



DIGITAL REPORT

Zycus:

# PIONEERING AGENTIC AI

in Procurement to Unlock Deep Value

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### **Zycus is committed to delivering deep value and efficient procurement, through its cutting edge Merlin Agentic AI-powered source-to-pay solutions**

**F**ounded in 2001, Zycus has evolved from a procurement technology innovator to a global leader in AI-driven Source-to-Pay solutions.

Under the leadership of its Founder and CEO Aatish Dedhia, the company has consistently pushed the boundaries of procurement technology, focusing on delivering deep value through innovative solutions that transform how organisations approach procurement.

“Zycus was founded with a clear mission: to simplify and transform procurement through technology,” explains Aatish. “Back in 2001, the procurement landscape was largely manual and disconnected and our initial goal was to automate and bring efficiency to these processes. Over time, as the industry evolved, so did our mission. Today, we aim to empower procurement teams to become strategic enablers of business success and unlock deep value by leveraging advanced technology like AI Agents”.

#### **The Deep Value Plan: Revolutionising Procurement**

At the core of Zycus’ strategy lies its transformative Deep Value plan, which



represents a fundamental shift in how organisations approach procurement.

“The Deep Value plan is at the heart of what Zycus stands for today,” explains Aatish. “It’s our commitment to delivering outcomes that go beyond surface-level efficiency gains. Instead of just automating tasks, the Deep Value plan focuses on unlocking strategic advantages such as deeper savings, increased efficiency, improved compliance, cost optimisation, risk mitigation and sustainability alignment.”

This strategic initiative integrates advanced Agentic AI technologies across



# ZYCUS

DEEP VALUE PROCUREMENT AI

Aatish Dedhia,  
Founder and CEO,  
Zycus

the Source-to-Pay cycle, enabling organisations to achieve:

- **Autonomous procurement:**  
Automating routine tasks to increase efficiency
- **Predictive intelligence:**  
Leveraging AI to forecast market trends and optimise sourcing strategies
- **Intelligent intake:**  
Utilising conversational AI to simplify interactions with procurement systems.

**“We envision a future where human procurement professionals work seamlessly alongside AI agents for enhanced efficiency”**

AATISH DEDHIA,  
FOUNDER AND CEO,  
ZYCUS

A portrait of Aatish Dedhia, a middle-aged man with short, graying hair, wearing a dark gray suit jacket over a white button-down shirt. He is looking slightly to the right of the camera with a neutral expression. The background is white with a blue abstract shape on the left side.

## AATISH DEDHIA

**TITLE: FOUNDER AND CEO**

As the founder and CEO of Zycus, Aatish defines the vision and roadmap of all technology and innovation at Zycus. Aatish Dedhia started Zycus in 2001 with a vision to leverage technology to solve business problems. He harnessed the power of Artificial Intelligence technology for practical business purposes to create a powerful suite of solutions for the field of procurement. With the introduction of Agentic AI, Aatish is driving Zycus' mission to unlock Deep Value in procurement. Under his leadership, Zycus has emerged as the industry leader. Prior to Zycus, Aatish worked at Intel Corporation on the Pentium-II processor. Aatish has a B.Tech in Electrical Engineering from IIT Mumbai and an MS from Cornell University.

## **Innovation and R&D: Driving Technological Excellence**

Innovation stands as a cornerstone of Zycus' philosophy, with the company allocating nearly 50% of its resources to R&D – an industry-leading investment that reflects their commitment to staying ahead of the curve. “In 2018, Zycus launched the complete Merlin suite of AI across the entire S2P suite, well ahead of the advent of ChatGPT,” says Aatish. “This early lead with Merlin allowed us to build a large talent pool of AI professionals, representing the industry's largest investment in AI as a percentage of our workforce. We work closely with clients to understand their pain points and co-develop solutions that align with their goals.”

The company maintains an AI Council comprising CPOs and industry leaders, representing over US\$1tn in revenues, helping to validate its vision and strategy. This commitment to innovation is further strengthened through regular engagement with industry analysts at Gartner, Forrester, IDC and Hackett, ensuring its development path remains aligned with emerging trends and customer needs.

