



STATE & LOCAL GOVERNMENT AI OPPORTUNITIES

Abstract

State and local governments are rapidly expanding regulated AI adoption, emphasizing strong governance, data quality, continuous monitoring, risk controls, accountability, and ethics. SAP's public-sector cloud ecosystem embeds auditable, secure AI into core finance and procurement processes, while Infosys Topaz Fabric adds human-in-the-loop intelligence, workflow orchestration, and responsible AI safeguards. Together, these capabilities enable agencies to deploy AI efficiently and transparently, improving operational performance, reducing risk, and strengthening public trust.

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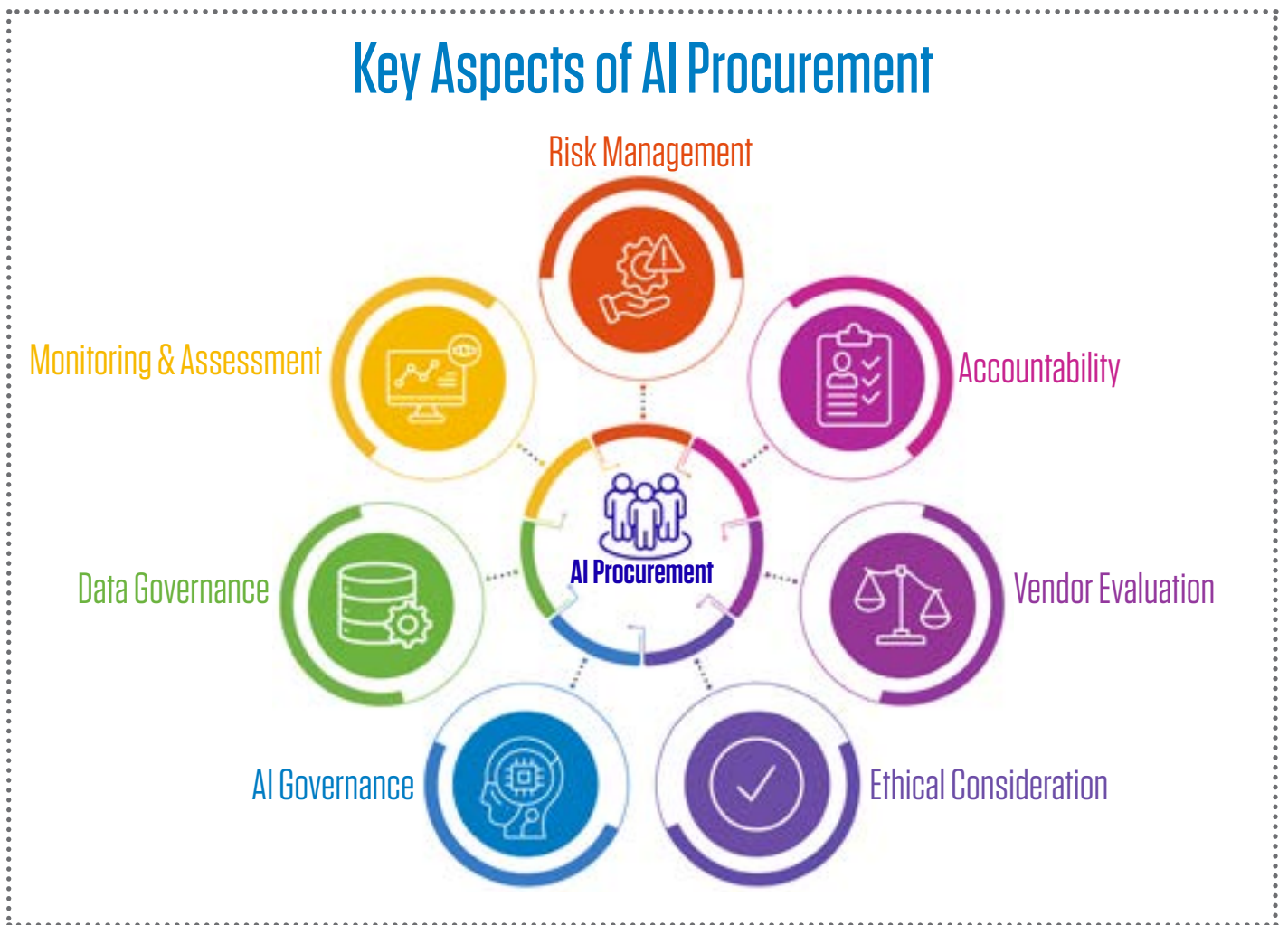


