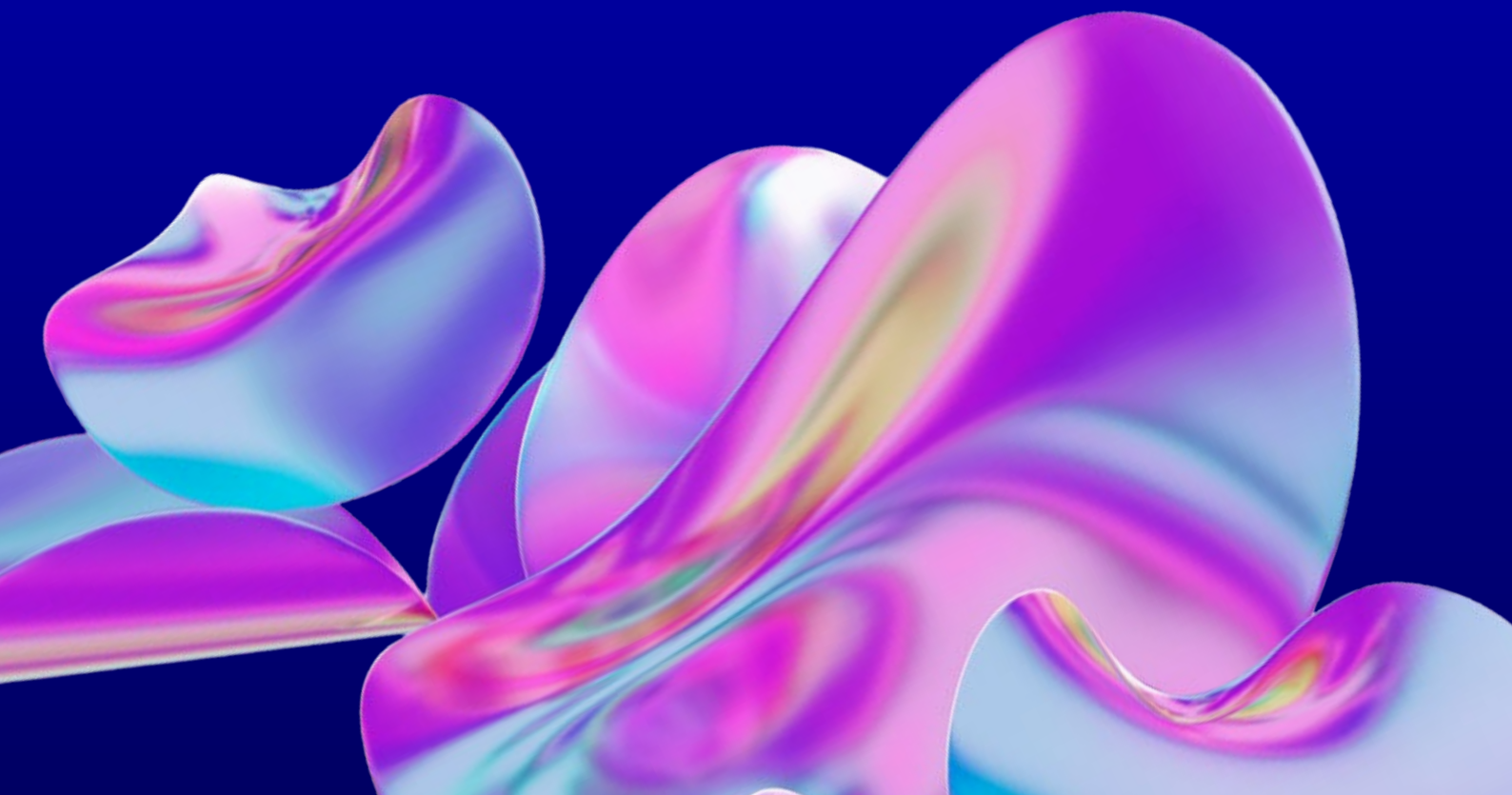




Shaping Healthcare Possibilities

# AI-driven Resolution of Supply Chain Price Discrepancies

The client partnered with CitiusTech to address a high-impact supply chain challenge: manual resolution of price discrepancies between purchase orders, invoices, and contracts. Through a rapid AI-driven proof of concept, the client demonstrated how contract grounded intelligence could automate discrepancy validation, dramatically reduce cycle time, and unlock significant financial value. The initiative laid the foundation for a scalable, enterprise-wide contract intelligence engine.



## Business Challenge

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Supply chain teams were burdened by:

- ▶ Manual, line-by-line contract validation
- ▶ High investigation cycle times and backlogs
- ▶ Dependence on tribal knowledge
- ▶ Financial leakage from unresolved or delayed discrepancies

Price discrepancies occur when invoice and PO prices do not align, with the contract being the only source of truth. The existing process was time consuming, inconsistent, and difficult to scale across suppliers. The client needed a faster, more accurate, and more explainable approach.

## The Solution

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CitiusTech partnered with the client to:

- ▶ Rapidly explore and prioritize the use case
- ▶ Build a proof of concept in a newly established SCM innovation environment
- ▶ Apply AI to automatically validate discrepancies against contract terms
- ▶ Generate structured, explainable outputs for analyst review

The solution automated anomaly confirmation, summarized findings at item, invoice, and vendor levels, and provided source grounded explainability directly tied to contract language.

## Business Outcomes / Benefits

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- ▶ ~90% reduction in investigation time
- ▶ Improved accuracy and consistency in discrepancy resolution
- ▶ Reduced manual effort and backlog
- ▶ Foundation for real-time, continuous validation across suppliers
- ▶ Identified annual savings potential of \$5M–\$14M, with broader enterprise opportunities of \$55M–\$95M

## Tech Stack

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- ▶ AI-driven Contract Intelligence Engine
- ▶ Infor SCM Integration
- ▶ Automated Invoice & Email Ingestion
- ▶ Explainable AI & Governance Controls

## About the Customer

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The client is a large, integrated health system with multi-billion dollar supply spend, focused on operational efficiency, financial stewardship, and scalable innovation.



Shaping Healthcare Possibilities

CitiusTech is a global technology services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable. Leveraging deep domain expertise and next-generation technologies including AI, Cloud, Data, and Intelligent Automation, we assist our clients in realizing their vision, accelerate transformation, and achieve business outcomes. With 7,700+ healthcare technology professionals worldwide, CitiusTech powers digital innovation, business transformation, and industry-wide convergence through next-generation technologies, solutions, and products. Follow CitiusTech on Twitter or LinkedIn.