

Claims Processing Agent

The Claims Processing Agent extends SAP margin optimization solutions by Vistex with agentic AI. It automates the ingestion, mapping, validation, and settlement of unstructured channel and customer claims or transaction reports so settlement teams can focus on programs and exceptions rather than file handling.



Solution overview

- Identifies file content automatically, including chargebacks, rebate point-of-sale files, royalty reports, market development funds submissions, and other unstructured claims such as promotional proof claims
- Ingests CSV, Microsoft Excel, and PDF documents without preconfigured templates by sensing file layout and adapting to each format
- Maps submitted data to the system model with confidence scoring, processing high-confidence mappings automatically and routing low-confidence results to human reviewers
- Validates claims against existing rules, using fuzzy logic to resolve minor discrepancies
- Resumes automatic processing after error correction so no claim sits idle

Key features

- Built on AI Foundation, part of SAP Business AI Platform, and aligned with the Autonomous Finance domain
- Architectural human-in-the-loop approach, with exceptions and policy breaches routed to a prioritized queue and context on what failed and why
- Agent actions logged and traceable, with segregation of duties and approval workflows consistent for human and AI agents
- Use of existing validation rules and approval workflows already configured in the system, with no parallel process to build or maintain
- Premium AI feature that consumes AI credits so no separate contract is required

Value drivers that help achieve your goals

Source: SAP expert estimation

24x increase in claims-processing throughput

48%–80% reduction in labor cost per file

Deliver the benefits of EDI standardization without the cost or complexity. Formats vary because smaller partners are not investing in EDI. The agent handles these variations, virtually eliminating template creation, rekeying, and manual file manipulation from the claims process.

What this means for your team

- There is usually no need for template creation for new partner files or formats.
- Processing drops from 10 to 25 minutes per file to less than one minute.
- Your team stays in control: nothing settles without passing validation and, where required, human approval.
- Mistakes from rekeying or manually modifying files are reduced.
- Volume scales without an increase in proportional headcount.
- Time recovered from file handling redirects to faster exception analysis, improved partner engagement, and program optimization.

This solution is available for the SAP Channel Program Management by Vistex and SAP Rights and Royalty Management by Vistex, cloud edition.

Discover the business value of the Claims Processing Agent.

Learn more

Contact your local SAP account executive.