Figure 1. Key aspects of AI procurement

AI Governance

OVERVIEW - 2026 Public Sector Opportunity (SLED)

SLED CIOs have elevated AI governance to the top of the 2026 agenda with formal responsible-use policies, AI inventories, and advisory boards; states are moving from pilots to production (document analysis, GenAI assistants, knowledge retrieval). This creates funded demand for governance controls built into core systems. NASCIO's 2026 Top 10 ranks AI/GenAI/agent AI as #1 and Cyber & Risk as #2; budget/cost control pressures intensify scrutiny of AI ROI and auditability. Centralized buying and off-the-shelf AI inside incumbent platforms dominate to reduce risk and speed adoption.

SAP SOLUTION – AI-Focused Capabilities (Public Cloud):

RISE with SAP S/4HANA Cloud, Public Edition (Public Sector Management) provides governed, auditable ERP, grants, and procure-to-pay processes with SAP Joule GenAI guidance. SAP Business Technology Platform (BTP) supports policy enforcement, model registration/access control, and integrations; SAP Analytics Cloud (SAC) provides explainable, audit-ready dashboards; SAP NS2 offers sovereign options for U.S.-staffed controls where required.

SUMMARY

AI governance is a funded requirement tied to compliance and trust. SAP's strength is governance embedded in finance and procurement, so agencies govern AI as part of operations rather than bolt-ons. SAP's advantage is that governance can be operationalized inside the ERP and procurement "system of record." With S/4HANA Cloud Public Edition (PSM, Public Sector Management) and Joule, agencies keep AI assistance within governed workflows; BTP and Cloud ALM provide platform controls and lifecycle traceability; and SAC provides auditable reporting for oversight bodies.



AI capabilities should be delivered through standardized, SAP supported platforms and reusable services embedded within core business processes, minimizing custom development and redundant tooling.

How Infosys Can Assist Your Organization

- 1 Establish** statewide AI governance frameworks and CAIO playbooks; align policies to SAP BTP controls, model registry, and data-access standards.
- 2 Design & implement SAP Joule usage policies** (prompt guidance, logging, retention) integrated with records management.
- 3 Stand up** an enterprise AI Inventory and Risk Register; integrate with SAP GRC for issue tracking and remediation workflows.
- 4 Provide** change management & training (procurement, finance, grants) to drive safe GenAI adoption and ROI realization.

Topaz Fabric Solution

- Use Topaz Fabric's **human in the loop agentic service delivery** and pre built service flows to standardize AI-enabled operational workflows across the enterprise, reducing ad hoc AI usage and enforcing controlled execution paths.
- Topaz Responsible AI Suite (**Steer + Scan**) uses governance advisory plus risk posture / compliance "single source of truth" capabilities to provide the governance layer that governs how AI is used and approved.
- Governs **SAP Joule** usage in **SAP S/4HANA Cloud (Public Edition/PSM)** and SAP Ariba by enforcing "approved use cases + human oversight" operating model around AI-assisted workflows (Topaz Fabric delivery model + RAI governance).

Sources

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→ [StateTech Magazine – Experts Outline 2026 State & Local IT Priorities Amid AI Growth](#)

[nextplatform.com]

→ [Open Contracting Partnership – How the Public Sector Is Buying AI](#)

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→ [SAP – Public Sector Procurement Solutions \(includes governance & auditability\)](#)

[fas.org]

→ [SAP NS2 – Secure Cloud for State, Local & Education](#)

[breakingdefense.com]

Data Governance

OVERVIEW - 2026 Public Sector Opportunity (SLED)

Legacy fragmentation across statewide ERP, grants, and local systems is the single biggest barrier to AI value. SLED leaders rank **Data Management & Analytics** among top priorities; NASPO highlights digitization/eProcurement with audit trails. States are allocating ~15–25% of AI budgets to data governance, metadata, and interoperability, improving model accuracy and speeding compliant deployment. Data governance is the top operational blocker to AI value in government because AI outcomes are only as good as **data quality, lineage, access controls, and interoperability**.

