

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

\$ COST

Lost focus, slow response cycles, repetitive effort

⚡ AFTER

Embedded AI assistant inside productivity tools

✓ BUSINESS IMPACT

Eliminated context switching; measurable productivity gains

Appraisal Management Reconciliation

⌚ BEFORE

Manual appraisal reconciliation

\$ COST

\$9M error risk; delayed closures

⚡ AFTER

Automated calculation and real-time dashboards.

✓ BUSINESS IMPACT

\$470K annual ROI

AI Contract Review & Clause Intelligence

⌚ BEFORE

Manual review of NDAs, NFAs, and agreements

\$ COST

Long review cycles; missed anomalies

⚡ AFTER

AI-driven standardization and anomaly detection

✓ BUSINESS IMPACT

Reduced risk; accelerated review cycles

Conversational Procure-to-Pay

⌚ BEFORE

Manual model navigation without budget visibility

\$ COST

Slow procurement cycles and heavy FP&A coordination

⚡ AFTER

Natural-language interface with real-time budget visibility

✓ 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



Unified AI platform

Integrated data, workflows, and AI in one execution layer



Reusable architecture

Shared integrations that cut the build cost for new use cases



Model-agnostic AI

Embedded AI without locking into a single model



Built-in governance

Auditability and controls included from day one



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.