




# How Pactum's AI Agents Support SUEZ in Eliminating Manual Requisition Checks



-  **Company**  
SUEZ recycling and recovery
-  **Industry**  
Environmental Services & Waste Management
-  **Country**  
UK

*Building a sustainable supply chain is a top priority for us. Pactum ensures every transaction reflects our standards, with fair pricing and terms applied consistently. It's delivering value not only for our teams, but also for the suppliers we partner with every day.*

**Robert Baillie**

Head of Procurement, SUEZ recycling and recovery

## The Challenge

In the UK, SUEZ's recycling and recovery operations span the range of resource management from collection and treatment to re-use and repair, handling approximately 11 million tonnes of materials every year. SUEZ is a champion of the circular economy and is committed to improving any environmental impact of its supply chain year-on-year.

With almost 3,800 suppliers across the UK and an annual spend of over £700 million on goods and services, SUEZ manages its procurement activities to comply with best practice in procurement while also ensuring its supply chain plays its role in achieving key sustainability goals.

Prior to implementing Pactum's AI agents, SUEZ's procurement system required a manual review following every purchase requisition request. With the volume of requests growing, this had the potential to result in inconsistent application and delays due to workload.

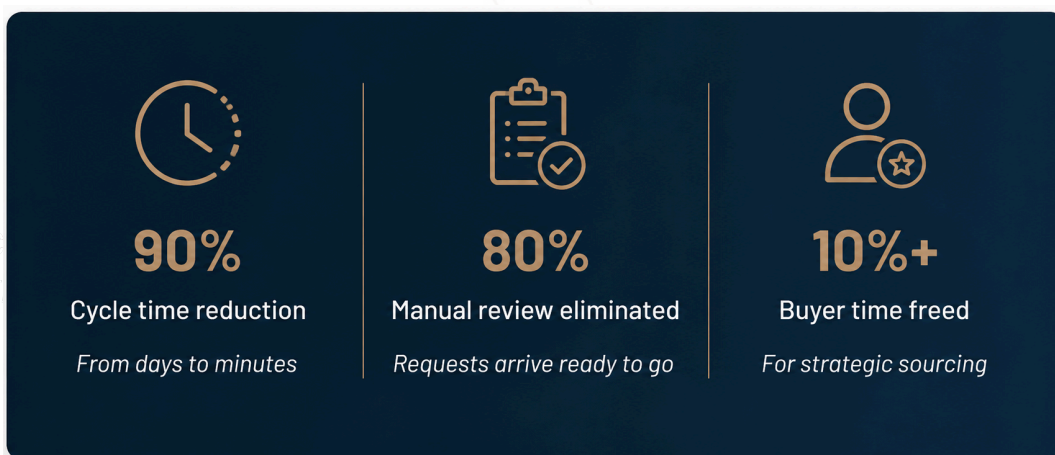
SUEZ wanted a tool that would support its team, improving efficiencies and bandwidth.

## The Solution

Pactum's AI agents connect directly into Coupa, the system already in use within SUEZ, adding autonomous execution capability without changing the way buyers work or adding any unnecessary complexity.

Every requisition is automatically intercepted, checked against SUEZ's policies, and corrected on the spot where required. This includes category matching, quote validation, rate card compliance, and more. Checks that may have previously taken days are completed in minutes, with a full audit trail attached, creating an improved environment for both SUEZ staff and its supply chain.

## The Results



Pactum and Coupa work seamlessly as one system, allowing SUEZ to deploy AI agents for procurement without disrupting the platform its teams already rely on.

## Ready to eliminate manual requisition reviews?

See how Pactum's AI Agents help procurement teams eliminate manual reviews, ensure policy compliance, and accelerate purchasing decisions.

[Book a demo](#)