SAP SOLUTION – AI-Focused Capabilities (Public Cloud):

SAP Master Data Governance (MDG) and **SAP Datasphere** unify vendor, fund, grant, and program master data with lineage; SAP BTP Data Intelligence orchestrates governed pipelines; SAP S/4HANA Cloud, Public Edition (PSM) structures funds/grants (GASB support) and Joule-assisted workflows; SAP Analytics Cloud ties AI outputs to governed sources for explainability.

SUMMARY

Public-sector AI success is a data governance challenge. SAP unifies data quality/lineage with ERP and analytics in public cloud, so AI is explainable and audit-defensible by default.



States are allocating ~15–25% of AI budgets to data governance, metadata, and interoperability, improving model accuracy and speeding compliant deployment.

How Infosys Can Assist Your Organization

- 1 Deploy** Infosys data-quality accelerators for **SAP MDG** (vendor, grant, funds) with lineage and data-sharing policies tailored to SLED.
- 2 Implement SAP Datasphere** with canonical data models and metadata catalogs; integrate with existing warehouses and open data portals.
- 3 Stand up** privacy and sensitivity labeling; configure fine-grained access and retention aligned to records law.
- 4 Create SAP Analytics Cloud** data-trust dashboards to evidence AI readiness and audit traceability.

Topaz Fabric Solution

- **Topaz Responsible AI Suite:** “Scan” identifies AI risk posture, legal obligations, and vulnerabilities (including data/privacy risks) to support data governance decisioning.
- Topaz adds a **“risk/obligation lens”** (RAI Scan) to the SAP data estate feeding SAP Joule use cases so agencies can document sensitivity, retention, and acceptable use before enabling AI over datasets.

Sources

→ [NASCIO – Data Management & Analytics as a 2026 Priority](#)

[healthcareitnews.com]

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[m10tek.com]

→ [SAP – Public Sector Management in SAP S/4HANA Cloud, Public Edition](#)

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→ [SAP – SAP Analytics Cloud for Public Sector Transparency](#)

[fas.org]

MONITORING & ASSESSMENT

OVERVIEW - 2026 Public Sector Opportunity (SLED)

States are establishing AI inventories and formal oversight. As deployments expand to citizen services, contracts specify continuous monitoring for performance and bias. Centralized approaches and embedded monitoring curb “shadow AI” and strengthen accountability.

SAP SOLUTION – AI-Focused Capabilities (Public Cloud):

SAP Analytics Cloud delivers KPI/impact monitoring (cycle time, exception rates, equity indicators). **SAP BTP AI Core / Launchpad** manage model lifecycles; **SAP Cloud ALM** gives operational telemetry across S/4HANA Cloud Public Edition and extensions; **SAP Signavio Process Intelligence** quantifies AI impact across procure-to-pay and grants.

SUMMARY

Monitoring transforms AI procurement from a static purchase to a managed capability. SAP places oversight in the same dashboards and ops tools SLED already uses for finance and performance.



Open Contracting Partnership documents how a lack of monitoring allows “shadow AI” to spread, increasing cost and risk in the public sector.

How Infosys Can Assist Your Organization

- 1 **Build SAC** “AI Health” dashboards (performance, drift proxies, exception hot-spots) mapped to program KPIs and budgets.
- 2 **Implement** MLOps runbooks and CI/CD for BTP AI Core with governance gates, approvals, and rollback patterns.
- 3 **Instruments** procure-to-pay and grants with Signavio to quantify cycle-time savings and quality gains from AI interventions.
- 4 **Create** incident & bias response playbooks linking **SAP GRC** issues to corrective actions.

Topaz Fabric Solution

- **Topaz Fabric** IT Operations services delivered via 50+ IT operations agents and service flows provide continuous operational monitoring and automated remediation patterns for enterprise systems.
- **Topaz RAI Watchtower** (Scan) and **GenAI Guardrails** (Shield) support monitoring threats/vulnerabilities/obligations and moderating prompts/outputs for risks.
- **Enhances** SAP Joule and any GenAI-enabled SAP workflows by applying GenAI Guardrails (prompt/output moderation) and Watchtower monitoring signals into the operational runbooks used by SAP support teams.

