

ACE Launch Event

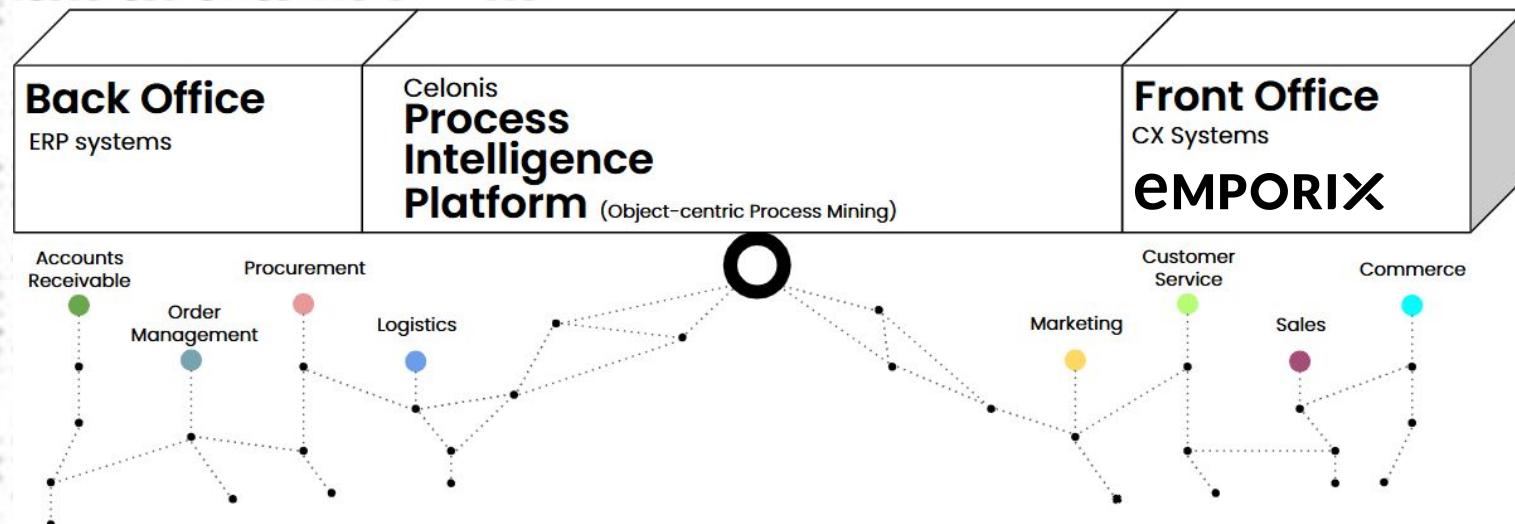
The Power of Cells

Jonathan Möller
Serial Entrepreneur, Founder FYAYC

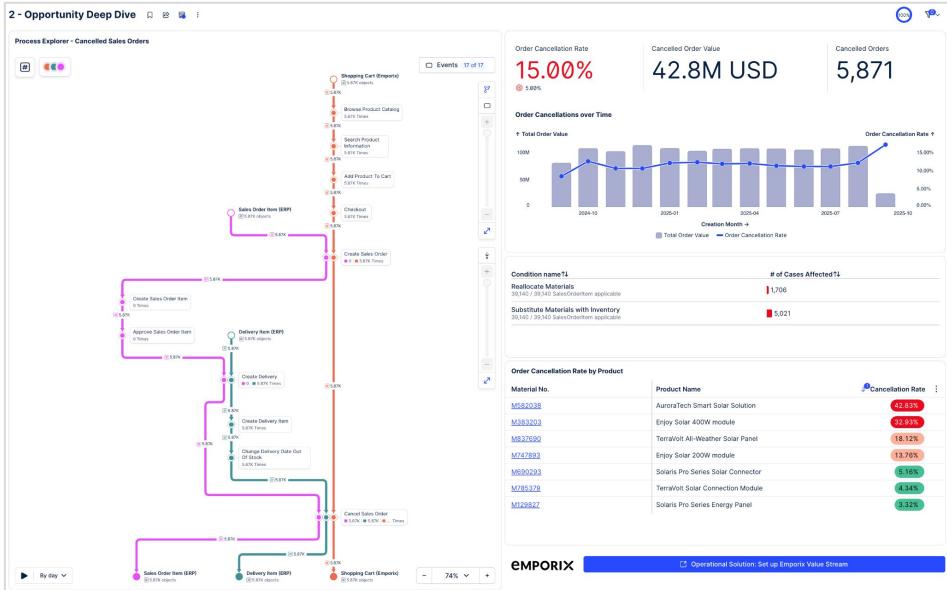
Connecting Front & Back Office to enable the Autonomous Enterprise

Carsten Thoma
Serial Entrepreneur
President Celonis, Founder Emporix

Process Intelligence Platform is Connecting the Front-Office to the Back-Office



Taking Process Intelligence Graph into the Front-Office



- Entire Emporix ACE Platform is integrated with Celonis Process Intelligence Graph
- All Commerce Value Streams in Emporix can be analysed with PIG
- Entire process from front-office into back-office can be analysed End2End
- Emporix Commerce and Service Portals are real-time connected to Supply Chain and Finance via the Orchestration Engine
- Process Intelligence is triggering actions based on insights from the three domains, turning insights into actions

