missing audit rights, or ambiguous obligations—empowering proactive negotiation.

3 Suggest revisions

Sample prompt: "Rewrite the indemnity clause to match our company's preferred language."

Impact: Proposes compliant language aligned with company policy, accelerating legal review.

4 Clause comparison

Sample prompt: "How does this agreement compare to our last supplier contract?"

Impact: Provides a side-by-side clause comparison—highlighting changes, improvements, or regressions for smarter decision-making.

5 Successful negotiations

OpenText Aviator helps you understand a vendor contract in seconds. Automating manual tasks allows purchasing agents to focus time on supplier negotiations and saving the company money.

See it in action!

Instantly analyze and negotiate supplier contracts, enabling faster, informed decisions

Unlock the possibilities:

- **Faster contract turnaround**
  Cuts review and red-lining time by up to 70%.

- **Risk and clause intelligence**
  Enables up to 90% faster identification of negotiation red flags.

- **Confident decisions**
  Supports up to 3x more informed procurement decisions.

Analyze and remediate B2B transaction errors

I'm a business analyst solving a customer transaction issue.

1 Know what counts

An analysis agent inputs both the internal and external facing error messages of a transaction that the customer selects.

Action: An easy-to-understand summary of the situation, written in plain language for non-experts. It is followed by a list of tailored actions recommended to address the specific issue.

Impact: Easy-to-read summary in plain language, plus recommended fixes.

2 Translate tech to action

Again, an analyst inputs error messages of a transaction from the customer

Action: A summary of the situation is produced, with a list of actions recommended to address the issue.

Impact: Technical details simplified with tailored actions for resolution.

3 Keep transactions flowing

Fewer support tickets, faster error fixes, and stronger business continuity – OpenText Aviator provides clear insights, automates troubleshooting, and accelerates resolution.

See it in action!

Accelerate B2B issue resolution with fewer support tickets and reduced downtime.

Unlock the possibilities:

- **Faster resolution**
Reduce downtime and cut time-to-insight as AI surfaces root causes instantly.

- **Higher satisfaction**
Boost user satisfaction with clear, contextual help.

- **Fewer support tickets**
Empower users and lower ticket volume.

- **Business continuity**
Quicker fixes minimize disruption to B2B transactions.

Capture purchase order insights to resolve issues

I'm a customer service agent searching for a B2B transaction quickly to resolve an issue.

1 Pull the latest orders

Sample prompt: "Show all purchase orders received in the past 24 hours."

Impact: Instant view pops up of new POs with a clear table of top results.

2 Filter to what matters

Sample prompt: "Show only purchase orders from ACME Inc."

Impact: Focused list returned with key details and deep links—no clutter, just answers.

3 Get a quick summary

Sample prompt: "Show all purchase orders received in the past 48 hours."

Impact: Deeper summary delivered with results linked back to the source system.

4 Narrow down exceptions

Sample prompt: "Now just show only purchase orders from ACME Inc."

Impact: POs flagged instantly for review and faster resolution.

5 Keep transactions moving

Quicker answers, fewer escalations, and smoother B2B transactions – OpenText Aviator gives deeper visibility into PO activity, helping customer service teams spot trends sooner and resolve issues faster.

See it in action!

AI provides instant PO insights, reducing support, speeding resolutions.

Unlock the possibilities:

- **Find transaction details instantly**
  Cut search time and speed insights.

- **Resolve PO issues at first contact**
  Eliminate unnecessary escalations.

- **Improve customer satisfaction**
  Get faster answers and better experience with self-service AI tools.

- **Reveal hidden patterns**
  Gain trend visibility for proactive service improvements.

Decode complex transactional payload information

I'm a business analyst looking for transaction information in a plain language summary.

1 Break it down

Complex payload simplified into clear, business-friendly language.

Sample prompt: "Review the B2B payload and provide a plain language summary of its contents and purpose. Identify the document type, sender and receiver roles, and summarize key business details..."

Impact: Complex payload simplified into clear, business-friendly language.