Sources

- [StateTech / PTI – AI Moving from Pilot to Production in State Government](#) [nextplatform.com]
- [Open Contracting Partnership – Managing “Shadow AI” in Government](#) [grandviewr...search.com]
- [SAP – SAP Analytics Cloud](#)

Risk Management

OVERVIEW - 2026 Public Sector Opportunity (SLED)

SLED CIOs list Cybersecurity & Risk as #2 for 2026. With AI entering production, states seek identity-first security, whole-of-state approaches, third-party risk controls, and portfolio-level ROI, all within tight budgets. Cooperative vehicles accelerate compliant acquisition of secure cloud and AI controls.

SAP SOLUTION – AI-Focused Capabilities (Public Cloud):

SAP GRC and Enterprise Risk integrate with S/4HANA Cloud Public Edition for policy-based controls and continuous monitoring; SAP Cloud ALM supports operational risk / change management; SAP BTP ensures secure extensions and auditable access; SAP NS2 provides U.S.-staffed environments where needed.

SUMMARY

AI risk must be managed as enterprise risk, not a niche tech issue. SAP's controls connect risk signals to finance and procurement so leaders can manage exposure and cost holistically.



AI must comply with: Public records laws, accessibility mandates (e.g., DOJ digital accessibility rules), Civil rights and nondiscrimination requirements. Compliance failures trigger lawsuits, consent decrees, or legislative action.

How Infosys Can Assist Your Organization

- 1 **Design** a whole-of-state AI risk framework mapped to SAP GRC rulesets (SoD, data access, model risk) and Cloud ALM guardrails.
- 2 **Implement** identity-first security patterns; integrate state SSO / IDP with BTP and S/4HANA Cloud and enforce least privilege for AI features.
- 3 **Establish** incident response & forensics playbooks for AI misuse; integrate with SAC monitoring and GRC incidents.
- 4 **Plan** NS2 / SAP landing zones for sensitive workloads; build cost-guardrails (FinOps) for sustainable AI operations.

Topaz Fabric Solution

- **Topaz Fabric** explicitly delivers cybersecurity services and agentic capabilities to improve resilience and reduce operational risk across the enterprise service landscape.
- **Topaz Responsible AI Suite's Shield** (technical guardrails) + Scan (risk posture, vulnerabilities, legal obligations) provides AI-specific risk controls alongside cyber controls.
- Adds **AI specific security protections** (prompt/output moderation, vulnerability/obligation watch) that complement **SAP's GRC** and operational controls, especially when SAP processes are augmented with GenAI

Sources

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- [StateTech Magazine – Cyber & AI Risk in Local Government](#)
[nextplatformcom]
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- [SAP NS2 – Secure Government Cloud Operations](#)
[breakingdefense.com]

Accountability

OVERVIEW - 2026 Public Sector Opportunity (SLED)

SLED agencies face stringent accountability (legislatures, IGs, public records, DOJ accessibility). Many states publish responsible-use policies and AI inventories. Cooperative programs standardize accountability clauses and accelerate compliant purchases. Accountability pressures are rising due to increased state AI legislation and mandates for transparency (e.g., AI inventories and disclosure). NASCIO elevates AI governance and ethical use while also emphasizing accessibility and digital services—areas where accountability and auditability are demanded by oversight bodies.

SAP SOLUTION – AI-Focused Capabilities (Public Cloud):

S/4HANA Cloud, Public Edition (PSM) ties AI-assisted actions to budget lines, roles, and approvals with full audit logs; **SAP GRC** enforces policy / segregation-of-duties; **SAP Analytics Cloud** creates oversight and public transparency reports; **SAP BTP Identity & Access** maps responsibility and usage.

SUMMARY

AI accountability is where law, finance, and public trust meet. SAP's ERP-native controls demonstrate who decided what, with which data, under which policy. Public sector AI accountability is intensifying in 2026 as legislation and oversight increasingly demand transparency, traceability, and defensibility of AI assisted decisions. Agencies must show clear human responsibility for AI use, documented oversight mechanisms, and accessible explanation and remedy paths where AI influences outcomes.



AI introduces new decision making mechanisms that, if not governed carefully, complicate who is responsible, how decisions are justified, and whether actions are defensible. Government accountability cannot be delegated to technology, vendors, or algorithms.

How Infosys Can Assist Your Organization

- 1 **Map** accountability controls to state statutes and auditor expectations; codify SoD rules and approval chains in **S/4HANA Cloud** and **SAP GRC**.
- 2 **Design** public-facing SAC transparency views (spend, cycle-time, equity KPIs) with responsible disclosure guidelines.
- 3 **Implement BTP** Identity & Access with granular roles for AI features; integrate with statewide identity providers.
- 4 **Provide** audit support services and documentation packs for legislative sessions and IG reviews.

