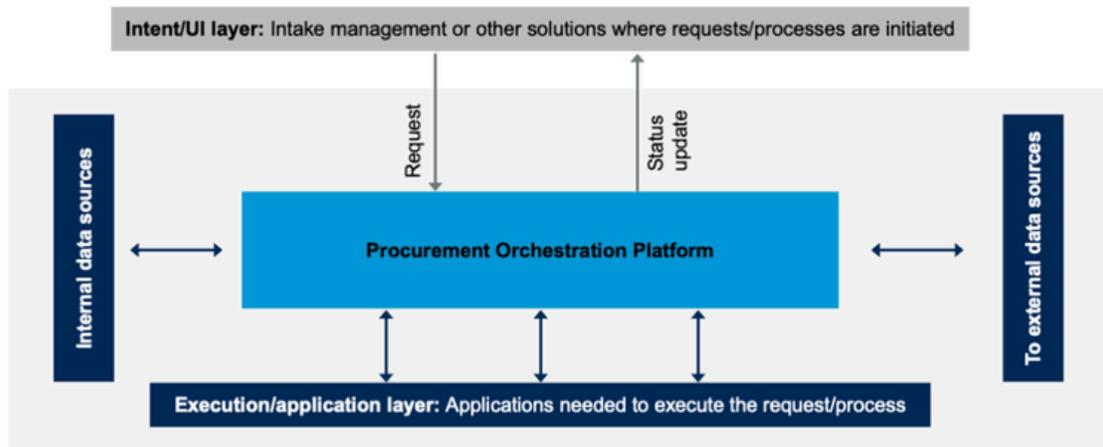


New Research

# Procurement Orchestration Platforms

## Orchestration Diagram



Source: Gartner  
837381

# Innovation Insight: Procurement Orchestration Platforms

11 September 2025 - ID G00837381 - 9 min read

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Procurement orchestration platforms are designed to coordinate data and workflows across multiple technologies and stakeholders to fulfill business outcomes. Procurement technology leaders can use this research to understand the current opportunities and limitations of these emerging solutions.

## Overview

### Key Findings

- Despite the buzz surrounding procurement orchestration technology, it remains an emerging space, and no solution currently available in the market meets the complete Gartner definition. S2P suite providers, specialists, and general-purpose integration platforms offer orchestration, but maturity is low, and actual capabilities vary.
- Procurement processes often involve multiple systems and stakeholders, requiring coordination of data and workflows. The complexity and importance of these processes vary, so different levels of orchestration are needed.
- Procurement orchestration solutions cannot stand alone. They are focused on data and workflow management and work best with an intake capability as a front end and other technologies and capabilities to execute requests and processes.

## Recommendations

- Achieve value from procurement orchestration solutions by selecting one that fits your organization's needs. Evaluate vendors carefully, focusing on their definition of orchestration and their actual current capabilities.
- Increase efficiency and reduce cycle times by applying procurement orchestration to high-volume, low-variability use cases where the required level of orchestration is well-understood. Focus on the execution of workflows that can be preconfigured to maximize benefits from the current generation of solutions.
- To achieve success with procurement orchestration, you must first have the necessary technologies and capabilities in place to execute the processes. Ensure these foundations before investing in orchestration.