Examples of Real-Time Orchestration of Basket



Supply Chain

- Product substitution based on availability real-time in basket
- Promoting products based on high stock level real-time in basket
- Removing products based on critical stock levels real-time in basket
- PIPO, phase-in/phase-out to gradually introduce new items while phasing out old ones real-time
- Delivery date confirmation in case requested date is not inline with confirmed delivery date real-time or automatically after order confirmation



Finance

- Product substitution based on margin real-time in basket
- Promoting products based on margin real-time in basket
- Blocking customer order immediately when account is blocked real-time in basket
- Credit blocker calling in key account manager in real-time in case a customer is above limit real time in basket
- Promotion Management

[Demo](#)

AUTONOMOUS COMMERCE

Mark Holenstein
CEO Emporix









INCREASE REVENUE
AND MARGIN



Meet Our New Baby “ACE”

VALUE STREAMS



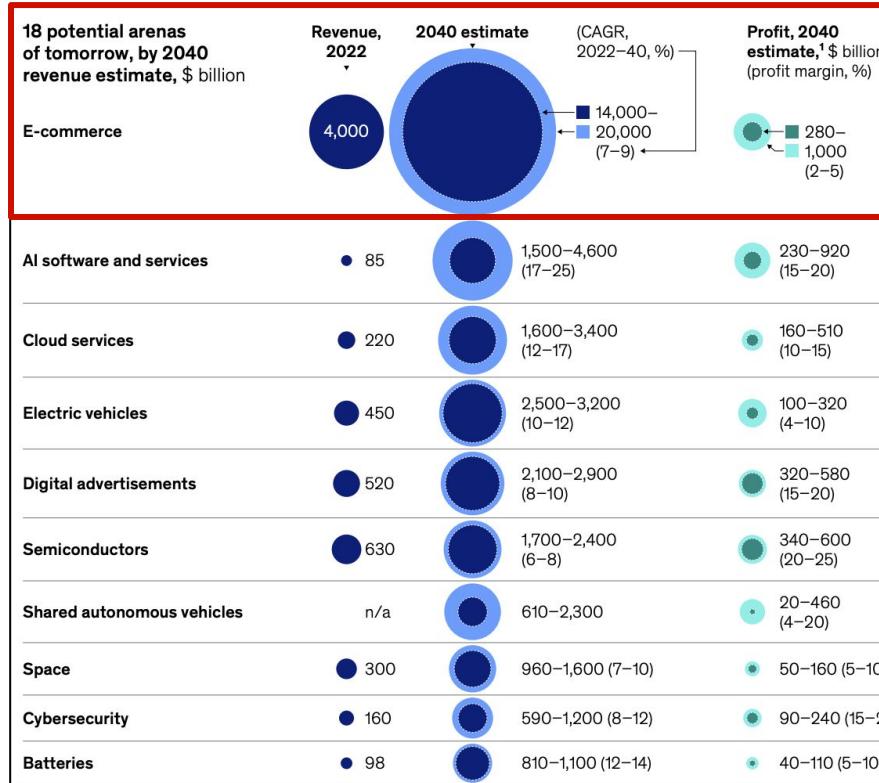
SIRI TAKE ME THERE



AI AGENTS



ACE is Your Entry Ticket into the Biggest Growth Arena



ACE is Enabling Digital Excellence

Driving Cost Down While Increasing Speed and Agility

High AGILITY

Low-code/no-code platforms accelerate application development by 10 to 20 times, enabling swift responses to market changes and customer expectations.

FORRESTER®


High EFFICIENCY

Intelligent automation can lead to a 31% cost reduction over three years.

Deloitte.

High SPEED

Automated quote generation can accelerate sales cycles by up to 25%.

FORRESTER®

Self-service purchases enable remote sales representatives to manage **4x more** accounts than field sales.

McKinsey & Company

Agents Play a Key Role ...

ENGAGEMENT POWER



CUSTOMERS

COLLABORATION POWER



EMPLOYEES

INTEGRATION POWER



SYSTEMS

EMPORIX

But Only When Process Works, AI Will Work Too ...

