



R1 RCM is Bringing AI to Procurement Operations with Oracle and Peloton Consulting Group

R1 RCM is committed to continuous innovation and operational excellence across its enterprise systems. As part of its ongoing Continuous Innovation efforts, the organization consistently evaluates emerging technologies that can enhance user experience, improve efficiency, and drive smarter decision-making. When Oracle introduced AI Agents within the Procurement module, R1 recognized an opportunity to modernize how users interact with procurement data, moving from manual lookups and navigation to intelligent, conversational access.



Business Challenges

As excitement around Oracle AI Agents grew, business users quickly identified practical use cases, particularly the need to retrieve requisition details and purchase order status by simply entering a requisition number.

However, the organization faced a key obstacle: limited internal knowledge of AI Agents. Very few team members had hands-on experience configuring AI Agents, defining appropriate roles and privileges, or understanding how to securely deploy them within Oracle. Without the right expertise, there was risk of delays to User Acceptance Testing (UAT) and potential disruption to the rollout timeline.

To move forward, the organization needed both technical precision and governance discipline to ensure the AI Agent was configured correctly, securely, and in alignment with Oracle best practices.

Approach

Taking full ownership of the initiative, Peloton Consulting Group led the end-to-end research, configuration, and deployment of the AI Agent within Oracle Procurement. After conducting in-depth analysis of Oracle AI Agent functionality and documentation, Peloton designed and implemented a custom AI Agent access role. This included carefully identifying and configuring the necessary roles, privileges, and permission groups to ensure secure and compliant access.

The custom role was then assigned to both the AI Agent and designated end users, creating a seamless and governed experience that aligned with Oracle's security framework. Through thoughtful configuration and testing, the solution enabled users to retrieve requisition and purchase order details instantly, without navigating multiple screens or relying on manual processes.

Business Impact

The implementation delivered immediate and measurable value:

- UAT was successfully unblocked, preventing delays to the broader AI rollout.
- Users gained the ability to retrieve requisition details and PO status simply by entering a requisition number.
- Procurement efficiency and visibility improved significantly.
- The organization established its first fully functional AI-driven procurement capability.

Beyond operational improvements, this milestone marked something larger: the successful deployment of the first AI Agent within the environment, laying the foundation for future AI-enabled enhancements across the enterprise.

Summary

This initiative represents more than a technical configuration. It signals the beginning of a broader AI journey. By combining curiosity, ownership, and technical rigor, the team successfully introduced intelligent automation into Oracle Procurement, transforming how users access critical information. The result is a smarter, faster, and more intuitive procurement experience and the first of many AI-driven innovations to come.



About Peloton Consulting Group

Peloton Consulting Group has the vision and connected global capabilities to help organizations envision, implement, and realize the benefits of digital transformation. Our team has the best practices, knowledge, industry expertise, and know-how. We make digital transformation a reality by leveraging AI, Enterprise Performance Management (EPM), Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Human Capital Management (HCM), Customer Experience (CX), Analytics, and Data Management for the cloud. Through connected capabilities, we bring people, processes, and technology together. We help organizations go further, faster. That is the Peloton way!