Cargill™

A central partner in the global supply chain for 160 years, Cargill's mission is to deliver food, ingredients, agricultural solutions, and industrial products vital for living with less impact and to nourish the entire population for a more food-secure world.

Less Than a Minute, More Than $10M Saved: Cargill's Agentic AI Deployment Pays Off

The Challenge

From big businesses to small independent farmers, Cargill receives thousands of orders, each in a different format, none easy to process. This creates a chaotic, manual process that drains time and strains teams. Worse, downstream it delays shipments, frustrating loyal customers and putting future orders at risk.

$10-15M
Saved annually with one process

<1 min
Order processing time reduced

"

"We measure the success of automations as most do—value savings, revenue generated, etc. But we are trying to go beyond that by overdelivering to customers in the speed of business and in the quality of our service. We're achieving that by automating back-office work and incorporating generative AI so sales representatives can focus on providing top-tier service."

Alfonso Garbanzo,
IA Tech Services Manager at Cargill

The Turning Point & Solution

Asking independent farmers or small shops to adopt complex, costly technology like EDI logistics—just to make life easier for Cargill—was never an option. Instead, Cargill needed to reverse engineer a solution that could accurately and efficiently handle each unique order format. Business Analysts projected that streamlining the order management process could save Cargill millions annually, igniting a sense of urgency to capture that value. The answer? Agentic AI. Cargill deployed a Support AI Agent designed to automatically extract order details from Salesforce, apply business logic using enriched data, validate orders against live inventory, complete the orders, and send confirmation emails—delivering a seamless, scalable solution with minimal manual burden on customer service reps.

Results & Strategic Impact

Agentic AI automated 70% of the entire order process, slashing processing time to under 1 minute per order. The results were immediate: customers appreciated zero disruption in order turnaround and clear, prompt communication, while employees were freed from the high-pressure grind of manual order entry—allowing them to focus on building stronger customer relationships. The ultimate payoff was a game-changing boost in efficiency that saves Cargill between $10 million and $15 million annually.

What's Next

Far from resting on its automation wins, Cargill is doubling down on innovation. As new technologies emerge, it will continue refining existing processes and tackling complex, high-value use cases—unlocking even greater impact through the advanced capabilities of Agentic AI.

Start automating the impossible with AI agents

Request a demo   **Contact sales**

AUTOMATION ANYWHERE

About Automation Anywhere

Automation Anywhere is the leader in AI-powered process automation that empowers organizations to drive productivity gains, foster innovation, improve customer service, and accelerate business growth. Learn more at www.automationanywhere.com

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