Topaz Fabric Solution

- **Topaz Fabric Human in the loop agent** execution ensures that automated actions remain supervised; Fabric's structured flows make it easier to define "who approves what" in end to end workflows.
- **Topaz RAI Scan** provides a consolidated compliance/risk posture view across AI projects; RAI Steer supports governance operating model and policy alignment.
- **Extends** SAP's transactional audit trail (**S/4HANA approvals**, **Ariba workflow approvals**) with an operating model where AI agents only execute within supervised workflows, supporting public-sector expectations for human accountability.

Sources

- [NASCIO – Responsible Use and Governance of AI](#)
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[fas.org]

Vendor Evaluation

OVERVIEW - 2026 Public Sector Opportunity (SLED)

SLED is centralizing AI vendor evaluation and using cooperative vehicles (NASPO ValuePoint, GSA MAS) to standardize terms (security, data use, IP, bias testing). Off-the-shelf SaaS/AI via cooperative contracts is outpacing custom builds; IT spend remains comparatively resilient.

SAP SOLUTION – AI-Focused Capabilities (Public Cloud):

SAP Ariba for Public Sector supports AI-assisted sourcing, risk scoring, supplier due diligence, and contract lifecycle; SAP Business Network enables continuous vendor performance / exception monitoring; tight integration with S/4HANA Cloud Public Edition ensures budget and compliance checks in real time.

SUMMARY

Vendor evaluation is evolving from price-centric to AI-risk-aware. SAP Ariba + Business Network offer statewide scale with embedded controls and transparent performance. Vendor evaluation is shifting from price-based scoring to **AI-risk-aware due diligence** (data provenance, model behavior, cybersecurity posture, auditability, accessibility compliance). NASPO and NASCIO emphasize that states can gain efficiency from AI procurement but must address privacy, ethics, and transparency, all of which must be encoded into vendor evaluation and contracts.



AI In the public sector, vendor evaluation is not simply a procurement activity. It is a core governance function that determines risk exposure, accountability, cost control, legal defensibility, and public trust.

How Infosys Can Assist Your Organization

- 1 Stand up statewide AI vendor evaluation criteria (model provenance, data use, IP, bias testing) templated in [Ariba Sourcing & Contracts](#).
- 2 **Configure** supplier risk scoring (financial, cyber, performance) and continuous monitoring using SAP Business Network signals.
- 3 **Create Ariba-S/4 Budget Checks** and grant-funding validations to enforce fiscal controls at award time.
- 4 **Provide** sourcing change management and supplier enablement at scale across agencies and local entities.

Topaz Fabric Solution

- **Topaz Transformation Services** and reusable AI agents/flows support standardizing procurement processes and analytics workflows evaluate suppliers and contracts (as “services as software”).
- **Infosys provides SAP Ariba Assessment-to-Implementation services**, including secure integrations, supplier enablement, compliance/risk management, and change management
- **Enables** ongoing, AI-assisted supplier performance/risk processes by combining Ariba operational data with Topaz Fabric’s reusable agentic flows for exception handling and operational integration across platforms.

Sources

- [NASPO / NASCIO – AI in Public Procurement \(Joint Report\)](#)
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- [GSA – Multiple Award Schedule Cooperative Purchasing](#)
[glsolutions.com]
- [Deltek GovWin – 2025 2026 SLED Contracting Outlook](#)
[govtech.com]
- [SAP – SAP Ariba for Public Sector](#)
[mckinsey.com]

Ethical Consideration

OVERVIEW - 2026 Public Sector Opportunity (SLED)

Ethical AI, accessibility, and bias mitigation are procurement criteria, especially for constituent-facing services. NASCIO highlights governance/ethics; DOJ rules drive accessibility. RFPs increasingly require explainability and equitable outcomes. A major 2026 driver is DOJ's [Title II ADA Web and Mobile Accessibility](#) rule requiring WCAG 2.1 AA compliance with a key deadline for larger entities in [April 2026](#).

