

Decisions with context. Actions with control.

Concrete Retail, Manufacturing and Finance cases.
An adoption path from opportunity to
integration and operations.

Retail

Idle inventory
and margin decisions.

Manufacturing

Materials and orders
at risk of late delivery.

Finance

Invoice exceptions
and evidence-based resolution.

NEXTON CONNECTS PROCESSES, SAP AND INTEGRATION

Design the case. Enable the action. Measure the outcome.

Nexton perspective and illustrative designs. October 2026.

THE EXPERIENCE / FROM GOAL TO ACTION

One decision, all its data. One action with an owner.

Joule Work presents a goal-oriented experience: conversation, working context and capabilities to develop solutions. Nexton connects that experience with the process and its systems. [1]

Conversations

The user explains what needs to be resolved and asks for evidence or alternatives.

Spaces

The team brings together information, proposals and context to work toward the goal.

Develop

Available Joule Studio capabilities support extensions when the case requires them. [2]

FROM THE QUESTION TO THE OUTCOME

01 Understand the exception

Gather system facts, owners, constraints and the decision that needs to be made.

02 Prepare a proposal

Consult authorized sources and compare options through verifiable rules and calculations.

03 Approve and execute

The owner authorizes; an enabled tool prepares or executes the action in its system of record.

04 Verify the change

Link the action to its document and measure the outcome in the process.

SAP capabilities and the customer solution.

Assess what is available in the environment first; configure or extend where the process requires it. The combination of assistants, agents and tools is validated against product, release and licenses.

RETAIL / INVENTORY AND CONTRIBUTION

Move the merchandise. Protect the margin decision.

Illustrative case: SKU NT-104 has 240 units at A, 120 days old and with no sales for 45 days. B has 20 units and sold 30 in three weeks.

Question for Joule

"Compare transferring the SKU to stores with demand against discounting it. Show availability, costs, assumptions and who must approve."

A simple projection of 10 units per week for 6 weeks gives demand of 60 at B. After its 20 units on hand, a transfer of 40 is assessed; incoming orders, seasonality and capacity must be reviewed first.

OPTION	ECONOMIC ASSUMPTION	CONTRIBUTION
Transfer 40 to B	$40 \times (800 - 400 - 35)$ MXN	14,600 MXN
Discount 20% at A	$40 \times (640 - 400)$ MXN	9,600 MXN

01 What the solution prepares

Options by SKU and location, demand evidence, costs and a transfer request.

02 Who decides

Commercial approves; Logistics validates capacity; Finance confirms the economic criteria.

03 What is measured

Actual sales of the selected inventory, contribution after transfer and decision time.

Fictional figures in MXN. Price 800; unit cost 400; transfer cost 35. Both options assume 40 units sold; taxes and other incremental costs are excluded. Moving stock between stores does not yet demonstrate recovered value.

MANUFACTURING / MATERIALS AND ORDERS AT RISK

Anticipate delivery risk. Coordinate a viable response.

Illustrative case: deliver 120 units on Thursday. There are 20 finished units and 100 planned for production. Each unit requires one component; only 60 components are available. The shortage is 40.

Question for Joule

"Explain the order risk. Compare expediting materials with a partial delivery. Identify costs, constraints and approvals."

OPTION	CONDITION TO VALIDATE	EXTRA COST
Expedite 40 components	Receipt before production; capacity and transport confirmed.	3,200 MXN
Deliver 80, then 40	Accept a new date for the balance; confirm the supplier receipt date.	1,800 MXN

01 Operating proposal

If materials and capacity are confirmed, assess full delivery. A partial delivery requires customer acceptance.

02 Owners

Planning validates capacity; Purchasing confirms supply; Commercial accepts commitments; the budget owner approves.

03 Execution and follow-up

Prepare order or production changes, record approvals and track actual material and delivery dates.

Fictional case and costs. The lower cost alone does not determine the best response; service, margin and commercial terms must be included. SAP describes planning agents with material and capacity validation; availability is verified for the customer. [3]

FINANCE / INVOICE EXCEPTIONS

Explain the difference. Resolve it with evidence.

Illustrative case: purchase order for 120 units at MXN 200; goods receipt recorded for 100; invoice for 120. The 20-unit difference represents MXN 4,000 requiring clarification.

DOCUMENT	QUANTITY	VALUE
Purchase order	120 units	24,000 MXN
Recorded goods receipt	100 units	20,000 MXN
Received invoice	120 units	24,000 MXN

Question for Joule

"Cross-check purchase order, goods receipt and invoice. Explain the exception, request missing evidence and prepare the case for its owner."

01 What the solution prepares

A case file with related documents, the variance, possible causes, tasks and a resolution owner.

02 The business decision

Purchasing and Warehouse confirm receipt; Accounts Payable applies tolerances and authorizes the appropriate treatment.

03 What is measured

Clarification time, exception age and cases resolved with complete evidence and approval.

