



PROCUREMENT ORCHESTRATION: THE INVISIBLE ENGINE POWERING A SEAMLESS USER EXPERIENCE

Abstract

As procurement becomes more digitalized, companies struggle with fragmented tools, disconnected processes, and inefficiencies that impact user experience. The orchestration layer is emerging as the key enabler that integrates disparate procurement systems, streamlines workflows, and enhances decision-making through automation and AI. This PoV explores how procurement orchestration can transform key areas ranging from category management to risk management.

Introduction

As procurement continues to evolve in the digital age, organizations are faced with a growing challenge: How to manage increasingly complex processes, fragmented tools, and disconnected systems while ensuring compliance, cost savings, and efficiency. Traditional procurement models rely on multiple systems such as ERP, e-sourcing,

supplier management, contract lifecycle management (CLM), and invoicing, which often operate in silos, leading to inefficiencies and poor user experience. The orchestration layer is key to unlock procurement's full potential. It acts as an intelligent middleware, integrating various procurement functions, automating workflows, and providing real-time

insights to enhance decision-making. The orchestration layer in procurement serves as a unifying system that integrates various procurement tools, processes, and data sources to create a seamless and intelligent user experience, thereby becoming the backbone of an efficient and user-friendly procurement ecosystem.



Understanding orchestration layer in procurement

The orchestration layer is a middleware solution that sits between procurement applications, ERP systems, supplier portals, and analytics tools. It acts as a central control system that integrates various procurement functions—such

as sourcing, contract management, supplier relationship management (SRM), and spend analytics—into a unified, seamless experience. The key functions of the orchestration layer are integration, automation, user

experience enhancement, decision intelligence, compliance and governance. Orchestration layer in procurement helps in:

Creating a unified procurement interface

Instead of jumping between different platforms, users interact with a single, intuitive system that streamlines sourcing,

approvals, and supplier collaboration. This leads to faster adoption of procurement tools, streamlined workflow for buyers and

suppliers and reduced training time for new procurement users.

Intelligent process automation

Procurement users deal with repetitive, rule-based tasks that consume valuable time. The orchestration layer leverages AI and machine learning to personalize procurement workflows, accelerates approvals, ensures compliance without manual intervention and automate routine tasks such as

- Guided Buying: Recommends preferred suppliers and contract-compliant purchases.
- Automated Approval Flows: Smart routing of approvals based on predefined rules.
- Intelligent Sourcing Recommendations: AI suggests optimal suppliers based on historical data and market conditions.

This enhances the user experience by reducing cognitive load and allowing procurement teams to focus on strategic initiatives.

Faster and smarter decision-making

With real-time spend visibility and predictive analytics, procurement leaders can make more informed choices about suppliers and contracts.

Improved supplier collaboration

Supplier interactions are often fragmented across emails, portals, and procurement systems. The orchestration layer enables a collaborative supplier experience by offering a single communication hub for

RFQs, negotiations, and performance tracking, provide self-service capabilities for suppliers to update profiles, track payments, and resolve issues, enabling real-time visibility into order status,

invoices, and contract terms, thereby resulting in faster supplier onboarding, better compliance, and improved supplier relationships

Enhanced governance & risk management

Users struggle with fragmented data and lack real-time insights into procurement activities. The orchestration layer aggregates and analyzes real-time procurement data from multiple sources, delivering:

- Predictive Analytics: Alerts users to potential supply chain disruptions.
- Spend Intelligence: Consolidated spend dashboards with actionable insights.
- Risk Management: AI-powered risk assessments for suppliers and contracts.

By providing on-demand insights, users can make data-driven procurement decisions quickly and confidently.

Key areas where orchestration layers add value in procurement

With its ability to act as a centralized integration and automation hub, connecting all procurement-related systems, orchestration layer can transform the following key areas in procurement:



1. Category Management

Currently, the category management in procurement lacks standardized procurement processes across business units. Additionally, while there are difficulties in tracking category spend and identifying cost-saving opportunities, the operations also experience poor supplier visibility, leading to inefficient sourcing decisions. Amidst these challenges, orchestration layer can help in driving

standardization and strategic buying by:

- Automating category-based procurement workflows ensure compliance with strategic sourcing guidelines.
- Utilizing AI-driven insights to analyze category spend and recommend cost-saving measures.
- Offering seamless integration with supplier databases helps identify pre-

approved vendors and pricing.

- Providing guided buying interfaces ensure users select the right suppliers and contracts for each category.

As a result, procurement functions will be able to record improved spend visibility and category-based cost savings, faster, more efficient procurement processes and standardized buying behavior across the organization.

