




# Your customers order by email. Your team re-keys every one into the ERP.

Your buyers are not going to change how they order - and they should not have to. But right now, every emailed purchase order means someone on your team manually typing it into Business Central. That is time consuming and expensive. Your customer service team should be resolving issues and adding value - not keying in orders.

## SOUND FAMILIAR?

- Your customer service team spends hours keying emailed purchase orders into Business Central
- Your buyers are old school - they order by email and will not switch to a portal
- You want CS focused on resolving customer issues and adding value - not data entry
- You have looked at automation before, but security and ERP integration were blockers
- Ambiguous orders need human judgment - but not every order needs a human

## ONE PLATFORM, THREE MODULES

<div style="text-align: center; margin-bottom: 10px;"></div> <p><b>AI Order Hub</b></p> <p><i>Email to ERP, Automated</i></p> <p>Buyers keep ordering by email and PDF. AI reads each order, checks the customer's order history to interpret ambiguous items, and converts to ERP orders. Flags low-confidence items for human review. Zero manual entry.</p>	<div style="text-align: center; margin-bottom: 10px;"></div> <p><b>B2B Portal</b></p> <p><i>Self-Service Ordering</i></p> <p>Customers who want to order online log in, see their own ERP prices, browse your live catalogue, and order themselves.</p>	<div style="text-align: center; margin-bottom: 10px;"></div> <p><b>Sales App</b></p> <p><i>Field Sales, Offline-Ready</i></p> <p>Reps at stores and trade shows with full product data and customer pricing. Orders go straight to ERP - no re-keying at the office.</p>
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83%

Prefer Self-Service

10x

Manual Order Cost Premium

400+

ERP Connectors

\$50K+

Digital Spend No Rep Needed

## THREE STEPS TO LIVE

1

**Connect Your ERP**

We have a native connector for Business Central, plus 400+ other ERPs through SyncSpider. Your data stays where it is. No migration, no middleware. Deployable on your infrastructure if security requires it.

2

**Configure and Brand**

The AI Order Hub learns your product codes and order formats. Your B2B portal gets your branding and pricing rules. The Sales App loads your customer data. All synced to your ERP in real time.

3

**Go Live in Weeks**

Your inbox orders start processing automatically. Customers who want self-service get the portal. Reps get the app. Not months. Weeks.

## REAL CUSTOMER RESULTS

**Doppler - Industrial Manufacturer, Austria**

Replaced manual order intake with B2B Portal + AI Order Hub. The back-office team went from keying orders all day to handling customer issues and exceptions only. 70% faster processing, 90% fewer errors. Full case study attached.

**Kienesberger - Wholesale & Distribution, Austria**

Every customer had individual pricing that could not be exposed online. B2Bware's B2B Portal now shows each customer their own ERP prices in real time. AI Product Enrichment auto-generates catalogue data across their product range.

## HOW AI ORDER HUB PROCESSES AN ORDER

1

**Email arrives**

Customer sends a purchase order by email - PDF, typed text, Excel, or even a photo.

2

**AI reads and extracts**

Product codes, quantities, customer details - identified automatically from any format.

3

**Validates against your ERP**

Every item checked against Business Central: correct code, pricing, stock. Order history resolves ambiguous items.

4

**Confidence check**

High-confidence items confirmed automatically. Low-confidence items flagged for your team.

5

**Order lands in ERP**

Validated orders pushed directly into Business Central. No re-keying. Team handles exceptions only.