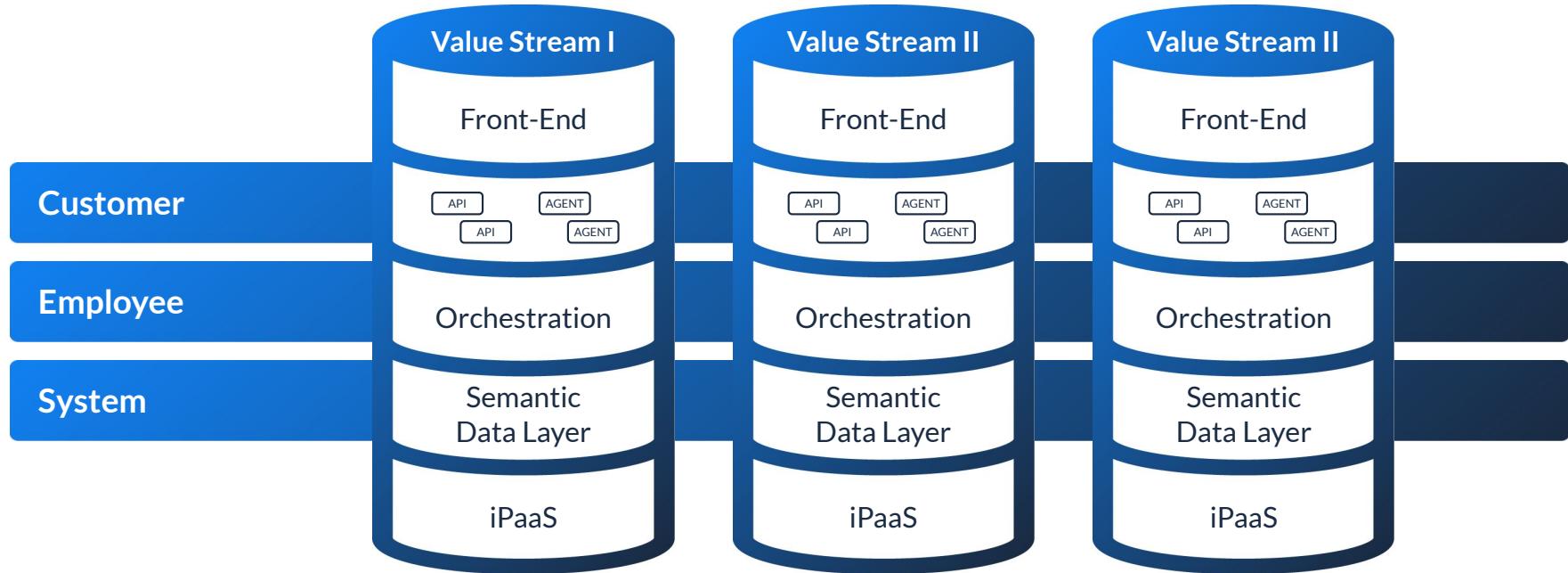


And Humans Will Always Be in the Loop



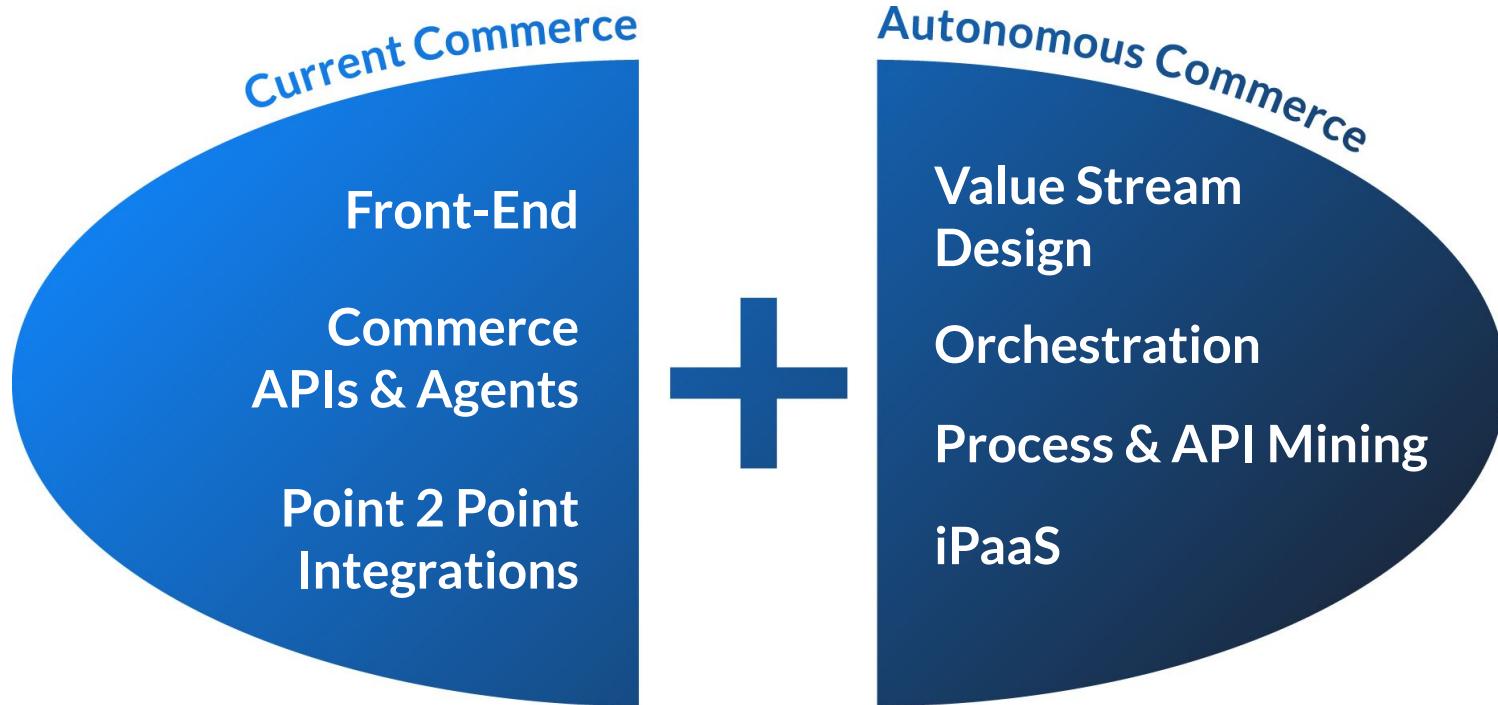
The Future is Not APIs or Platforms

It's Independently Operating Cells Getting Jobs Done



Current Commerce Cannot Become Autonomous

Design, Automation, Insights and Integration is Missing



ACE in ACTION

Automated Value Streams Demo

Guided Selling

Order Cancellation Diminution

Customer Support



Dashboard

Emporix AI Agent

Self Service

Support Tickets (4)

Service Calendar

Training Material (1)

Order Management

Order History

Invoices & Payments

Quotes

Returns & Claims (1)

Approvals

Quick Order

My Organisation

Emporix AI Agent

Your intelligent assistant for business operations and support

Emporix AI Agent

[CLEAR CHAT](#)

show me my last order

16:39:05

Here is your last order.