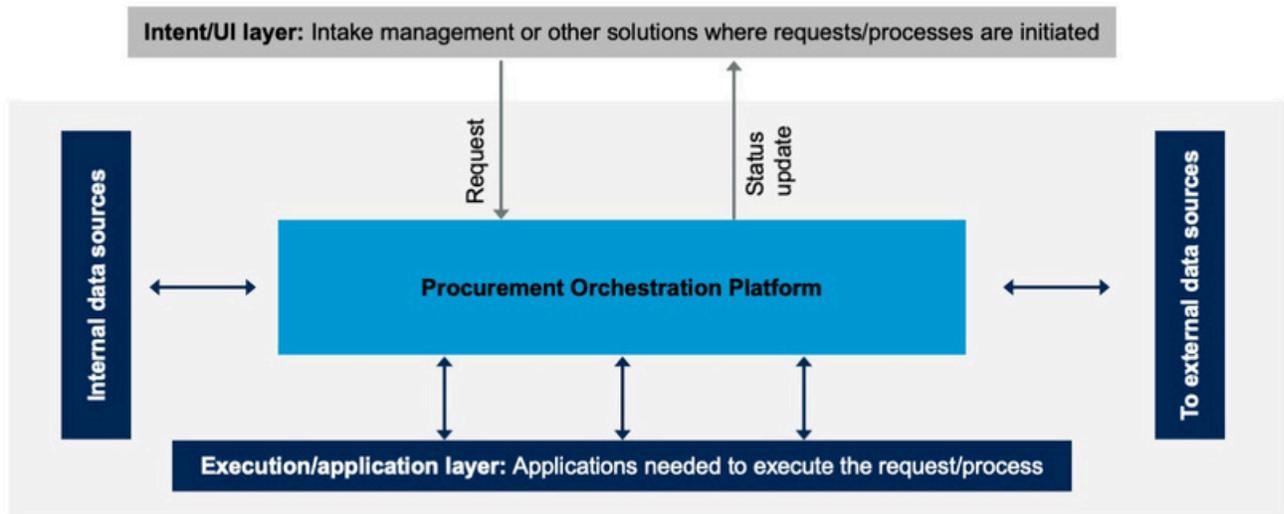
## Introduction

In the 2025 Gartner Procurement Digital Transformation Survey, 93% of organizations reported that increasing the efficiency of procurement processes is a top objective for adopting emerging technologies. But at the same time, 85% of procurement organizations (as per the 2024 Gartner Chief Procurement Officer Survey) use a combination of different procurement and sourcing applications. In addition to this, many procurement processes involve stakeholders and systems outside procurement, such as IT (e.g., cybersecurity and data privacy evaluations), HR (e.g., workforce management), and, in some cases, legal (contracting). This leads to a need for integration and coordination of data and activities to avoid poor efficiency, lack of visibility, and manual data transfer, and to improve the user experience.

Figure 1: Orchestration Diagram



## Orchestration Diagram



Source: Gartner  
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**Gartner**

Procurement orchestration platforms are designed to address these issues. By collecting information about intent and context, the system gathers the key information to start the right process. The intent or request is often collected from an intake management solution (typically natively integrated with the orchestration platform) or any other solution that initiates a procurement process (see [Innovation Insight: Procurement Intake Management Boosts End- User Engagement](#)). Ideally, it also enriches this with additional internal and external data. The solution then coordinates the data and workflows across the necessary solutions to execute the request (see Figure 1).

However, the market for procurement orchestration is still immature. In this research, procurement technology leaders can learn about the opportunities and risks of these solutions in today's market.

## Description

Procurement orchestration platforms prescribe and execute end-to-end source-to-pay process workflows to fulfill specific business outcomes. They aggregate procurement and other relevant

data from multiple sources, enrich it with network insights, and simulate the impact of procurement decisions on target business outcomes.

In its fully evolved state, procurement orchestration platforms dynamically decide the optimal action (such as the buying channel), create workflows, and integrate as necessary based on end-user input, policies, network information, and third-party data. For example, an end user needs an item and creates a request, and the procurement orchestration platform then checks if the item is available in inventory. If not, it checks the contract and P2P solution to see if it's available as a catalog item and under which terms while simultaneously checking market prices. Once that is done, it decides to either buy it directly from a contracted supplier or go to market via a sourcing solution. The necessary data is coordinated with the system that the procurement orchestration solution has decided as optimal to execute the request, and the end user is continuously informed about the progress.

However, the current generation of procurement orchestration platforms relies on static workflows and integrations that need to be available out-of-the-box or configured in the platform as part of the implementation. Given these limitations, full procurement orchestration is still unproven on an enterprise scale. Even if large organizations are using and getting value from procurement orchestration platforms, the scope of these implementations has been limited to specific categories or activities (such as contract renewals or supplier onboarding). This makes sense given that the number of workflows that need to be created and maintained increases radically to fully support a large and complex organization. Also, integrations and data flows remain an issue, as many legacy solutions can be difficult to integrate with.

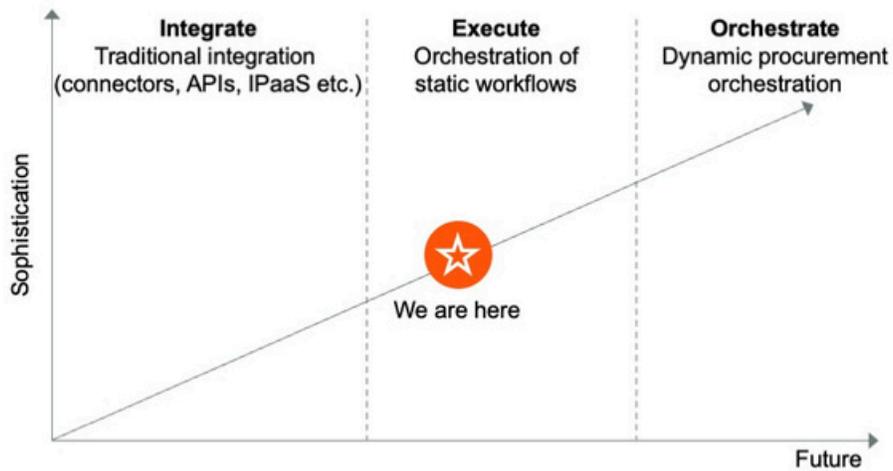
So while current procurement orchestration offerings are a significant improvement over traditional integrations, they are still not fully dynamic procurement orchestration platforms. The evolution of procurement orchestration can be described in three stages (see Figure 2):