SAP SOLUTION – AI-Focused Capabilities (Public Cloud):

SAP Responsible AI is built into SAP Joule and SAP BTP, with governed data (SAP MDG / Datasphere), auditable workflows (S/4HANA Cloud PSM), and transparent analytics (SAP Analytics Cloud). SAP NS2 options support public trust and residency requirements.

SUMMARY

Ethics is now operational. SAP embeds safeguards into the systems that directly affect public outcomes, budgeting, procurement, grants so ethics is delivered through process, not slogans.



In government, ethical AI protects citizens from hidden harm, preserves public trust, and ensures that technology strengthens—rather than replaces—human judgment and democratic values.

How Infosys Can Assist Your Organization

- 1 Lead** bias / harms assessments, test plans, and red-teaming; embed guardrails into SAP Joule usage and BTP policies.
- 2 Implement** accessibility by design for portals and SAC reports; map procurement to DOJ / WCAG requirements.
- 3 Establish** data minimization and consent patterns; implement retention & deletion workflows integrated with records schedules.
- 4 Run** ethics governance workshops with program, legal, and procurement stakeholders; create escalation and remedy paths.

Topaz Fabric Solution

- **Topaz Fabric** human in the loop design and contextualization of agents supports ethical alignment by keeping humans in oversight roles.
- **Topaz Responsible AI Suite** is specifically designed for “regulatory and ethical complexities,” with GenAI Guardrails (Shield) for safe use (prompt/output moderation), and Watchtower (Scan) for monitoring threats/obligations.
- **Applies Guardrails** to SAP GenAI touchpoints (e.g., content generation/summarization via Joule or SAP-integrated assistants) to reduce unsafe outputs, bias propagation, or sensitive data leakage.

Sources

→ [NASCIO – Ethical & Responsible AI Use in State Government](#)

[healthcareainews.com]

→ [NASPO / NASCIO – AI Powered Procurement \(Ethics, Transparency, Bias\)](#)

[insightace...alytic.com] [inc.consultadd.com]

→ [SAP – Responsible AI at SAP](#)

[fas.org]

→ [SAP NS2 – Data Sovereignty & Public Trust](#)

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Infosys Topaz Fabric and SAP Ariba Procurement

Combined Architecture: Infosys Topaz Fabric ↔ SAP Ariba Procurement

Agentic layer (Topaz Fabric) embedded into SAP Ariba S2P/P2P, integrated to SAP ERP via CIG/CPI