[#EON1046](#)

Confirmed

22/10/2025

2 items

2261 EUR

Net: 1900 EUR | Tax: 361 EUR

Order Items:

**Enjoy Solar 200W module**

Quantity: 5

Unit: EUR

Net: 650 EUR

Total: 773.5 EUR**iPhone 14 pro**

Quantity: 1

Unit: EUR

Net: 1250 EUR

Total: 1487.5 EUR



0,00 €



Company Management

Address Management

User Management

Payment Options

Wishlists

Products & Maintenance

Contracts & Agreements 1

My Account

Personal Data

Account Settings

Logout



0,00 €



recommend weather proof premium extension cable

16:39:36

Here are some recommended weatherproof premium extension cables.

Based on your search for a weatherproof premium extension cable



Weatherproof Premium Power Extension Cable

The Weatherproof Premium Power Extension Cable delivers maximum flexibility and safety for all your indoor and outdoor energy needs. Engineered for demanding environments, it ensures stable power transmission whether in th...

74.99 EUR 89.99-EUR 

Premium Outdoor Power Extension Cable

The Premium Outdoor Power Extension Cable gives you maximum flexibility for powering devices – whether in the garden, on construction sites, or while camping. It reliably connects your equipment to the power source, offering...

69.99 EUR 84.99-EUR 

Weatherproof High Performance Power Extension

The Weatherproof High Performance Power Extension delivers maximum flexibility and safety for all your indoor and outdoor energy needs. Built tough, it ensures consistent power flow whether in the garden, on construction sites, or...

79.99 EUR 94.99-EUR



16:39:49

add the first one to the cart with a quantity of 74

16:40:24

The Weatherproof Premium Power Extension Cable (quantity: 74) has been added to your cart.

Cart Summary

Total Items: 1**Net Total: 2960 EUR****Tax: 562.4 EUR****Grand Total: 3522.4 EUR**

Weatherproof Premium Power Extension Cable

Quantity: 74

Net: 2960 EUR

Unit: 40 EUR (Gross: 47.6 EUR)

Total: 3522.4 EUR**Go to Checkout**

16:40:32

Type your message...

SEND



Cart 1 Product

[Save cart](#) [Load cart](#) [Share](#) [Back to Shop](#)

Product

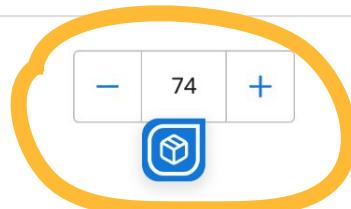
Qty

Price



Allen Key Type
Weatherproof Premium Power
Extension Cable
Item number: 44170832

40 of 74 available

[Add to wishlist](#)**2.960,00 €**

Gross 3.522,40 €

Summary

Promo Codes can be entered in the checkout process.

Value of goods 3.522,40 €

Net value of goods **2.960,00 €**

VAT. 562,40 €

Shipping costs 0,00 €

Total 3.522,40 €

[GO TO CHECKOUT](#)

Substitutions Available



Your selected Product



Victron Energy

Weatherproof Premium Power Extension Cable

Item number: : 44170832

40 of 74 available

Price per unit

40,00 €

Backorder available in 10 days

Available Substitutions

Please select an alternative product from the options below:



Victron Energy

Heavy Duty Outdoor Extension Cable

Item number: : 66848532

Available Qty: 135

Price per unit

30,00 €

-10,00 €



Victron Energy

Extra Durable Outdoor Power Extension Cable

Item number: : 24181184

Available Qty: 281

Price per unit

85,90 €

+45,90 €

For a greener Commerce

Powered by celonis

ADD SUBSTITUTION

REDUCE ORDER AMOUNT

KEEP BACKORDER

Cart 2 Products

[Save cart](#)  [Load cart](#)  [Share](#) [Back to Shop](#) 

Product

Qty

Price



Allen Key Type
Weatherproof Premium Power Extension Cable

Item number: 44170832

 Online Available

[Add to wishlist](#)

— 40 +

1.600,00 €

Gross 1.904,00 €



Allen Key Type
Heavy Duty Outdoor Extension Cable

Item number: 66848532

 Online Available

[Add to wishlist](#)

— 34 +

1.020,00 €

Gross 1.213,80 €

Summary

 Promo Codes can be entered in the checkout process.