- Integrate. This is the most basic form of orchestration and is focused on data synchronization.
- Execute. The current level of procurement orchestration. Focused on data and workflow coordination of static workflows and integrations.
- Orchestrate. The highest level of maturity that dynamically makes decisions and creates the necessary workflows and integrations to achieve optimal business outcomes

Figure 2: Orchestration Maturity



## Orchestration Maturity



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## Benefits and Uses

Even with their limitations, today's generation of procurement orchestration can bring value to procurement organizations as they can coordinate data across solutions more efficiently than traditional integration. This is especially true for those organizations with a disparate solution architecture. Benefits from procurement orchestration platforms include:

- More efficient process execution. For example, using procurement orchestration, a risk evaluation performed in a dedicated solution can automatically analyze, prescribe, and trigger the addition of a specific clause to the contract draft in the CLM solution to address that risk.
- Drives adoption and engagement. Allowing stakeholders outside of procurement to use their own (nonprocurement) solutions, as described in the example above, to perform necessary tasks reduces the need for training and makes engaging with procurement easier.

- Enables a best-of-breed approach and/or experimentation. By providing low-code/no-code self-service integration support, orchestration platforms make it easier to integrate new solutions into new or existing workflows, even as part of pilot projects. It also makes it easier to replace solutions that are not meeting business needs.
- Foundation for agentic AI. As orchestration matures, it will converge more and more with agentic AI. However, orchestration is centered around the coordination of data and enabling execution rather than the actual execution, which is a key part of agentic AI. That said, procurement orchestration has the potential to act as a platform for agentic AI by leveraging data coordination and integration capabilities.

## Risks

The market for procurement orchestration is still immature, which means that pursuing procurement orchestration platforms carries several risks.

- Providers that limit the definition of orchestration to fixed workflows and integrations as orchestration capabilities will not be able to truly scale procurement orchestration on an enterprise level. Due to the narrower scope, the business impact will be limited from the very beginning.
- Provider capabilities vary drastically. Due to the hype and interest in procurement orchestration, many vendors are using the term orchestration very loosely. Be aware that some S2P vendors use the term orchestration for what is basically just intake management for workflows within their own S2P suites.
- The nature of procurement orchestration platforms requires other applications to support both the intent gathering or process trigger and the execution of the processes. Without these applications, the orchestration platform cannot orchestrate anything. This means that the cost and ROI of a procurement orchestration platform need to be justified in addition to the investments already made.
- Integration between the orchestration platform and existing applications to enable the execution of prescribed decision workflows is still often challenging. This might require increased IT support.

- The lack of necessary data, comprehensive policies, and category strategies risks limiting the ability to dynamically orchestrate procurement processes regardless of the underlying technical sophistication of the orchestration platform.

## Recommendations

- Achieve value from procurement orchestration platforms by selecting one that fits your organization's needs and level of complexity. Evaluate vendors carefully, focusing on their definition of orchestration and their actual current capabilities. There are many different types of vendors offering orchestration capabilities, ranging from specialized procurement orchestration platforms to broader S2P suites to generic integration and orchestration platforms. If you select a nonprocurement specific platform, it typically lacks domain-specific expertise and out-of-the-box best practices. And, even if today's solutions don't support mature procurement orchestration, prepare for it by creating clear procurement policies and category strategies that can inform the solution of how to execute specific processes.
- Increase efficiency and reduce cycle times by applying procurement orchestration to high-volume, straightforward use cases where the required level of orchestration is well-understood. Focus on the execution of workflows that can be preconfigured to maximize benefits from the current generation of solutions. Apply the 80/20 rule to automate the most common workflows; more complex and infrequent requests can easily be routed to a center of excellence (COE) or shared service center for a more manual approach. As the platforms mature, orchestration can expand to cover more processes without needing preconfigured workflows. Also, the focus will shift from merely executing requests to deciding the best way to execute them.
- To achieve success with procurement orchestration, you must first have the necessary solutions and resources in place to execute the processes. Ensure these foundations before investing in orchestration. As mentioned in the risk section, procurement orchestration doesn't execute anything, so foundational S2P capabilities are needed to execute the processes. Front-end solutions, such as intake management or other solutions that can collect information to determine the intent and trigger processes or workflows, are also needed.

# Representative Providers

- Flowie
  - Levelpath
  - ORO Labs
  - Omnea
  - Opstream
  - Tonkean
  - ServiceNow
  - Zip
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## ⊕ Evidence

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