

Introducing Pearl Workflows

Pearl Workflows is the business automation engine of the Pearl AI Platform, developed by Central Data and built specifically for distributors using Infor CloudSuite Distribution. Pearl Workflows combines artificial intelligence, business automation, and human oversight to streamline repetitive processes, eliminate manual effort, and improve operational efficiency. Built on a library of reusable automation capabilities, Pearl enables organizations to quickly automate common business activities without the cost, risk, or complexity of traditional custom development. Today, Pearl includes 24 workflows with the ability to rapidly expand based on customer needs and feedback.

What Are Pearl Workflows?

A Pearl Workflow automates work that has traditionally been performed manually by employees. Workflows can be initiated from incoming emails, scheduled business events, uploaded documents, or user actions within Pearl. Once activated, Pearl can analyze information, retrieve data from CloudSuite Distribution, route documents, generate transactions, monitor business conditions, and notify users when action is required.

Unlike traditional automation tools, Pearl combines AI-driven automation with human oversight. When a workflow encounters a situation that requires business judgment or approval, it pauses and engages the appropriate user before continuing. This allows organizations to automate routine work while maintaining control, accuracy, and accountability for critical business decisions. Pearl Workflows are designed to work alongside employees, helping teams focus on higher-value activities while reducing repetitive administrative tasks.

Workflow Categories

Pearl Workflows are organized into five primary categories:

- **Document Management & Filing**
Automatically identifies, classifies, and files business documents into the appropriate records within CloudSuite Distribution and Infor Document Management (IDM).
- **Transaction Automation**
Converts business requests and documents into CloudSuite Distribution transactions while incorporating human review and approval where needed.
- **Operational Watchdogs**
Continuously monitors CloudSuite Distribution data and proactively alerts users when exceptions, risks, or opportunities require attention.
- **Reports, Alerts & Catch-All Processes**
Provides flexible workflows for reporting, notifications, information requests, and business-specific automation scenarios that do not fit traditional categories.
- **Platform Housekeeping & Learning**
Background workflows that maintain platform performance, improve workflow intelligence, and support the ongoing operation of the Pearl ecosystem.

Why It Matters

Distributors are overburdened by emails, paperwork, data entry, exception management, and follow-up activities that consume valuable employee time. While many of these tasks follow predictable processes, they often remain manual and inefficient. Pearl Workflows transforms these repetitive activities into intelligent, automated processes that improve speed, consistency, and scalability. By combining AI, workflow automation, and CloudSuite Distribution data, Pearl becomes a digital workforce that works alongside your team—helping organizations operate more efficiently while maintaining the human oversight needed for business-critical decisions.

Beta Program

Pearl Workflows is being introduced through a select beta program designed to collaborate with forward-thinking customers on real-world automation opportunities. Because new workflows can be rapidly assembled from existing automation capabilities, customer feedback and business use cases will play a key role in shaping the future Pearl roadmap and expanding the library of available workflows.