Value of goods **3.117,80 €**

Net value of goods **2.620,00 €**

VAT. **497,80 €**

Shipping costs **0,00 €**

Total **3.117,80 €**

GO TO CHECKOUT

Automated Value Streams Demo

Guided Selling



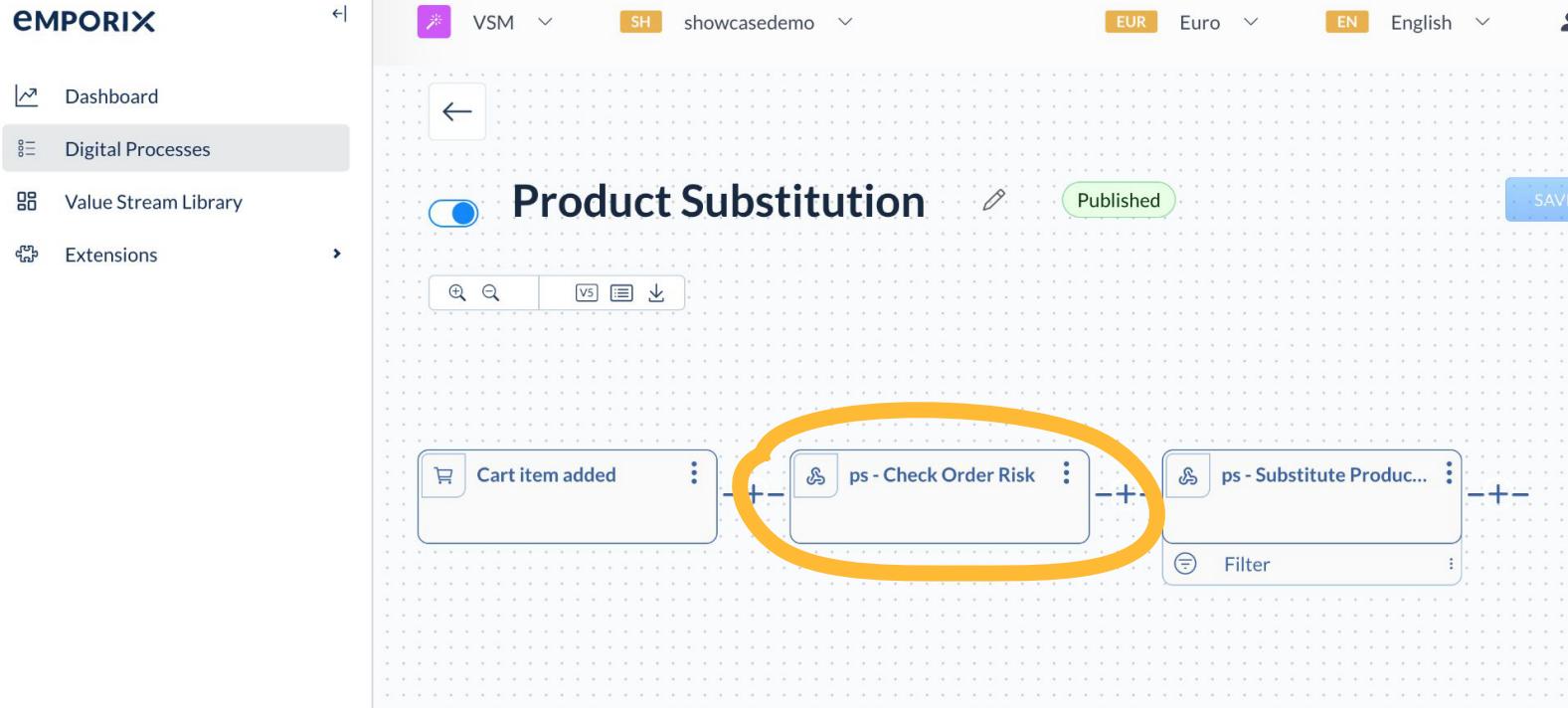
Order Cancellation Diminution



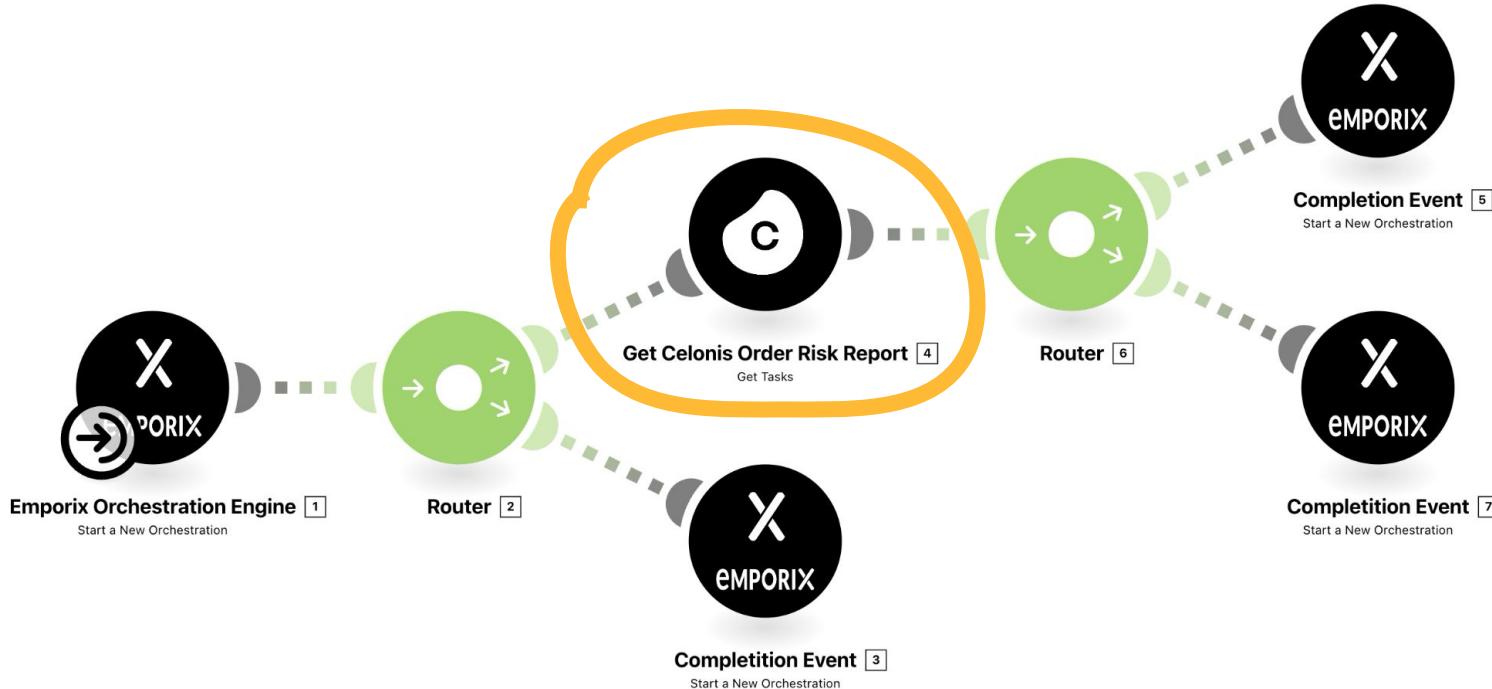
Customer Support



Emporix Value Stream Process



Emporix Value Stream IPaaS Scenario (Make)



Celonis Process Intelligence Graph

Process Explorer - Cancelled Sales Orders

The graph illustrates the process flow for cancelled sales orders. It starts with a Shopping Cart (Emporix) which leads to a series of events: Browse Product Catalog, Search Product Information, Add Product To Cart, and Checkout. These events are each triggered 5.87K times. The process then moves to a Sales Order Item (ERP) node, which is triggered 5.87K times. From there, it branches into two paths: one leading to a Create Sales Order node (triggered 5.87K times) and another leading to a Create Sales Order Item node (triggered 0 times). The Create Sales Order path then leads to an Approval step (Approve Sales Order Item, 0 times) and a Delivery Item (ERP) node (triggered 5.87K times). The Delivery Item node leads to Create Delivery (5.87K times), Create Delivery Item (5.87K times), and Change Delivery Date Out Of Stock (5.87K times). Finally, it leads to a Cancel Sales Order node (triggered 5.87K times). The process ends at a Delivery Item (ERP) node (triggered 5.87K times) and a Shopping Cart (Emporix) node (triggered 5.87K times). A legend at the bottom indicates: Sales Order Item (ERP) in pink, Delivery Item (ERP) in teal, and Shopping Cart (Emporix) in orange.

Events: 17 of 17

Order Cancellation Rate: 15.00% (5.87K objects)

Cancelled Order Value: 42.8M USD

Cancelled Orders: 5,871

Order Cancellations over Time

↑ Total Order Value

Creation Month →

Order Cancellation Rate by Product

Material No.	Product Name	Cancellation Rate
M582038	Allen Key Weatherproof Premium Power Ext...	42.83%
M383203	UltraShield Power Cable 50m	32.93%
M837690	Victron Heavy Duty Outdoor Extension Cable	18.12%
M747893	UltraShield Power Cable 30m	13.76%
M690293	UltraFlex Outdoor Power Extension Cable	5.16%
M785379	Victron Heavy Duty Outdoor Extension Cable	4.34%
M129827	Flexible High Performance Power Cable	3.32%

EMPORIX Operational Solution: Set up Emporix Value Stream

Automated Value Streams Demo

