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Luxury Fashion Brand Gains Supply Chain Visibility and Automates Sustainability Reporting with C3 AI

A leading luxury fashion brand operates globally, managing complex compliance regulations and meeting sustainability reporting requirements in the multiple countries where it operates. The company needed a streamlined approach to sustainability data management and action to reduce manual processes and improve accuracy in emissions tracking, supplier documentation, and compliance reporting.

The company faced challenges in collecting and processing high volumes of unstructured sustainability data across its supply chain. With over one thousand suppliers and tens of thousands of materials, data entry was time-intensive, prone to errors, and required extensive manual validation. Calculations for Scopes 1, 2, and 3 greenhouse gas (GHG) emissions were difficult to standardize, leading to inefficiencies, compliance risks, and limited scope due to manual, spreadsheet-intensive workflows. The company sought a scalable AI solution to extract and structure data from text, unify sustainability metrics, enhance sustainability reporting, and engage suppliers.

The company partnered with C3 AI to deploy an enterprise-wide sustainability data and analysis platform powered by C3 AI's

Sustainability Suite of applications. Together, the joint team integrated sustainability data across 14+ internal and external sources to create a single source of truth for sustainability reporting aligned to voluntary and mandatory standards, including GRI and the EU CSRD.

By leveraging AI for document processing, the platform automates the extraction and classification of sustainability-related data from thousands of documents in multiple languages. The system enhances emissions tracking by mapping emissions factors and providing real-time reporting on sustainability metrics across hundreds of locations and multiple business hierarchies. Additionally, the company worked with C3 to configure a sustainability supplier portal that enabled suppliers to submit documentation through customized templates, allowed sustainability teams to track certification status and documentation gaps in real time.

With the C3 AI Sustainability Suite, the company can now manage performance and report on key sustainability metrics with greater accuracy, efficiency, and scalability across its global operations.

Project Objectives

- Predict and reduce errors in sustainability data collection and processing

- Automate document extraction to minimize manual data entry effort

- Ensure compliance with evolving regulatory frameworks by automating the calculation of sustainability metrics and KPIs, generating reports aligned with CSRD, GRI, and ESRS standards

Results

$2.5M

potential annual economic benefit

85%

reduction in document processing time

4,300+

hours saved annually through data extraction and automation

99%

accuracy in AI-processed utility bills, improving sustainability tracking

Challenges

Before implementing the C3 AI Sustainability Suite—including C3 AI Sustainability Data Reporting, C3 AI Emissions Management, C3 Generative AI for Sustainability, and C3 AI Value Chain Sustainability—the company relied on fragmented data management systems that required extensive manual effort to collect, validate, and report sustainability metrics. Data sources were spread across multiple enterprise systems, supplier documents, and Excel templates, making it difficult to take action and achieve consistency and accuracy in sustainability reporting.

One of the biggest challenges was managing high volumes of unstructured data. The company had to process over 17,000 documents annually in 20+ languages, including emissions reports, utility bills, supplier certifications, and compliance records. Manual data entry was both time-consuming and prone to errors, increasing the risk of inaccurate reporting and compliance failures. Additionally, supplier documentation was difficult to track, leading to delays in audits and sustainability assessments and slowing progress with eco-design and environmental product declarations.

Calculations for Scopes 1, 2, and 3 GHG emissions were another major pain point. The company lacked a unified system for mapping emissions factors, making it difficult to standardize reporting across its global operations. Regulatory pressures from the EU CSRD, GRI, and other sustainability disclosure frameworks added complexity, as compliance requirements continued to evolve. Without an AI-driven solution, sustainability reporting remained reactive rather than proactive, limiting the company's ability to drive sustainability improvements and reduce carbon footprint effectively.

To address these challenges, the company sought an enterprise-grade AI solution that could unify sustainability metrics, automate sustainability data collection and analysis, streamline supplier documentation, and ensure regulatory compliance while reducing operational inefficiencies.