## **Agentic AI: Transforming Source-to-Pay Solutions**

Zycus has embedded Agentic AI across its entire source-to-pay lifecycle, revolutionising how procurement teams operate. “AI Agents are a game-changer, transforming procurement into a strategic enabler unlocking real value,” states Aatish.

At the core of Zycus, driving its evolution is the ability to anticipate and adapt to change. From building one of the earliest AI-driven procurement solutions to creating a fully integrated Merlin Agentic AI-powered S2P suite, its journey has been about staying ahead of the curve and addressing the dynamic needs of its customers. S2P remains a critical part of its focus, harnessing the power of Agentic AI across the S2P lifecycle. For example, the Merlin Negotiation Agent consistently delivers significant savings through autonomous negotiations.

“Our Merlin Intake Management solution is another standout,” adds Aatish. “By guiding users to make compliant, cost-efficient purchases, it simplifies procurement from the first step. Its conversational AI, natural language enables policy compliance and brings unparalleled compliance and visibility.”

Beyond Gen AI apps, Zycus is investing significantly in building autonomous AI agents on its Merlin Agentic Platform.

This seamless integration of Gen AI ensures that procurement teams save time, enhance decision-making and focus on strategic priorities.

With its current focus on Agentic AI, sustainability and autonomous procurement Zycus is committed to helping businesses achieve measurable deeper value and navigate the complexities of modern supply chains.

“At Zycus, we embed AI Agents across the S2P lifecycle,” Aatish says. “For example, a Buyer Agent or an AP Agent will handle routine work, freeing the procurement team to think strategically and deliver real value”.

## Expanded Merlin Agentic AI Platform Capabilities

The Merlin Agentic AI Platform offers sophisticated capabilities that transform procurement operations:

### Intelligent Intake Management

“Our Merlin Intake solution is a differentiator,” Aatish explains. “The Merlin Intake Agent acts as an intelligent front door to procurement, effortlessly guiding business users through processes. This ensures significant value through proper buying channels and enhances user satisfaction and system adoption with conversational AI. It is the only Intake Management solution in the S2P space which is integrated with Microsoft Teams.

### Advanced Contract Management

The suite’s contract management capabilities leverage Gen AI to:

- Generate policy-compliant clauses automatically
- Analyse contract risks and opportunities
- Track compliance and performance metrics
- Facilitate faster contract negotiations through AI-powered recommendations
- Predictive analytics and risk management

Built-in predictive analytics capabilities enable organisations to:

- Forecast market trends and pricing movements

- Identify potential supply chain disruptions
- Optimise inventory levels and ordering patterns
- Monitor supplier performance and risk indicators

## Proven Success through Strategic Partnerships

Zycus has established a robust ecosystem of strategic partnerships that enhance its technological capabilities and service delivery. The company collaborates with global leaders including:

- Strategic partners: Accenture, IBM, Infosys, KPMG and TCS
- Transformation partners: Deloitte, HCL, Tech Mahindra, Capgemini and Cognizant
- Technology partners: Amazon Web Services (AWS), OpenAI, Dun & Bradstreet, Ecovadis and Moody’s

A notable example of these partnerships is the collaboration with Microsoft, which has enabled the integration of Zycus’ Merlin Intake Management with Microsoft Teams, bringing procurement directly into professionals’ daily workflows.

## Sustainability and ESG Integration

Sustainability stands as a core pillar of Zycus’ strategy.



## CLIENT SUCCESS STORIES

Zycus' impact is best illustrated through its successful implementations across various industries:

### Heineken's Global S2P Roll-out:

Heineken, one of the largest global brewers, implemented Zycus' S2P suite to streamline procurement operations across its global supply chain. The implementation led to:

- 70 BUs using source-to-contract
- 36 BUs using procure-to-pay
- One audit-proof – global way of working
- Improved user feedback and better end user experience

### Delta Air Lines' Modernisation

Delta Air Lines partnered with Zycus to modernise its procurement processes. Using Zycus' source-to-pay tools, Delta gained:

- 81% reduction in project cycle time
- 60% reduction in intake cycle time

- 60% increase in sourcing events

### Porsche Cars North America's Procurement Transformation

Leading automobile manufacturer, Porsche Cars North America, Inc. added wheels to its procurement automation process with Zycus solutions and achieved:

- Greater transparency and visibility of projects across all stakeholders
- Higher efficiency and productivity in procurement processes
- Increased compliance between shared services functions across the organisation
- Improved user adoption among business and procurement users.

