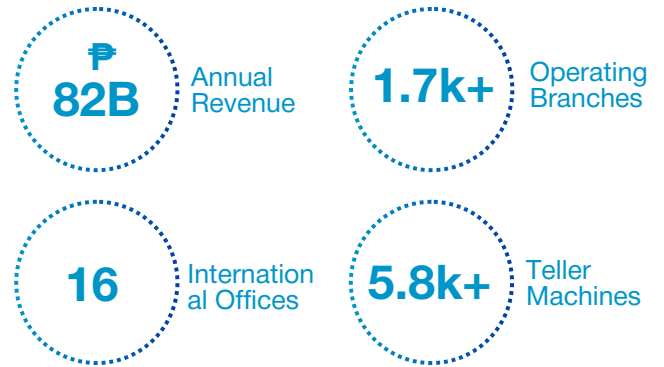


# BDO Unibank Transforms its Source to Pay Landscape with Zycus' Merlin Agentic Platform

~80% improvement in  
procurement cycle time

## About The Company

BDO Unibank, Inc., is a full-service universal bank in the Philippines, providing a complete array of industry-leading products and services. BDO is a member of the SM Group, one of the country's largest and most successful conglomerates with businesses spanning retail, mall operations, property development and financial services.



## The Situation

BDO's procurement system was not centralized and seamless leading to a lot of manual effort while risking delays in sourcing.



## Existing Key Challenges



### Decentralized System:

The lack of a centralized solution resulted in increased manual tasks and posed risks of delays in critical sourcing and procurement initiatives.



### Prolonged Project Duration:

The system enhancements and integration project had been ongoing for 2-3 years, with the team putting up with the system's shortcomings.



### Compliance and Visibility:

The bank aimed to improve compliance, visibility, and transaction turnaround time. Continuing with the current system would impose additional years of burden on the team.



## Zycus' Solution: Full Source to Pay

BDO bank decided to transition to a centralized solution that would seamlessly integrate with their existing systems. Zycus provided exactly that with their Merlin Agentic Platform. Utilizing a phased approach, the solution saw considerable adoption within 3 months.



### eInvoicing

Invoice  
Management



### eProcurement

Catalog, PR, PO,  
GR Management



### iContract

Contract  
Management



### iRequest

Request  
Management



### iSource

Sourcing  
Management

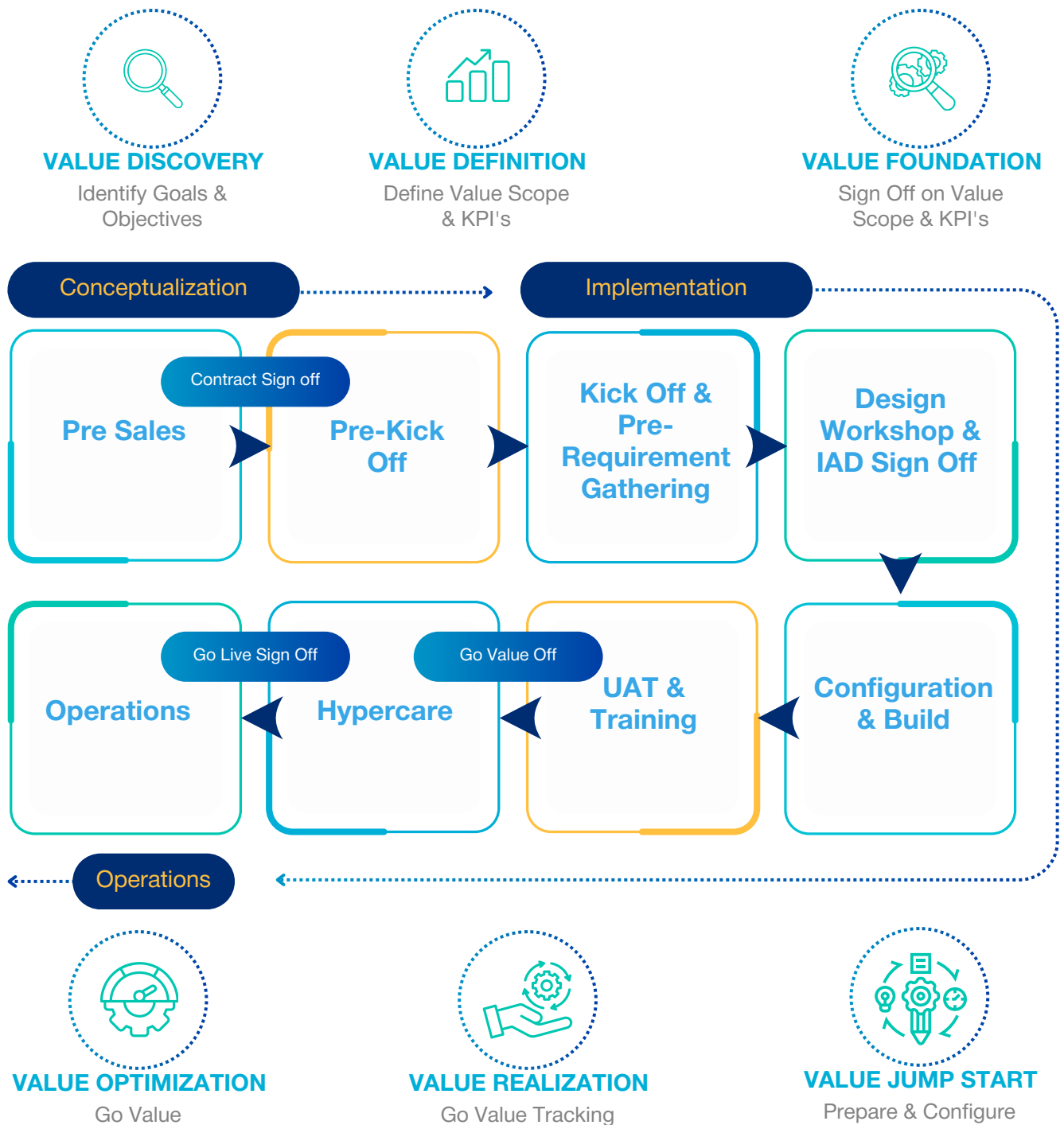


### iSupplier

Supplier  
Management



# Value Realisation Journey



## Business Benefits



Seamless  
Integration



Centralized  
Operations



Operational  
Efficiency



Improved Compliance  
and Visibility

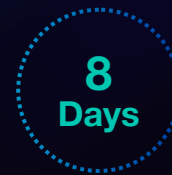
## Value Metrics



Improvement in  
Request to PO



Improvement in  
Order to Delivery Receipt



Supplier  
Onboarding



Invoice Compliance to  
PO/Contract



Net Promoter  
Score



Customer  
Satisfaction Index



I can see that Zycus is more paranoid about value than I. Their successful partnership with SM Retail demonstrated their capabilities and it was evident their integration capabilities were beyond any other solution in the market.



**Joey Gotuaco**  
Senior EVP and Head-  
Central Operations  
**Banco de Oro (BDO)**  
**Unibank Inc.**



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.