About the Company

- $5.4+ billion in annual revenue
- Global Presence across multiple markets
- 1,000+ suppliers globally
- 5,000+ employees

Project Highlights

- 9-month implementation in two phases from pilot to production-ready deployment
- AI-powered supplier portal streamlining data collection from 1,000+ suppliers
- 14 enterprise systems integrated for end-to-end sustainability data management
- Over 17,000 documents processed annually using AI-driven automation
- Live data connections established with ERP and financial systems for real-time sustainability insights
- Hosted on Google Cloud

Approach

The company partnered with C3 AI to deploy an AI-powered sustainability data management platform, integrating structured and unstructured sustainability data across its global operations. Over nine months, the team ingested and standardized three years of historical sustainability data from 14 enterprise systems, including SAP Finance, Stealth (ERP), and SuccessFactors (HR), creating a single source of truth for sustainability reporting. C3 Generative AI for Sustainability enabled natural language queries over the resulting structured and unstructured sustainability data.

Using C3 AI Sustainability Applications, the system automated document processing for 17,000+ sustainability records in 20+ languages, significantly reducing manual effort. With the supplier portal, the company now has real-time tracking of supplier documentation, sustainability certifications, and compliance risks across 1,000+ suppliers and 10,000+ materials. This automation reduced audit delays and improved data accuracy.

The company also used C3 AI Emissions Management to map emissions factors and calculate Scope 1, 2, and 3 emissions accurately according to the GHG Protocol. C3 AI Sustainability Data Reporting ensured alignment and compliance with CSRD, GRI, and SASB frameworks across hundreds of environmental, social, and governance performance measures and disclosure datapoints.

The C3 AI Sustainability Suite user interface provided real-time insights, predictive analytics, and AI-driven recommendations, enabling the company to improve data transparency, reporting efficiency, and sustainability decision-making. With a scalable, AI-driven approach, the company transformed its sustainability management, ensuring long-term regulatory compliance and operational efficiency.

Solution Architecture

Enterprise Data

Supplier Technical Documents
- Material Technical Sheets
- Traceability Sheets
- Certifications
- Supplier Mapping
- Raw Materials
- Final Products

Enterprise Sysytems
- Finance Data
- ERP Data
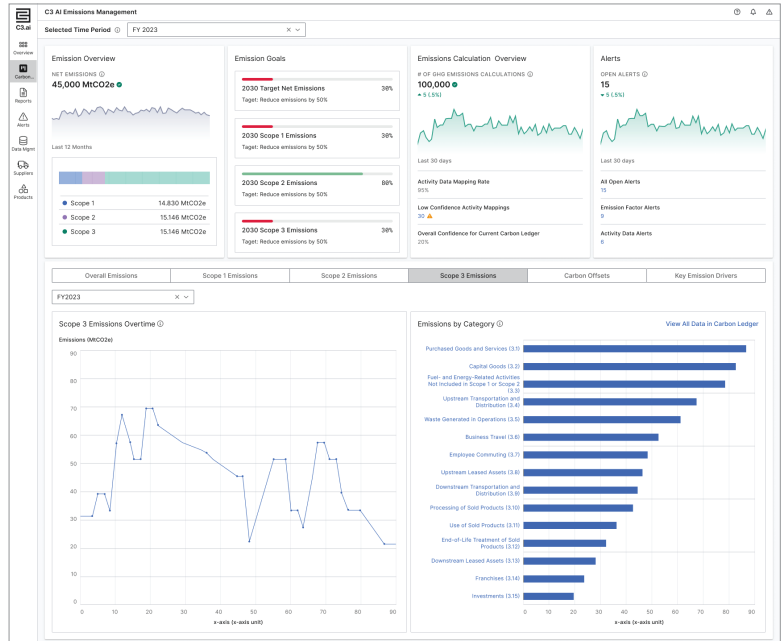- HR Data/Social ESG KPIs

Emissions Info
- GHG Emission Factors
- GHG Emissions Data

Utility Data
- Utility Bills
- Utility Usage
- Store List

C3 AI Sustainability Suite

Benefits

With the C3 AI Sustainability Suite, the luxury fashion brand can now:

Generate

$2.5 million in potential annual economic benefit from automation of sustainability data processing, compliance reporting, and supplier management

Ensure

regulatory compliance with evolving sustainability frameworks, including CSRD and GRI

Improve

supplier transparency and audit readiness through AI-powered data validation

Reduce

manual data entry effort by 85%, improving reporting speed and accuracy

Scale

sustainability reporting automation across global operations

Enhance

decision-making with AI-powered insights, predictive analytics, and real-time sustainability data visualization

Proven Results in 6-Month Pilot   Visit C3.ai/get-started