A Nexton design, not a claim of a standard function available to every customer. Invoice blocking or release depends on tolerances, configuration and authorization. The MXN 4,000 variance does not imply that only the rest of the invoice can be paid. [4]

ARCHITECTURE / CAPABILITIES AND CONNECTIONS

A solution connected to the customer’s environment.

Adoption starts by reviewing SAP products, edition, release, licenses, identity and enabled tools. Scope is designed from that assessment.

SAP capability

Use available assistants, agents and functions that address the process.

Custom extension

Use Joule Studio for specific rules, agents or workflows when enabled.
[2]

Other systems

Connect authorized APIs and events. Assess A2A or MCP where they add value and are supported.

DESIGN LAYER	WHAT MUST BE RESOLVED
Data and context	Common identifiers, reliable sources, update dates, rules and the meaning of the data.
Tools and transactions	Authorized queries or writes, parameter validation and the expected document or outcome.
Identity and approvals	User and agent permissions, business ownership and decisions requiring intervention.
Operations and recovery	Action logs, failure monitoring, reconciliation before retries and exception handling.

The Joule experience does not remove the system of record.
SAP and other applications retain their rules and authorizations. Actions connect through tested tools and agreed responsibilities.

NEXTON SERVICES / FROM CASE TO OPERATIONS

Deliverables to implement and sustain the solution.

Nexton connects business knowledge, SAP expertise, integration, security and operations. Service scope is defined with owners, evidence and acceptance criteria.

SERVICE	VERIFIABLE DELIVERABLE
Strategy and business case	Prioritized opportunities, selected decision, process owner, metric and baseline.
SAP and data readiness	Capability, access and quality review; target architecture and dependencies to resolve.
Design, configuration and integration	Functional flow, tools, rules, approval, connections and failure handling.
Pilot and adoption	Test scenarios, owner training, evidence for each action and comparative results.
Governance and support	Owners, monitoring, escalation, access reviews and rule maintenance.

Customer

Provides rules, data, authorizations and owners who accept the outcome.

SAP

Provides capabilities according to available product, release and licenses.

Nexton

Designs, integrates, tests and supports operations within the agreed scope.

Assessment determines effort, dependencies and responsibilities. The illustrations in this publication do not represent completed implementations or customer results.

THE PILOT / DECISIONS AND EXIT CRITERIA

A bounded scope. Four decisions to move forward.

Select one process, a population of cases and one main action. The pilot informs whether to expand the capability, correct the design or stop the initiative.

01 Are data and enabled capabilities available?

Reconcile critical data, verify product and licenses, assign owners and document the baseline.

02 Does the proposal improve the decision?

Start in recommendation mode. Compare evidence, acceptance, adjustments and rejections against the current process.

03 Can the action execute with control?

Test permissions, approval, transactions, traceability, failures and recovery before enabling the production scope.

04 Does the outcome justify continuation?

Compare observed results and full cost. Agree support and responsibilities before expanding scope.

Minimum execution conditions

Actions within permissions; approval where required; an identifiable outcome; failure handling; reconciliation to prevent duplicates; an owner able to stop the flow.

Quality and value thresholds are agreed before starting. Schedule and investment are defined after assessment; a uniform duration is not promised for every environment.

MEASUREMENT / VALUE, QUALITY AND COST

Measure what changes in business and operations.

Define the same set of cases for the baseline and pilot. Account for seasonality, volume and other interventions when comparing; distinguish initial assumptions from observed outcomes.

DOMAIN	OUTCOME TO VERIFY
Retail	Sales of selected stock; realized contribution after costs; time until action approval.
Manufacturing	Orders fulfilled within commitments; resolution time; actual expediting or rescheduling cost.
Finance	Exception age, clarification time and resolution with complete evidence and authorization.
Decision quality	Accepted, adjusted and rejected proposals; reasons, context errors and corrected actions.
Operating reliability	Completed actions versus attempts; failures, duplicates and recovery time.
Complete economic assessment Include data preparation, configuration, integration, licenses, adoption and support. Compare observed value with those costs and an alternative process improvement.	

Counting conversations, agents or recommendations is insufficient. The continuation decision must connect the implemented capability to a verifiable process improvement and its operating cost.

THE NEXT DECISION

Define where Joule can add value. And how to put it to work.

The first conversation should identify a process, a pending decision, available sources and the owner who will assess the outcome.

01 / The process

Which exception currently requires gathering information or coordinating several teams?

02 / The environment

Which SAP products, data, licenses and connections are available?

03 / The outcome

Which metric and owner will decide whether the pilot should continue?

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SAP REFERENCES / DOCUMENTATION AND CONTEXT

1. Joule Work and experiences announced at SAP Sapphire 2026.
2. Joule Studio: custom agents and enablement.
3. Planning and material agents for Manufacturing.
4. Invoice verification, blocks and tolerances in SAP.

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