

## Offer name

AI-Driven Frontier Back Office Transformation

## One-line value proposition

Transform Finance, HR, Legal, and Procurement into AI-led autonomous workflows with human-led execution to improve efficiency, costs, and decisions.

## Overview

The AI-Driven Frontier Back Office Transformation offering helps enterprises modernize back-office operations using Generative AI, Agentic AI, automation, and Microsoft cloud technologies.

It transforms fragmented, manual, and repetitive processes across Finance, HR, Legal, Procurement, IT Service Desk, and Sales Operations into intelligent, scalable, autonomous workflows.

Built on Microsoft's Frontier Firm and responsible AI-first principles, the offering combines AI agents, copilots, workflow automation, and enterprise governance to improve productivity, reduce costs, accelerate decisions, and maintain security, compliance, and responsible AI standards.

Using Azure AI Foundry, Azure OpenAI Service, Azure AI Search, Azure AI Document Intelligence, Microsoft Fabric, Azure Integration Services, and Power Platform, organizations can securely build, deploy, govern, and scale AI-powered business processes.

## Challenges

- Manual, fragmented back-office operations causing inefficiencies
- Delays in approvals, reconciliations, service resolution, and decisions
- High error rates and rework
- Longer request-to-closure cycle times
- Limited real-time visibility
- Compliance, governance, and auditability challenges
- Rising operational costs and pressure to optimize processes

## Key capabilities

- AI-powered autonomous workflows for Finance, HR, Legal, Procurement, and IT operations
- Copilot and AI agent development using Microsoft Copilot Studio and Azure AI
- Intelligent document processing, reconciliation, and workflow orchestration

- Human-in-the-loop approval and exception management
- Responsible AI governance, observability, and evaluation frameworks
- Process mining, discovery, and workflow redesign
- Reusable accelerators, domain templates, and industry frameworks
- Integration with Dynamics 365, Microsoft Fabric, Teams, Outlook, Power Platform, and enterprise ERPs

## How it works

- Conduct process discovery, mining, and workflow assessment
- Define target operating model, governance boundaries, and AI roadmap
- Prioritize use cases using business value and feasibility
- Design and implement AI-led workflows with copilots, AI agents, and automation
- Integrate with enterprise systems and collaboration channels
- Validate AI outputs using evaluation frameworks and responsible AI guardrails
- Monitor, optimize, and scale adoption through AgentOps and managed services
- Typical setup time: 4–12 weeks depending on process complexity, integrations, and deployment scale.

## Use cases

### Finance Use Cases

- AI-powered invoice processing, reconciliation, and 2/3-way matching
- Financial statement trend analysis, cash flow forecasting, and working capital insights
- M&A target deal summaries
- AI-powered tax assistant
- Vendor onboarding

### HR Use Cases

- Employee self-service and HR policy assistant
- AI-driven recruitment screening and candidate evaluation
- Automated onboarding and employee journey management
- Learning and skills recommendation assistant
- HR case management and employee sentiment analysis

### Legal Use Cases

- Contract intelligence and clause extraction
- Legal document summarization and Q&A
- Obligation tracking and compliance monitoring

- AI-assisted legal research and policy review
- Risk identification and contract deviation analysis

## Business impact

- 40–50% reduction in invoice processing and reconciliation cycle times through Azure AI Document Intelligence and Azure OpenAI-powered extraction and validation.
- 20–30% reduction in finance operational costs using AI agents built on Azure AI Foundry and Copilot Studio.
- 40–60% faster HR query resolution through Azure OpenAI-powered employee self-service assistants.
- 40–50% faster candidate screening and onboarding through AI-driven resume screening, matching, summarization, and onboarding assistants.
- 25–35% reduction in contract review and document analysis time using Azure AI Document Intelligence and Azure OpenAI.
- 30–40% improvement in compliance and obligation tracking accuracy through AI-powered document understanding and workflow orchestration.
- 30–40% faster request processing and fulfillment using AI agents and autonomous workflows powered by Azure AI Foundry and Azure Integration Services.
- 15–20% reduction in operational disruptions through predictive insights and intelligent recommendations.

## Who benefits

Primary Users: Finance teams, HR teams, Legal operations, Procurement teams, IT support teams, and Sales & Marketing operations

Decision Makers: CIOs, CFOs, CHROs, COOs, Transformation Leaders, Shared Services Leaders, and Digital & AI Leaders

Administrators: Enterprise application owners, IT administrators, process owners, and governance and compliance teams

## Sales inquiry

Write to us: [partnerupdates@sonata-software.com](mailto:partnerupdates@sonata-software.com)