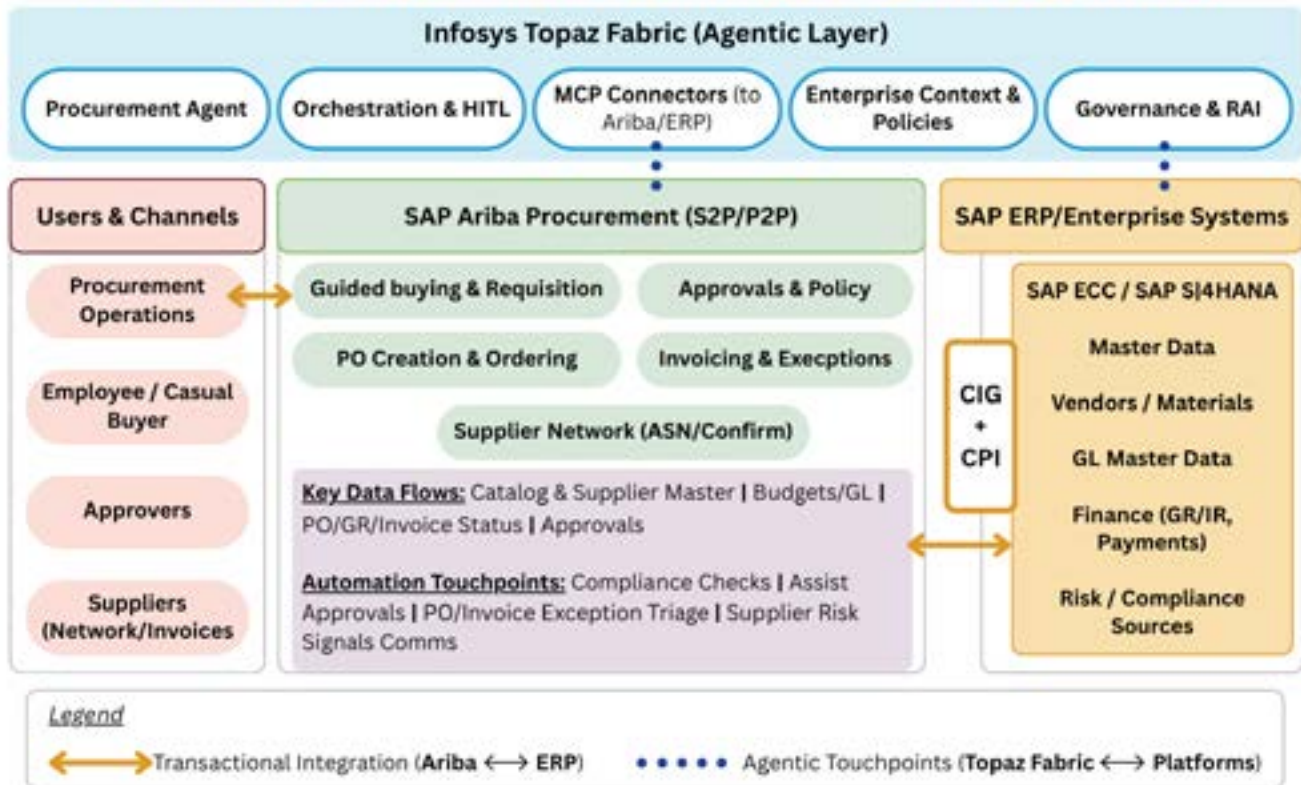


Figure 2. SAP Ariba and Topaz Fabric Architecture



Strategic Context

The combined architecture positions **Infosys Topaz Fabric** as an intelligent, agentic layer embedded seamlessly within **SAP Ariba's Source-to-Pay (S2P)** and **Procure-to-Pay (P2P)** processes. Rather than replacing existing procurement platforms, Infosys enhances them by overlaying AI-driven orchestration, governance, and contextual intelligence. This approach allows enterprises to modernize procurement operations while preserving SAP Ariba and SAP ERP as systems of record, significantly reducing transformation risk and accelerating time to value.

Mapped KPIs & ROI Metrics



Time-to-Value for Procurement Transformation



Reduction in Implementation and Change Management Costs



% Reuse of Existing SAP Investments



Program Risk Reduction and Faster Realization of Benefits

Intelligent Procurement Experience

At the user level, Infosys enables a more intuitive and guided procurement experience for employees, casual buyers, procurement operations teams, and approvers. As requisitions are initiated through SAP Ariba Guided Buying, Topaz Fabric provides conversational and contextual assistance, helping users select compliant catalogs, preferred suppliers, and appropriate purchasing pathways. This reduces friction, improves adoption, and minimizes off-contract spend without requiring additional user training.

Mapped KPIs & ROI Metrics



User Adoption Rate of Guided Buying



Reduction in Maverick/Off-Contract Spend (%)



Decrease in Requisition Rework and Helpdesk Tickets



Lower Training and Onboarding Costs

Policy-Aware Approvals and Controls

Infosys **Topaz Fabric** strengthens approval workflows by embedding enterprise policies, budget controls, and authorization logic directly into the procurement lifecycle. During approval stages, the agentic layer analyzes policy context and recommends actions, flagging potential violations or budget risks before they become downstream issues. This proactive intelligence increases first-pass approval accuracy and ensures stronger compliance with corporate and regulatory requirements.

Mapped KPIs & ROI Metrics



First-Pass Approval Rate



Reduction In Approval
Cycle Time



Policy Violation Rate (%)



Avoided Compliance Penalties
and Audit Findings

Seamless Transaction Execution

Once approvals are complete, SAP Ariba manages purchase order creation and supplier communication through the Ariba Network. Infosys enhances this step by ensuring that orchestration and monitoring remain continuous and intelligent. **Topaz Fabric** tracks transaction states, interprets confirmations and ASNs, and proactively identifies anomalies, enabling procurement teams to intervene early rather than react after delays or failures occur.

Mapped KPIs & ROI Metrics



PO Processing
Cycle Time



On-Time PO Transmission and
Confirmation Rates



Reduction in Downstream
Order Errors



Improved Operational
Productivity per Buyer

Supplier Collaboration and Risk Awareness

Supplier interactions, order confirmations, advance ship notices, and invoicing remain within SAP Ariba's robust network capabilities, while Infosys adds value by injecting risk and compliance signals into the flow. By connecting to enterprise risk and compliance sources, **Topaz Fabric** can surface supplier risk indicators, highlight potential disruptions, and recommend mitigation actions. This helps organizations move from reactive supplier management to proactive risk-aware procurement.