“Given our conviction in enabling a sustainable world,” Aatish explains, “we launched Lythouse, our ESG management solution, which enables carbon analytics, green supplier collaboration, reporting and collaboration towards achieving ESG goals.”

The Lythouse platform offers advanced sustainability features including:

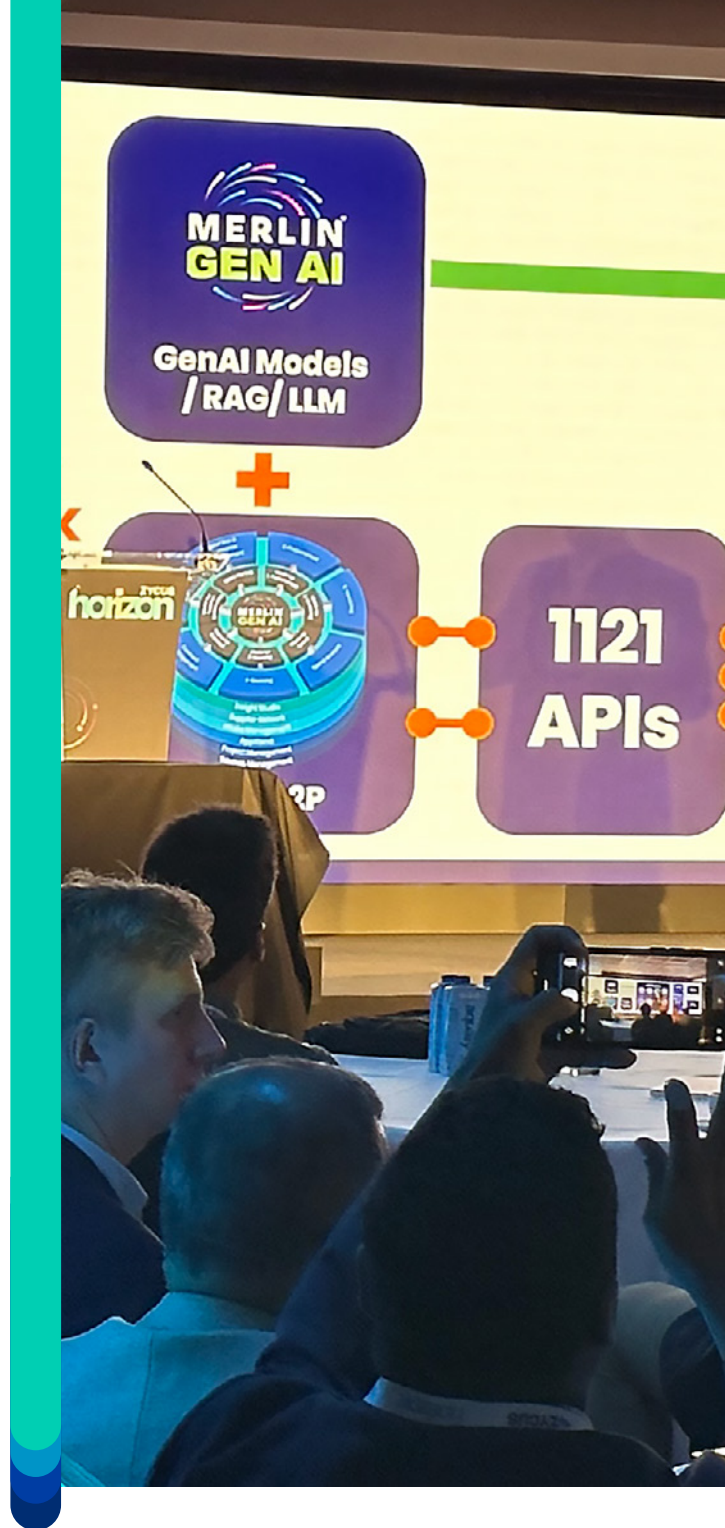
- Carbon footprint tracking and analysis
- Supplier ESG performance monitoring
- Sustainability goal setting and tracking
- Collaborative sustainability initiatives
- Real-time ESG reporting and analytics.