2 Turn data chaos into tables

Sample prompt: "Review this B2B EDI payload and determine the document type. Extract relevant business information using standard EDI knowledge and present it in tables. Create one table for sender and receiver details, and another for transacted items..."

Impact: Payload data organized into easy-to-read tables for instant clarity.

3 Suggest revisions

The analyst inputs customer transaction payload and adds pre-canned prompt.

Sample Prompt: "Summarize totals, flag ambiguous fields, and show only the essentials."

Impact: Provides a summary of the selected B2B payload.

4 Catch exceptions early

Sample prompt: "Review payload for errors, incomplete data, or ambiguous structures."

Impact: Easy-to-understand tables are produced for analysis, issues are now flagged up front, saving time downstream.

5 Keep transactions moving

Sample prompt: "Apply EDI knowledge to parse sections, identify fields, and mark assumptions where needed."

Impact: The selected B2B payload is checked for completeness, and it now becomes usable and consistent.

5 Drive faster results

Quicker answers, fewer errors, and smarter decisions– OpenText Aviator translates complicated payloads into clear summaries and structured data, cutting confusion and saving time.

[**See it in action!**]

AI simplifies complex data into simple insights, reducing errors and speeding response.

Unlock the possibilities:

- **Quicker time-to-answer** Get instantly EDI summaries in plain-language.

- **Proactive insights** Reduce EDI exceptions.

- **Instant access** Save business users time and effort on daily tasks by querying data without technical help.

- **Better decisions** Make right decisions and take actions faster with clear summaries.

Get fast help to maximize my business network

I'm an EDI manager trying to better understand product knowledge for max results.

1 Ask product basics

Sample prompt: "What is Lens?"

Impact: Plain language summary delivered instantly, turning technical jargon into actionable insights.

("...Think of Lens as your business network's insightful observer, providing clarity and actionable intelligence!")

2 Learn with ease

Sample prompt: "How do I add a new Trading Partner in TGO?"

Impact: Step-by-step instructions are surfaced so users can connect and configure partners without confusion.

3 Submit it the right way

Sample prompt: "What is today's weather in Toronto?"

Impact: OpenText Aviator provides and answer - "I can only answer questions about Trading Grid Online (TGO) applications."

4 Smarter, stronger network

Greater productivity, fewer escalations, and maximum business impact – OpenText Aviator can help with fast, accurate self-service responses, EDI managers cut support calls and keep Trading Grid running at peak value!

See it in action!

AI empowers EDI managers with instant product knowledge, fewer support calls, and higher productivity.

Unlock the possibilities:

- **Faster information access**
  Cut support dependency and reduce the volume of tickets and calls with instant self-service

- **Higher productivity**
  Gain product knowledge quickly and work more efficiently.

- **Max usage**
  Increase Trading Grid adoption through easy insight access.

Automate support ticket creation for transactions

I'm an EDI manager creating a ticket with all details for a faster resolution.

1 **Start the ticket right**

Sample prompt: "Can you help me create a support ticket?"

Impact: Guided steps provided ensures all key details are captured upfront for faster triage.

2 **Link it to the issue**

Sample prompt: "It is for transaction ID xxxxx-xxx"

Impact: Ticket auto-created and connected to the right transaction—no manual lookup needed.

3 **Capture context**

Sample prompt: "Can you help me create a support ticket for this issue?"

Impact: Detailed issue descriptions = faster, more accurate support tickets.

4 **Prevent ticket ping-pong**

Sample prompt: "It is for transaction ID xxxxx-ABC"

Impact: Another support ticket has been created, and someone will contact you shortly to help.

5 **Simplified support**

OpenText Aviator auto-builds detailed, error-free tickets so EDI managers get faster resolutions, fewer escalations, and better outcomes with less effort.

See it in action!

AI automates ticket creation for faster, more accurate support and quick resolution.

Unlock the possibilities:

- **Faster ticketing**
  Reduce creation time 70% as AI fills in ticket details

- **Max accuracy**
  Decrease manual errors, improve ticket quality and resolution outcomes

- **Improved support load**
  Streamline triage and lower resolution times with clearer tickets.

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Limitless