

# The Cognitive Enterprise: Embedding AI into Every Workflow

How a leading global telecom provider built a reusable, governed AI foundation across productivity, finance, legal, and procurement.

**\$470K**

Annual ROI

**70%**

Reduction in build time

**100%**

Context switching eliminated

## AT-A-GLANCE

**Company:** Leading Global Telecom Provider

**Industry:** Telecommunications

**Department:** Operations, Finance, Legal, Supply Chain

**HQ / Location:** UK

**Scale:** Over 300M mobile customers and 4.5M business customers

## Challenge

The organization faced widespread operational drag from manual, fragmented workflows. Knowledge workers lost time and focus context-switching across tools, while every team—operations, finance, legal, and supply chain—were struggling with poor visibility, inefficient review cycles, and manual calculation errors that put millions of dollars at risk.

## Use Cases Transformed Into AI-Native

With UnifyApps, the organization shifted from isolated automation efforts to a reusable, AI-Native execution layer:

### AI Productivity Agent (Email & Documents)

⌚ BEFORE

Manual summarization and drafting

⌚ AFTER

Embedded AI assistant inside productivity tools

\$ COST

Lost focus, slow response cycles, repetitive effort

✓ BUSINESS IMPACT

Eliminated context switching; measurable productivity gains

### Appraisal Management Reconciliation

⌚ BEFORE

Manual appraisal reconciliation

⌚ AFTER

Automated calculation and real-time dashboards.

\$ COST

\$9M error risk; delayed closures

✓ BUSINESS IMPACT

\$470K annual ROI

### AI Contract Review & Clause Intelligence

⌚ BEFORE

Manual review of NDAs, NFAs, and agreements

⌚ AFTER

AI-driven standardization and anomaly detection

\$ COST

Long review cycles; missed anomalies

✓ BUSINESS IMPACT

Reduced risk; accelerated review cycles

### Conversational Procure-to-Pay

⌚ BEFORE

Manual model navigation without budget visibility

⌚ AFTER

Natural-language interface with real-time budget visibility

\$ COST

Slow procurement cycles and heavy FP&A coordination

✓ BUSINESS IMPACT

Shorter cycle times; improved budget control

## Scalable, Reusable Foundation

Reusable data objects for IT Assets, AMCs, Contracts, Procurement Requests, and Email Threads enabled rapid expansion across finance, legal, and operations without rebuilding integrations.

### Integrations Used

ERP & Finance: SAP S/4HANA, ECC, Oracle.  
Productivity: GSuite (Gmail, Drive, Calendar, Docs).  
Assets: ITAM Systems  
Legal: Document Repositories.

**70% faster time-to-value**

**UnifyApps delivered production workflows in just weeks.**

Previously, traditional builds used to 6–8 months.

## The core capabilities behind AI-Native transformation



### Model-agnostic AI

Embedded AI without locking into a single model



### Unified AI platform

Integrated data, workflows, and AI in one execution layer



### Built-in governance

Auditability and controls included from day one



### Reusable architecture

Shared integrations that cut the build cost for new use cases



### Low-code delivery

Faster builds with smaller teams—without sacrificing reliability

## Master Agents & App Catalog (MAAC)

Explore 200+ Production-Proven AI Agents Across Finance, HR, Supply Chain, Sales & IT

[Explore Use Cases →](#)



### About UnifyApps

UnifyApps is the AI Agent and App Builder for the enterprise that empowers organizations to transform into AI-Native enterprises. The AI OS platform connects systems of record, knowledge, and activity, enabling enterprises to turn stalled GenAI pilots into scalable, production-grade solutions.