

FRONTIER COMMUNICATIONS:

Procurement, Transformed. Efficiency, Unlocked.



Then: Fragmented Tools, Limited Insight

Frontier Communications, a leading U.S. telecommunications provider, delivers high-speed internet, voice, and TV services to millions of customers nationwide. While the organization had procurement tools in place, visibility, reporting, and process efficiency were not fully optimized:



Limited visibility into enterprise-wide spend made reporting and analysis difficult



Compliance tracking and reporting lacked automation and scalability



Sourcing tools lacked flexibility for handling both quick-turn purchases and complex RFPs



Now: Connected, Data-Driven, Compliant

With Zycus, Frontier's procurement is now intelligent, automated, and fully optimized:

Smarter sourcing – With iSource, teams execute both rapid spot buys and complex sourcing events efficiently with 1,035 sourcing events executed, including 644 RFPs and 112 auctions



Stronger spend visibility – Enterprise-wide expense data is now analyzed with ease using iAnalyze, enabling faster and smarter decision-making



Improved compliance oversight – Enhanced reporting and centralized access to contracts ensure better policy enforcement and audit readiness



Contract centralization – 19,282 contracts now reside in a centralized system, ensuring visibility, accessibility, and governance



What's Next? Unleashing the Deep Value of AI

Frontier Communications is building on this foundation with Zycus' Merlin Agentic Platform to further elevate procurement agility, insight, and value delivery.



SHAUN MOORE

Vice President of
Contract Management &
Procurement Operations
Frontier Communications



With Zycus, procurement isn't just better, it's future-ready. We now run reports faster, have improved compliance tracking, and also have a reliable view of our sourcing and contracts landscape.

Ready to Future-Proof Your Procurement?

Discover how Zycus' Merlin Agentic Platform can unlock deep value for your procurement function.



Zycus, recognized by Gartner and Forrester as a leader in procurement technology, empowers teams to unlock deep value through its comprehensive Source-to-Pay (S2P) solutions. At the heart of our S2P solution is the Merlin AI Agentic Platform, which orchestrates intelligent AI agents to deliver simplified, efficient, and compliant processes.

The Merlin Intake Agent offers business users unparalleled ease of use, increasing adoption rates and significantly reducing non-compliant spending.

For procurement teams, Merlin Autonomous Negotiation Agent handles tail spend autonomously, securing additional savings, Merlin Contract Agent helps draft compliant contracts and reduces risks by actively monitoring them, and the Merlin AP Agent further enhances efficiency by automating invoice processing with exceptional speed and accuracy.

With the flexibility and autonomy of Merlin AI agents, teams can seamlessly guide workflows or delegate routine tasks for autonomous execution. Uncover the full depth of value and achieve procurement excellence with Zycus' AI-powered S2P solutions.