2. Supplier management

Often many procurement functions face constraints in managing suppliers due to lengthy and inconsistent supplier onboarding processes. Limited visibility into supplier performance further poses a substantial risk. As a result, procurement ends up spending high administrative effort in managing supplier compliance. Orchestration layer in procurement can enhance supplier collaboration and

mitigate risk by:

- Automating supplier onboarding streamlines approvals and compliance checks.
- Utilizing AI-driven supplier risk analysis to identify financial, operational, and geopolitical risks.
- Offering Seamless supplier collaboration portals improve communication and performance tracking.

- Sharing real-time alerts for contract expirations, SLA breaches, and compliance violations.

This benefits by reducing supplier onboarding time, strengthening supplier relationships and performance management and lowering risk exposure through automated compliance enforcement.

3. Contract management

Disjointed contract approvals and renewals often lead to missed deadlines. Procurement teams are also exposed to compliance risks from untracked contract deviations. Additionally, there are also difficulties in managing contract clauses and obligations across multiple contracts. However, integrating orchestration layer

in the procurement processes can help in automating compliance and renewals by:

- Automating contract approval workflows to route requests to the right approvers.
- Highlighting deviations and risks by utilizing AI-powered contract analytics
- Automating renewal notifications prevent contract expirations.

- Ensuring adherence to negotiated terms and conditions with real-time contract tracking.

This would result in faster contract execution with minimal manual intervention, reduced legal and compliance risks and improved supplier contract visibility.



4. Procure-to-pay (P2P)

Lengthy approval cycles often delay procurement requests. Additionally, while manual invoice matching increases error rates, maverick spending occurs due to poor policy enforcement. However, introducing orchestration layer can help in streamlining purchase requests, approvals, and payments by:

- Automating requisition-to-approval workflows reduce turnaround times.
- Ensuring accuracy and preventing overpayments with AI-driven invoice matching
- Offering guided buying features to direct users to preferred suppliers and contracts.

- Ensuring seamless budget control and payments Integration with finance systems.

This will not only result in faster procurement cycles, also reduce manual workload and processing errors and strengthen compliance with procurement policies.

5. Sourcing & RFPs

RFP processes, in general, are time consuming when done manually. Factors such as limited visibility into supplier bids and evaluations further create difficulties in tracking sourcing performance. Bringing orchestration layer into the procurement functions can help increase efficiency and

transparency by:

- Optimizing sourcing decisions with AI-driven supplier recommendations.
- Automating RFP workflows to streamline bid evaluations and approvals.
- Tracking performance and cost savings with real-time sourcing analytics

As a result, procurement teams will be able to commit shorter sourcing cycle times, have more competitive supplier bidding and achieve higher cost savings through optimized supplier selection.



6. Risk & compliance management

Tracking regulatory changes across geographies amidst the lack of real-time risk monitoring for suppliers and contracts often poses greater difficulty. This further causes non-compliance with internal procurement policies. However, it is possible to enforce policies and adhere

to regulatory compliance with the help of orchestration layer as it can:

- Automate policy enforcement to prevent off-contract and maverick spending.
- Detect compliance violations and supplier risks with AI-driven risk alerts
- Seamlessly integrate with compliance

databases to ensure real-time regulatory updates

This will result in stronger governance and risk management, reduced compliance violations and penalties and greater transparency in procurement activities.

Business impact of a well-designed orchestration layer

A robust orchestration layer enhances procurement performance beyond user experience—it drives efficiency, cost savings, and risk reduction at an enterprise level.

Increased efficiency and cost savings

- Automates up to 50% of manual procurement tasks, reducing cycle times.
- Reduces Maverick Spending by ensuring purchases comply with contracts.
- Eliminates redundant software by consolidating tools into a unified interface.

Improved compliance and risk management

- Ensures procurement follows organizational policies and regulatory requirements.
- Provides audit-ready tracking of transactions, supplier interactions, and contract approvals.

Agility and scalability

- Easily integrates with new technologies (AI, blockchain, IoT) without disrupting workflows.
- Adapts to changing procurement needs, whether scaling up or optimizing costs.

The future of procurement is orchestrated

The orchestration layer is no longer a luxury but a necessity in modern procurement. It simplifies complex workflows, enhances decision-making, and creates an intuitive user experience that drives both efficiency and compliance. By unifying procurement tools and leveraging AI-driven automation, organizations can

empower procurement teams to be more strategic, responsive, and future-ready. Organizations that embrace procurement orchestration will gain a competitive edge by improving efficiency, reducing costs, enhancing compliance, and creating seamless user experience. As AI and automation continue to evolve,

procurement orchestration will become the foundation for autonomous, intelligent, and highly optimized procurement operations. Would you like a tailored implementation roadmap for your organization's procurement orchestration journey?

Author



Rachel Feenstra,
Director

Rachel has more than 20 years' experience working with organizations across industries and regions to design better operating models and optimize their use of value levers. She has led many large global transformation programs of work across the globe for clients in the US, Middle East and APAC

For more information, contact infosysbpm@infosys.com

Infosys[®]
Navigate your next

© 2025 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.