Guided Selling



Order Cancellation Diminution



Customer Support



After the product arrives, one is damaged

Damaged Product

Emporix Support Agent Showcasedemo (hook.emporix-cop....

Damaged Product

Hi,

I received the products, but one of the enjoysolar-200w-module is not working

Order number: EON1048

Best Regards

John Doe*Director,





Home



D



Huddles



Directories



Activity



Files



More

Starred

Drag and drop important stuff here

Channels

all-showcasedemo

it-department-collab

social

support-eon1049-product-damaged-1761323170

support-eon1208-incorrect-invoice-1761209619

support-eon1208-product-damaged-1761209898

support-eon1208-product-damaged-1761211714

support-eon1208-product-damaged-1761211764

support-eon1208-product-damaged-1761211898

support-eon1208-product-damaged-1761211930

support-eon1208-product-damaged-1761212869

support-eon1208-product-damaged-1761299170

+ Add channels

▼ Direct messages

s.mendla



support-eon1049-product-damaged-1761323170

Messages

Add canvas



joined # support-eon1049-product-damaged-1761323170.

Last updated less than a minute ago... [Load new messages](#)

Emporix Support Agent

Support Case: PRODUCT_DAMAGED

Issue Summary:

Customer reports that the product enjoysolar-200w-module from order EON1049 is not working and requests a replacement.

Order Details:

- Order Number: EON1049
- Status: CREATED
- Customer Name: Marc Demo
- Customer ID: 41535415
- Customer Email: m.ramer+demo@emporix.com
- Legal Entity: World Company (ID: 68622659f812a728c0bad17f)
- Country: DE
- Site Code: main
- Total Amount: 154.7 EUR
- Items Ordered: 1 (enjoysolar-200w-module)

Team Collaboration:

- Contacts Invited: 0
- Invited People: None

Next Steps:

- Please review the case details and confirm the replacement process for the damaged product.
- If you need additional information or assistance, kindly reach out to the customer or escalate as needed.
- Team members are encouraged to join the conversation to ensure timely resolution.

Thank you for your attention and support!





Marc R 7:08 PM

@Emporix Support Agent Create a new order for the replacement product we are shipping tomorrow and set the price to 0



Emporix Support Agent APP 7:08 PM

To proceed with creating a new order for the replacement product with a price set to 0, I need to confirm the customer details and the product information for the replacement order.

