

# Order Capture Agent

Automated multi-channel order capture, built on Infor Velocity Suite, with a Microsoft path available.

Orders arrive by email or PDF and reach your system automatically: no manual keying, fewer errors, one clear view.

## Recognize these challenges?

Manual entry of orders that arrive through multiple channels and formats (e.g. PDFs, emails, etc.)

A slow, error-prone process that holds up the wider order-to-cash flow.

Skilled workers spending their days on data capture instead of customer engagement.

## The solution we built

Fortude's Order Capture Agent reads orders as they arrive, checks them against the customer's business rules, and enters them into your system automatically.

Customer service agents move from keying every order to reviewing only the ones that need a human eye: handling more volume, with fewer errors, and more time for the work that actually needs judgment.

## How it works

| 1. Order Arrives                     | 2. Capture                                                                                 | 3. Extract                              | 4. Validate                                                 | 5. Review                                      | 6. Order Created                          |
|--------------------------------------|--------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------|------------------------------------------------|-------------------------------------------|
| Email or PDF purchase order received | Uploaded on the order-desk screen inside Infor CloudSuite – no separate system to log into | Document read, order details structured | Checked against your master data – customers, items, prices | Order desk handles only the flagged exceptions | Clean order auto-created, ready to fulfil |

Every order lands in a staging area inside Infor CloudSuite with its original document attached — full audit trail, one review screen, nothing is ever lost.

## Technology options: Same flow, two paths

|                     | Option A – Infor Velocity Suite                         | Option B – Microsoft Path (Power Platform)              |
|---------------------|---------------------------------------------------------|---------------------------------------------------------|
| Bring in / automate | Infor RPA                                               | Power Automate                                          |
| AI read & extract   | Infor Document Processor (IDP) · Infor GenAI            | Azure Document Intelligence · Copilot Studio AI         |
| Validate & create   | Staged & validated inside Infor CloudSuite · Infor APIs | Staged & validated inside Infor CloudSuite · Infor APIs |

Same solution, same CloudSuite outcome. The capture and AI layer are swappable, run it on Infor Velocity Suite, or on your existing Microsoft stack. Technology stays open to fit your landscape.



Faster processing



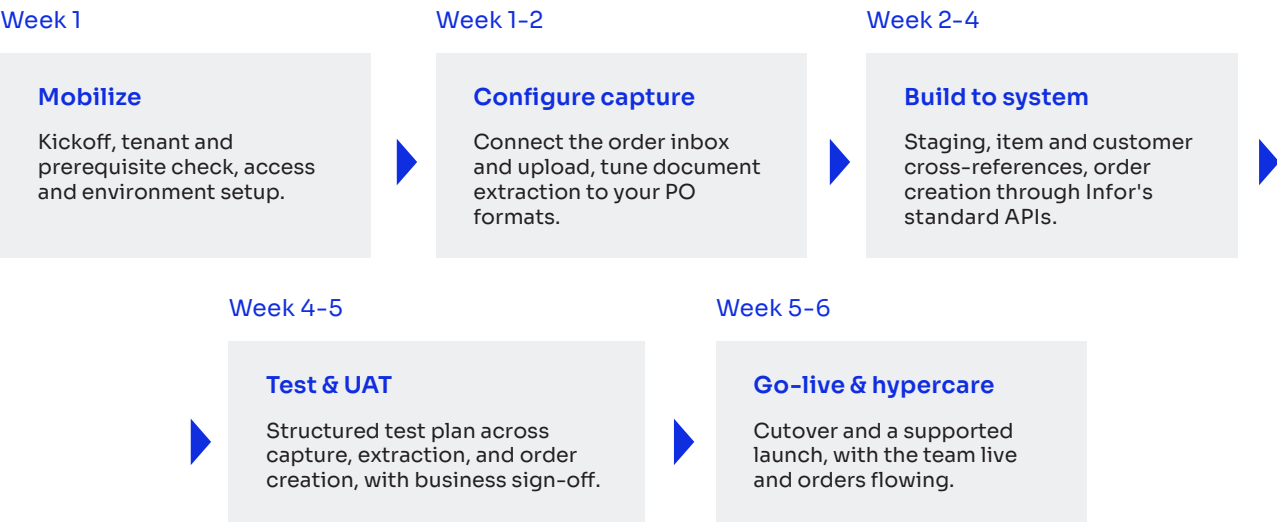
Fewer mistakes



One clear view

## Implementation roadmap

From decision to go-live, here's what the journey looks like:



## The packages

The Order Capture Agent is delivered as a fixed-scope, fixed-fee package, so you know exactly what you're getting before you start.

| One-time implementation                                          | Per year                                                                                        | Technology                                                                                                              |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Order Capture Agent configured, tested, and live in your system. | Support & Updates - accelerator updates, template and prompt tuning, monitoring, and break-fix. | On your ERP investment - runs on your existing platform components (RPA, IDP, GenAI), often near-zero incremental cost. |

**Included:** 1 order inbox + upload · up to 10 PO formats · 1 company  
**Add-ons:** Anomaly detection · Voice channel · Extra formats / entities

*Indicative structure. Final figures scoped per customer.*

> [Talk to our consultants about how the Order Capture Agent can support your teams.](#)

Delivering digital solutions that matter

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As a global digital solutions company, we work with businesses to modernize ERP, harness data and AI, automate processes, and build cloud-enabled operations that are smarter, faster, and more resilient. That's how we are turning technology into real business impact.

Serving over 120 organizations worldwide, we combine deep domain expertise with strong platform capabilities across ecosystems such as Infor and Microsoft. From transformation foundations to next-generation innovation, we deliver digital solutions that matter.