Mapped KPIs & ROI Metrics



Supplier Risk Exposure Index



Reduction In Supply Disruptions
and Expediting Costs



Supplier Performance and
Reliability Scores



Cost Avoidance from Early
Risk Mitigation

Intelligent Invoice Exception Management

One of the most tangible benefits Infosys delivers is in invoice processing and exception handling. While SAP Ariba performs automated three-way matching, **Topaz Fabric** detects exceptions, triages root causes, and recommends resolution steps using AI-driven reasoning. Human-in-the-loop (HITL) controls ensure accountability while dramatically reducing manual effort, cycle times, and invoice backlogs.

Mapped KPIs & ROI Metrics



Invoice Straight-Through Processing
(STP) Rate



Average Invoice Exception
Resolution Time



Reduction In Manual Invoice
Handling Effort



Captured Early-Payment Discounts
and Avoided Late Fees

ERP Integrity and Clean Integration

The architecture preserves SAP ERP (ECC or S/4HANA) as the financial system of record, with all master and transactional data synchronized via SAP CIG and CPI. Infosys ensures that the agentic layer never disrupts transactional integrity. Instead, **Topaz Fabric** operates as an overlay, enriching processes without altering core financial controls which is an essential benefit for enterprises prioritizing auditability and financial governance.

Mapped KPIs & ROI Metrics



Financial Reconciliation
Accuracy



Audit Findings Related to
Procurement Transactions



Reduction In Custom ERP
Enhancements



Lower Long-Term Maintenance
and Upgrade Costs

Orchestration, Governance, and Responsible AI

Infosys embeds strong governance and Responsible AI (RAI) guardrails into the solution. **Topaz Fabric** provides centralized orchestration, policy enforcement, and explainability across procurement workflows. This ensures AI-driven decisions remain transparent, compliant, and aligned with enterprise ethics standards, addressing one of the biggest concerns organizations face when introducing AI into core business operations.

Mapped KPIs & ROI Metrics



AI Decision Explainability and
Auditability Scores



Reduction In Operational
Risk Events



Compliance with Internal and
External AI Governance Standards



Trust and Adoption of
AI-Assisted Workflows

Measurable Business Outcomes

By combining SAP Ariba's transactional strength with **Infosys Topaz Fabric's** agentic intelligence, enterprises realize measurable outcomes: reduced procurement cycle times, higher straight-through processing rates, fewer compliance violations, and faster exception resolution. Infosys enables procurement teams to shift focus from operational firefighting to strategic value creation, including supplier innovation and cost optimization.

Mapped KPIs & ROI Metrics



End-To-End Procurement Cycle
Time Reduction



Productivity Gains per
Procurement FTE



Cost Savings from Process
Efficiency Improvements



Increased Strategic
Sourcing Capacity

Infosys Differentiation and Value Proposition

This integrated architecture highlights Infosys' differentiation as a transformation partner, not just a system integrator. Infosys delivers a scalable, future-ready procurement model that blends AI, human oversight, and enterprise governance without disrupting existing SAP investments. The result is an intelligent procurement ecosystem that improves efficiency, resilience, and compliance while positioning organizations for continuous innovation.

Mapped KPIs & ROI Metrics



Total Cost of Ownership
(TCO) Reduction



Procurement ROI
Over 3-5 Years



Scalability Without Proportional
Cost Increase



Long-Term Digital Maturity and
Innovation Readiness

About the Author



Kenneth McGrath is a seasoned SAP Consultant with extensive commercial and public sector transformation experience delivering large-scale SAP ERP programs for government and regulated organizations. He specializes in SAP-enabled business process re-engineering, supply chain and warehouse management, and organizational change management required for complex public sector environments. With a background in major consulting firms, Ken has led end-to-end SAP implementations, PMO governance, and Application Managed Services (AMS) accounts, bringing disciplined methodology and proven delivery rigor to each engagement. His thought leadership draws on deep, hands-on SAP delivery experience to offer pragmatic, risk-aware insights for public sector organizations modernizing their ERP landscapes.

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