

## Case Study

# Global MedTech – RFX Process Transformation Through GenAI

Service(s) offered: RFX Management, Process Transformation, Data Analytics

Sector/Industry: MedTech Device Manufacturer



## GenAI-Enabled RFX Transformation

### Overview

The client, a global leader in MedTech device manufacturing, relied on manual preparation of all RFX events right from supplier invites to the bid processing and contract drafting. The client sought to transform its sourcing operations by leveraging Generative AI to automate and standardize RFX (RFI/RFP/RFQ) processes. The initiative aimed to improve speed, consistency, and decision quality across multi-region sourcing events while enabling category managers with deeper analytical and negotiation insights.

### Challenge

The client's sourcing teams were constrained by manual, fragmented RFX processes that limited scalability and responsiveness.

Key challenges include:

1. Manual creation of RFI/RFP/RFQ templates, often copied from past documents, leading to errors and inconsistencies.
2. Technical and commercial specifications scattered across e-mails and spreadsheets, requiring significant consolidation time.
3. Long approval cycles caused by version mismatches and formatting differences.
4. Growing demand for faster, insight-driven negotiations in global sourcing events
5. Supplier data spread across multiple disconnected systems, require continuous manual checks for certifications, quality scores and past performances.
6. Quotes received in varied formats (emails, PDFs, spreadsheets), making comparisons slow and error prone.
7. Complex bid structures (multi-lot, multi-region, multi-part) further increased analysis time and introduced evaluation bias.

### Case Highlights

- End to end RFX lifecycle automation using Generative AI reducing time by more than 40%.
- RFX preparation time reduced from 48 hours to 24 hours
- 25%-30% increase in speed for evaluation and recommendation of awards through driven decision making for global category managers.
- Scalable solutions deployed across multiple categories and regions resulting in 20% increase in RFX events vs. prior years.
- Cost savings of up to 12% were achieved through optimized RFX design and auctions.

## Solution

Nexdigm helped implementing the process where client transitioned from Excel-based templates to a fully integrated SAP Ariba environment supported by Agentic AI capabilities.

### Standardization and Automation

- RFx templates were standardized across all direct-material categories and integrated with the current part catalog for easy selection of specifications and attachment of regulatory/technical documents.
- A centralized repository of historical RFx events, supplier responses, and evaluation reports enabled quick benchmarking and auto-comparison.

### AI-Driven Data Quality and Compliance

- AI monitored and flagged data duplication, version control issues, and incomplete supplier submissions, ensuring clean and consistent data throughout the process.
- Supplier selection, evaluation scoring, and business-case creation were assisted with AI-generated insights Automation and Visualization.

### Advanced Analytics and Decision Intelligence

- Integrated spend analytics, forecasting, and predictive insights supported buyers with deeper visibility on risks, savings opportunities, and supplier performance trends.

### AI-Powered Post-Event Analytics

- Automated generation of sourcing summary reports
- Insights on:
  - Price variance and benchmarks
  - Savings realization
  - Supplier performance and trend analysis.

## Outcome Delivered

### Accelerated RFx Cycle Time

- RFx preparation time reduced from 2 days to 1 day using AI-enabled templates.
- Information-gathering time reduced from 7 days to 4 days with automated stakeholder approvals.

### Faster Supplier Evaluation

- Evaluation time reduced from 7 business days to 5 days, driven by automated analysis, scoring models, comparison matrices, and early risk flags.

### Increased Throughput and Spend Coverage

- RFx-processed spend grew to USD 20 million, up from USD12 million the previous year.
- 20% more RFx events were prepared and executed without additional headcount.

### Higher Savings and Stronger Risk Management

- 12% higher cost savings realized through increased competitive bidding and improved evaluation discipline.
- Strengthened supply-risk governance, targeting 50% dual-sourcing for critical materials.

For more information on this case study, please write to us at:

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You can also visit our website to know how our services resulted in tangible business benefits:

[www.nexdigm.com](http://www.nexdigm.com)