

# IFS Loops: Digital Workers for Supply Chain Systems



An End-to-End Digital Worker System for Supply Chain Management

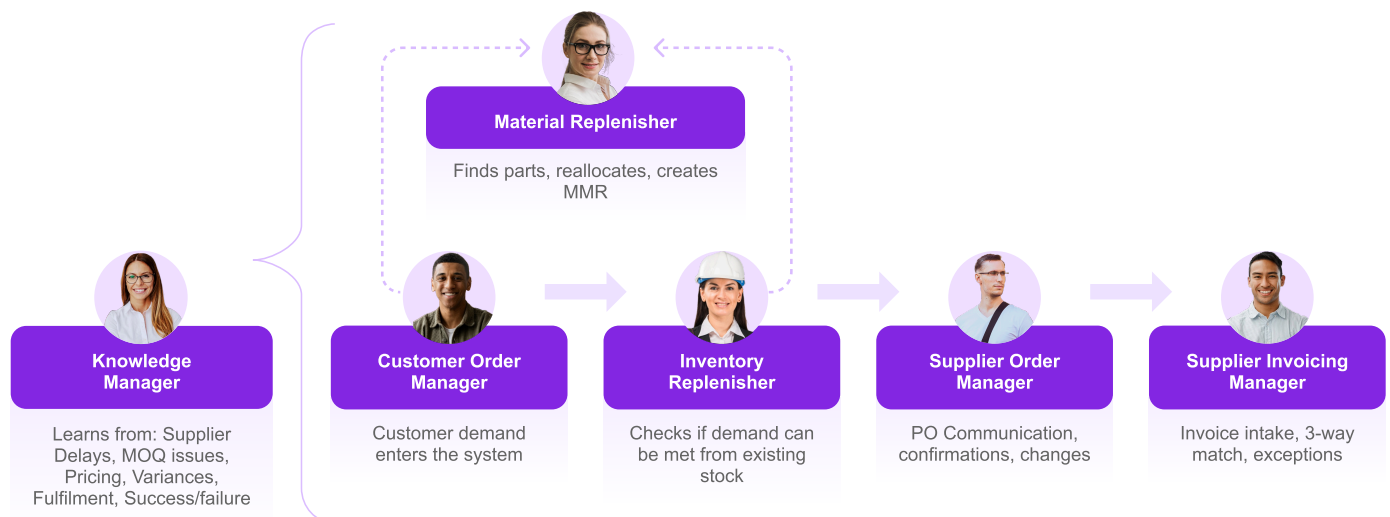
## A Connected, Intelligent Supply Chain Execution Model

Modern supply chains don't struggle because of missing systems – they struggle because execution is fragmented across people, tools, and decisions that don't talk to each other.

This Digital Worker system is designed to remove that fragmentation by orchestrating supply chain execution as a connected, learning system, where each Digital Worker owns a specific responsibility but operates as part of a unified flow.

Rather than automating isolated tasks, the system enables AI-orchestrated, end-to-end execution across demand, inventory, sourcing, procurement, and finance.

## How the System Works



### Intelligence, not Transactions

The **Knowledge Manager** acts as the learning layer across the entire system. It continuously captures insights from supplier delays, MOQ constraints, pricing patterns, variances, fulfillment performance, and success/failure outcomes. This ensures that every decision in the system improves over time.



### Demand Entry

Once suppliers are ready, demand enters the system through the **Customer Order Manager**, which captures and structures customer orders accurately and consistently across channels.



### Inventory Decisioning

The system then evaluates how demand can be fulfilled. The **Inventory Replenisher** determines whether the demand can be satisfied using existing stock across locations. If inventory is available, the system fulfills internally. If not, it triggers the next level of execution.



### Intelligent Material Resolution

The **Material Replenisher** identifies the correct parts, resolves ambiguities, and enables internal reallocation where possible. It ensures that the right material is selected and initiates internal fulfillment actions such as stock transfers or material movement requests (MMRs).



### Procurement Execution

Once sourcing decisions are made, the **Supplier Order Manager** takes over procurement execution. It manages:

- Purchase order creation
- Supplier communication
- Order confirmations
- Changes and negotiations

This ensures continuous coordination with suppliers throughout the lifecycle of the order.



### Financial Closure

When goods are delivered and invoices arrive, the **Supplier Invoicing Manager** completes the financial loop. It handles:

- Invoice intake from multiple channels
- Three-way matching (Invoice, PO, GRN)
- Exception detection and resolution
- Posting to ERP systems

This ensures financial accuracy is built into execution – not verified after the fact.

