



**AI Agents in action:
2 automated workflows,
80% less human effort,
1000+ transactions automated**



Discover how a phased rollout of Nordoon AI Agents helped Cuisine Solutions automate ESG data capture and scaled customer order handling - without disrupting teams or increasing overhead.

Client overview

Cuisine Solutions is the global leader in premium sous-vide foods, pioneering and perfecting the technique since 1971. Trusted by over 30,000 restaurants, 6,000 retailers, major airlines, cruise lines, hotels, the U.S. military, and K-12 schools, the company operates six advanced facilities across the U.S., France, and Thailand.

With a workforce of 500–1,000 employees representing 50+ nationalities, Cuisine Solutions is celebrated for its culinary innovation, sustainability leadership, and people-first culture – transforming food service efficiency, consistency, and quality around the world.

Sustainability is embedded in its identity -from LEED-certified facilities and solar-powered infrastructure to water recycling and plant-based innovation. Their San Antonio site, named Sustainable Plant of the Year, exemplifies their commitment to data-driven ESG performance.



Challenges



As Cuisine Solutions expanded its ESG reporting efforts and scaled globally, the limitations of manual processes surfaced across two key operational domains: sustainability reporting and order scalability.

#1 Utility bill processing for ESG reporting

Each site used different utility providers, formats, and billing cycles. Manual processing and validation of water and energy data risked creating inconsistencies and delaying ESG reporting. With sustainability high on the executive agenda, data quality and reporting agility became business-critical.

#2 Non-EDI order processing for business continuity

Orders from customers arrived in unstructured formats – PDFs, Excel, inline emails, screenshots – often with custom terms, pricing, and units. Manual entry into Oracle NetSuite required deep knowledge and took time, especially during seasonal spikes or when team members were out of office. This jeopardized fulfillment speed, accuracy, and scalability.



Solution

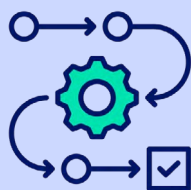
Cuisine Solutions partnered with Nordoon to automate each workflow using a modular AI Agent architecture – starting with ESG reporting, then expanding into finance and customer service.

Utility bill processing AI Agent



We deployed an AI Agent specialized to ingest and validate utility data from bills across six facilities in varied formats. Cleaned and structured data was fed directly into ESG-related tables, improving reporting cadence and CDP accuracy – while freeing up sustainability and operations teams from manual tracking.

Order processing AI Agent



We deployed an Order Processing AI Agent delivered out-of-the-box and fine-tuned to Cuisine Solutions' unique operational context. The Agent automated the entire non-EDI order intake flow – ingesting unstructured inputs, processing and validating order data, and updating Oracle NetSuite in real-time via Power Automate.

Format & language agnostic data processing

The Agent was configured to process incoming order data in any language and format – PDFs, Excel sheets, scans, photos, or emails – capturing product codes, quantities, timelines, and customer-specific details, no matter how they were submitted.

Data standardization with advanced LLMs

Once processed, the Agent used LLMs to clean and structure the data for NetSuite, aligning internal codes, standardizing dates, and ensuring every required field was correctly populated.

Adaptive business logic integration

The Agent learned and applied each customer's unique ordering rules like units of measure, currencies, pricing models. At the same time, it specialized in handling exceptions at scale, minimizing manual intervention. With this automation place, demand spikes could be easily absorbed, and business continuity was ensured even when team members were absent.

Results

80% reduction in operational time

From hours to minutes, our AI Agents slashed processing time for ESG reporting and purchase orders - consuming mistakes and delays.

1,000+ monthly transactions

With 95% automation of utility bill and order processing, growing volumes of transactions could be handled without increasing headcount.

Faster operational & customer response

The real -time ERP updates made it easy for employees to gain access to accurate data, tracking ESG KPIs on time and responding faster to customer orders - scaling operations without added overhead.

Business users onboard effortlessly

Business users were able to adopt AI Agents fast, with minimum disruption, no training or technical setup - working directly with their existing templates and workflows.



Noor Nasser
Digital Software Lead

The service has been great because we set it and forgot it, and it's been great! Thank you for your continued support! As a Digital Software Lead, that kind of reliability is rare. Being able to implement and walk away - confident it's running smoothly - has freed us to focus on more strategic, high-impact work.

Tech overview



Agents
running in
Microsoft
Azure



On-prem
Oracle
NetSuite



In-house
RPA
integration
with Power
Automate



1 Bill
Processing
Agent
1 PO Agent



1 Nordoan
Support
Engineer

Nordoan is the enterprise-grade agentic platform that brings the AI workforce into supply chain operations. Its domain-specialized AI Agents automate exception-heavy processes from inboxes all the way to ERPs and clean corporate data on the go. Seamlessly integrating with enterprise systems and the ways employees work, Nordoan Agents help operators from manufacturing, logistics, distribution, and beyond run faster, leaner operations and work with 99% data accuracy.

Struggling with more exceptions than routine cases in your operations? [Book a discovery call.](#)