I have the original order number EON1049 and the product ID enjoysolar-200w-module. Could you please confirm if the replacement order should be created under the same customer (ID 41535415, Marc Demo) and if there are any specific details or changes for the replacement order?



Marc R 7:09 PM

@Emporix Support Agent Correct



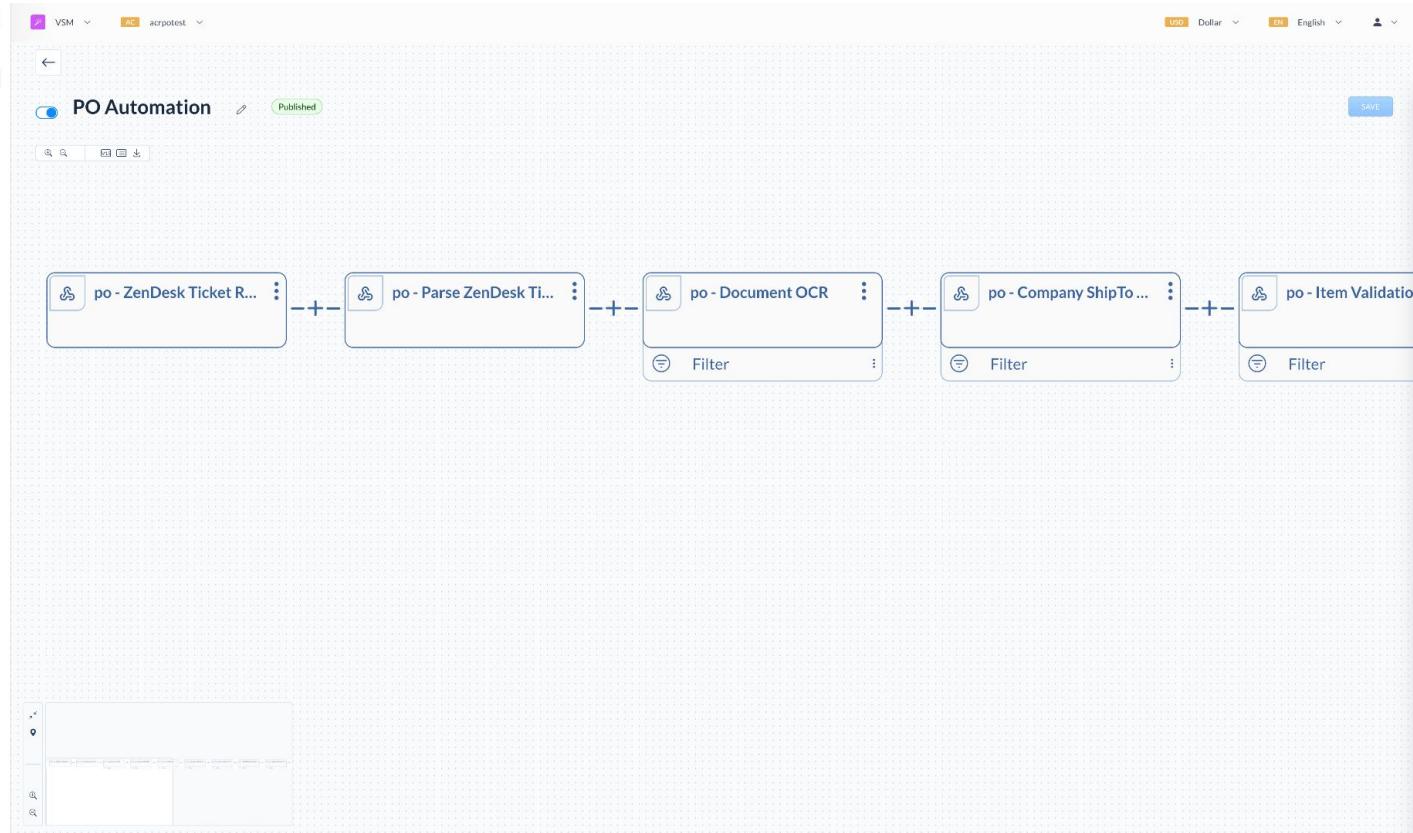
Emporix Support Agent APP 7:09 PM

I have confirmed the customer details for Marc Demo (Customer ID: 41535415). I will now proceed to create a new order for the replacement product enjoysolar-200w-module with the price set to 0 for this customer.