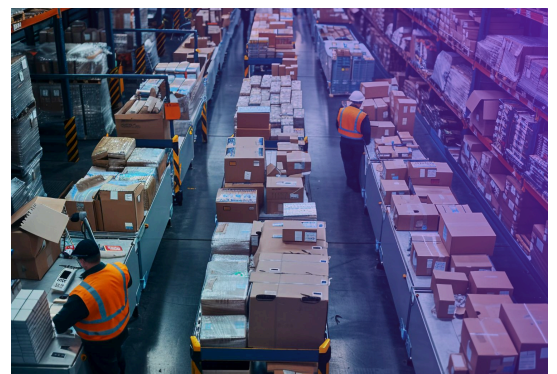


## A Connected System, Not a Linear Workflow

This is not a sequence of disconnected steps. Each Digital Worker is:

- A specialist in its domain
- A participant in a shared workflow
- A contributor to a continuous learning loop

The Knowledge Manager connects all outcomes, ensuring the system evolves with every transaction.



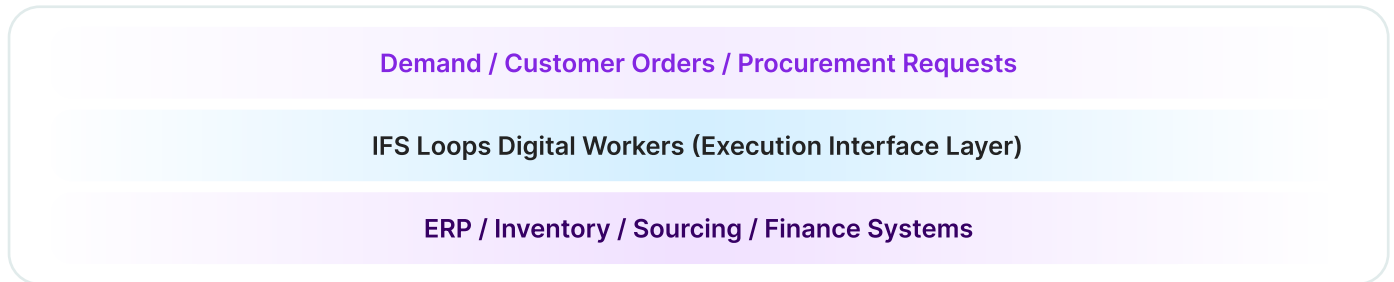
## Enterprise-Grade Governance & Trust

IFS Loops supports secure and compliant AI-driven CX, with strong governance controls and audits designed to protect customer data in enterprise environments.



## How the Digital Workers Integrate

Supply Chain Digital Workers operate one layer above core ERP, planning, and procurement systems – at the supply chain execution interface layer. They replicate how a human planner, buyer, or supply chain coordinator works: interacting with orders, inventory positions, supplier communications, documents, and approvals through workbenches, email, and collaboration tools rather than replacing transactional system logic. This ensures faster deployment, lower integration complexity, and alignment with real operational workflows.



## Enterprise Ecosystem



### Planning & Execution Engines

MRP, inventory planning, sourcing, and replenishment engines



### ERP and Supply Chain Systems

IFS Cloud, SAP, Oracle, Microsoft Dynamics, procurement and inventory systems



### Collaboration & Communication

Microsoft Teams, Outlook/ Gmail, SMS (Twilio), Salesforce Service Cloud



### Supply Chain Roles & Approvals

Buyers, planners, supply chain managers, finance approvers, supplier onboarding roles



### Data & Analytics

Power BI, enterprise data platforms, inventory, supplier, and fulfillment performance dashboards



### Full Transparency

Every Digital Worker action is logged and visible.



### Built to Scale

Grow execution capacity without growing teams.



### Audit-Ready

Clear audit trails for compliance and security reviews.



### Role-Based Access

Enterprise security model with defined access controls.

## IFS Loops Integrations

IFS Loops connects seamlessly with over **80+ enterprise** industrial systems and platforms.

### Collaboration



### Documents



### Enterprise Applications



### Email



## Why This Matters

This approach transforms supply chains from reactive processes into intelligent systems:



Inventory is optimized before new procurement is triggered



Exceptions are handled only when necessary



Supplier interactions become proactive and structured



Financial accuracy is ensured during execution



Decision-making improves continuously through learning

## The Result

This is not point automation. It is a coordinated Digital Worker system that runs the supply chain as one connected operation. The organization gets a supply chain that:

- Faster response to demand and change
- Reduced manual workload across procurement and finance
- Improves supplier reliability and coordination
- Scales operations without increasing headcount

## Impact in Numbers

~65%

of supplier orders processed

70%

straight-through processing

~65%

of PR lines converted to PO successfully

~60%

of customer orders processed successfully

~40%

reduction in average time to fulfill a material request

## Why This Is Not 'Just Another Agent'

Not scripts. Not bots. Not workflows. IFS Loops Digital Workers for Field Service differ in critical ways:



### Outcome Ownership

Carries decisions through to completion – not stopping at alerts or dashboards.



### Context-Aware Execution

Understands field service exceptions, handoffs, SLA impacts, and downstream effects.



### Governed Autonomy

Every action within defined rules and audit trails, with human control where required.



### Continuous Improvement

Learns from operational outcomes to refine decisions and exception handling over time.

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