Sustainability is embedded throughout the procurement lifecycle:

- Supplier selection criteria incorporating ESG metrics
- Automated sustainability compliance checking
- Green procurement recommendations
- Carbon impact analysis of sourcing decisions.

### The Future of Procurement with Zycus

Looking ahead, Aatish envisions a transformative role for Agentic AI in procurement: “Over the next five years, Agentic AI will become the cornerstone of procurement innovation, enabling



organisations to move beyond surface-level value and realise deeper value through strategic outcomes such as cost optimisation, risk mitigation, simplified processes and ensured compliance”.

The company’s commitment to autonomous procurement represents a paradigm shift in the industry. “We see autonomous procurement as the next frontier,” Aatish emphasises, “where intelligent systems take on routine and repetitive tasks, allowing procurement



Aatish Dedhia,  
Founder and CEO,  
Zycus

professionals to focus on strategy and innovation. Imagine a scenario where purchase requisitions, supplier evaluations and even negotiations are handled autonomously by AI Agents. That's the future we're building toward."

"We envision a future where human procurement professionals work seamlessly alongside AI agents for enhanced efficiency. Picture a hybrid team of humans and AI agents. Zycus envisions agents that embody personas,

**"We aim to empower procurement teams to become strategic enablers of business success by using advanced technology"**

AATISH DEDHIA,  
FOUNDER AND CEO,  
ZYCUS



## THE MERLIN AGENTIC PLATFORM: UNLOCKING DEEP VALUE

The Merlin Agentic Platform represents Zycus’ commitment to revolutionary procurement solutions. According to Aatish, the suite encompasses two core innovations:

### Conversational AI Agent for Business Users

Merlin Intake: Serving as the “front door” to procurement, this intuitive interface guides users through purchase requests while ensuring compliance with organisational policies.

### Autonomous Agents

Featuring Multi-Agents and Super Agents, this platform represents the cutting edge of autonomous procurement to drive speed and efficiency. For e.g. Autonomous Negotiation Agent is capable of negotiating contracts and managing supplier interactions in real-time.

taking on multiple tasks for specific roles. Over the past year, Zycus has invested in building the Merlin Agentic Platform. This platform balances autonomy with control, enabling organisations to harness AI while maintaining oversight of procurement processes.”

### **Security and Compliance**

In today’s digital landscape, data security is of paramount importance. “Data security is non-negotiable,” states Aatish. “Zycus adheres to global standards like ISO 27001 and SOC 2, with robust measures including encryption, multi-factor authentication and role-based access controls and beyond.” The company’s solutions feature comprehensive audit trails and policy compliance checks, ensuring adherence to regulatory requirements while providing peace of mind to customers.

### **Experience Zycus’ Innovations at the Horizon Event**

The upcoming Zycus Horizon event will showcase these groundbreaking advancements in procurement technology. Attendees will have the opportunity to experience firsthand how Zycus is reshaping the future of procurement through Agentic AI-powered solutions and autonomous procurement capabilities.

“We invite procurement professionals and industry leaders to join us at Horizon,” Aatish says.

“It’s a unique opportunity to explore the cutting-edge technologies that are

transforming procurement and to engage with peers who are driving this evolution.” After successful Horizon editions in the US and Europe, Zycus is now heading to South East Asia. Register now for the upcoming Zycus Horizon event and discover how businesses can leverage AI to revolutionise their procurement strategies.

Zycus stands at the forefront of procurement technology innovation, driven by its Deep Value plan, advanced Agentic AI solutions and unwavering commitment to sustainability. As organisations navigate increasingly complex procurement challenges, Zycus continues to provide the tools and capabilities needed to transform procurement from an operational function into a strategic driver of business success.

Through its comprehensive suite of solutions and dedication to innovation, Zycus remains committed to helping organisations achieve deeper value and strategic advantage in an evolving business landscape.

As Aatish concludes: “By staying agile and co-innovating with our customers through forums like AI Council and Customer Advisory Boards, Zycus ensures that procurement evolves as a strategic driver of business success.”

This commitment to innovation and customer success continues to position Zycus as a leader in the procurement technology industry, ready to meet the challenges and opportunities of tomorrow. ●



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