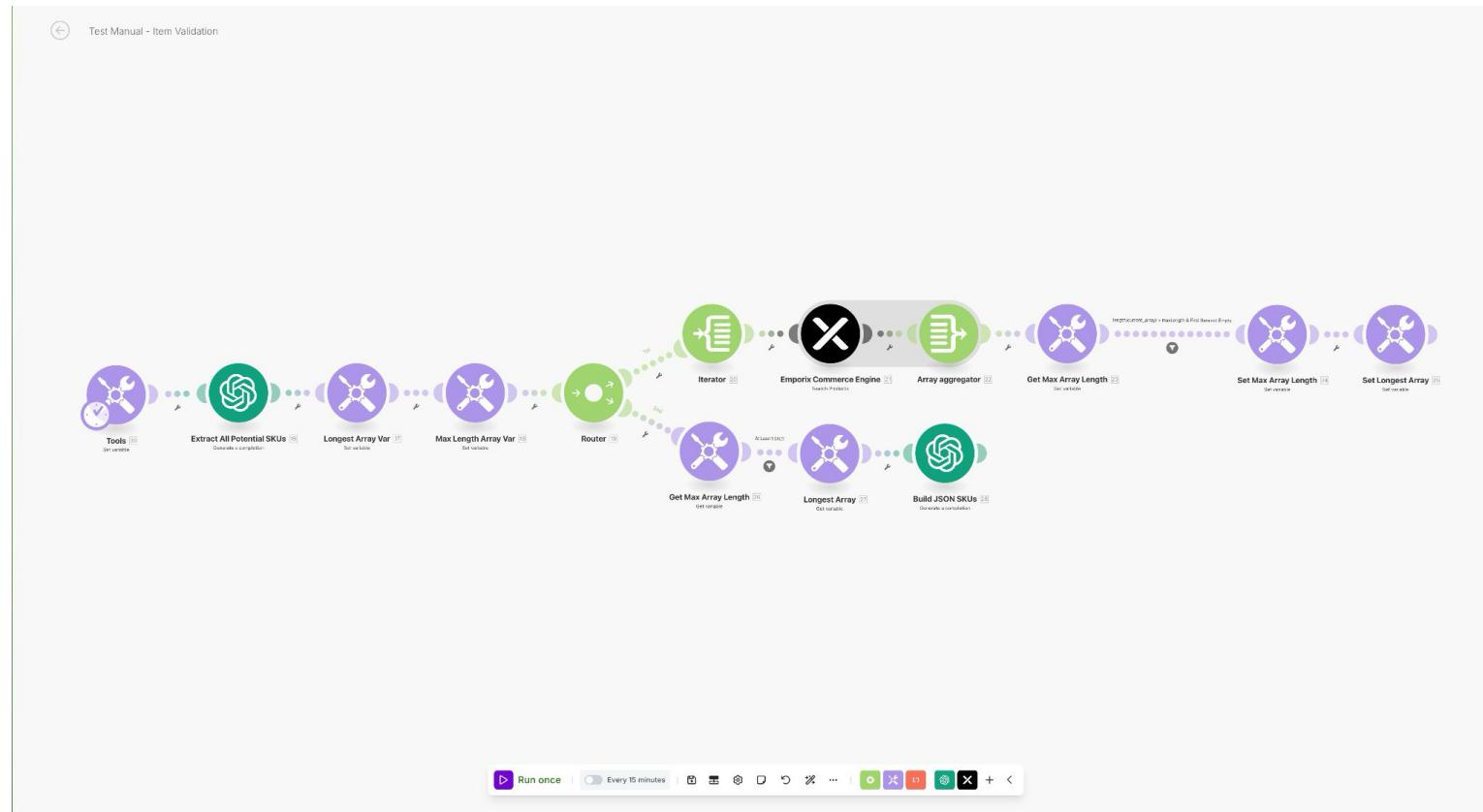
Purchase Order Automation

QUANTUM DISTRIBUTORS, INC.						PURCHASE ORDER	
3699 CENTER LOOP ORLANDO, FL 32809						PO. Number: 225451 PO. Date: 07/05/25 Buyer: 1000000000 Page No: 1 of 1	
Vendor No: AMERICA Phone No: (905) 988-6556		Ship To:					
AMERICA ROYAL PO BOX 62361 CHARLESTON, SC 29455-		QUANTUM DISTRIBUTORS, INC. 3699 CENTER LOOP ORLANDO, FL 32808					
No.	Ship Via	PO#	Term	Description		Unit	Extended
1	UPS	Vendor No.	Quantity	UOM			
WBA	STH62020103	45.00	CASE	STWAV1125W-BLP-AMPA240			70.1500
				STWAV1125W-BLP-AMPA240			360.00
TOTAL WEIGHT: 788.00						TOTAL CASES: 40	
						P.O. TOTAL: \$ 2,925.25	

Purchase Order Automation



Purchase Order Automation



EMPORIX

Purchase Order Automation

The screenshot displays the EMPIRIX Purchase Order Automation interface. The left sidebar shows the navigation menu with sections like Dashboard, Agentic AI, Customer Management, Vendor Management, Quotes, Carts, Orders, Catalogs, Products, Pricing, Settings, OE, Administration, and Extensions. The main content area is titled 'Order EON1016' and shows the following details:

Order

Order Number	Quote Number	Status	Extended Order Status	Payment	Total Authorized Amount	Voucher	Subtotal
EON1016	--	CREATED	Einegangen	--	--	--	--
Delivery	Total Sum						
\$0.00	\$17.814.09						

Customer

Customer Id	Email	Customer Name	Birthday
Anonymous	m.ramer@amerocarroyal.com	PFS VIRGINIA INDEPENDENT	---
			1767

Delivery Address

Type	Contact Name	Address
CUSTOMER	PFS Alabama	2450 BIG M BLVD
Company Name	Contact Phone	CLANTON 35046-6216
PFS Alabama	---	
Vat Number		

Delivery Information

From	To	Delivery Date	Handover
HIER	HIER		
SAVE			

Header Elements:

- MD dropdown
- Acropotest dropdown
- USD, Dollar dropdown
- EN, English dropdown
- User icon

Buttons:

- CREATED dropdown
- SAVE
- DISCARD
- PRINT DELIVERY NOTE
- SEND DELIVERY CONFIRMATION
- SEND INVOICE

Page Footer:

MPORIX



LAUNCHING THE
FUTURE

EMPORIX