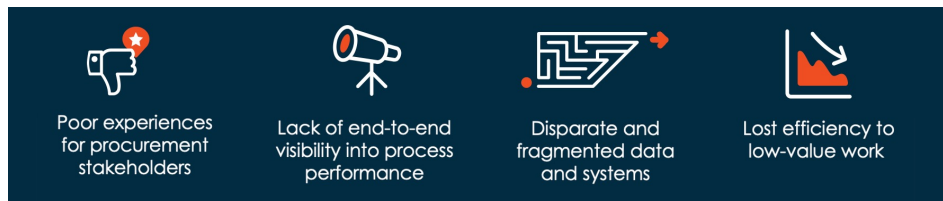


ServiceNow® Sourcing and Procurement Operations

Challenges facing sourcing and procurement teams

Sourcing and procurement operations are key to the success of just about every organization. But economic pressures, geopolitical shifts, and pandemic leftovers, along with a source-to-pay process dominated by legacy systems, are stressing every procurement organization. As procurement leaders assess their priorities, things like cost savings are prioritized with more strategic actions that are needed to drive operational agility and efficiency while transforming the experiences that procurement needs to deliver.



The effectiveness of legacy procurement operations is impeded in several ways. Poor experiences result in rogue spending that creates risk and reduces spend under management. Procurement stakeholders all lack end-to-end visibility into process details that could eliminate unnecessary inquiries, deliver better experience, and provide valuable insights for process improvements. Disparate and fragmented data and systems make it difficult to orchestrate end-to-end processes to the most desirable outcomes. And procurement teams lose significant efficiency to low-value tasks that result from a lack of digitization and self-service options.

Procurement stakeholders need a better way to work. Requestors, procurement specialists and suppliers all have specific needs that require better orchestration of the people, processes and systems that make up the procurement ecosystem.

Modernization will redefine procurement operations in beneficial ways

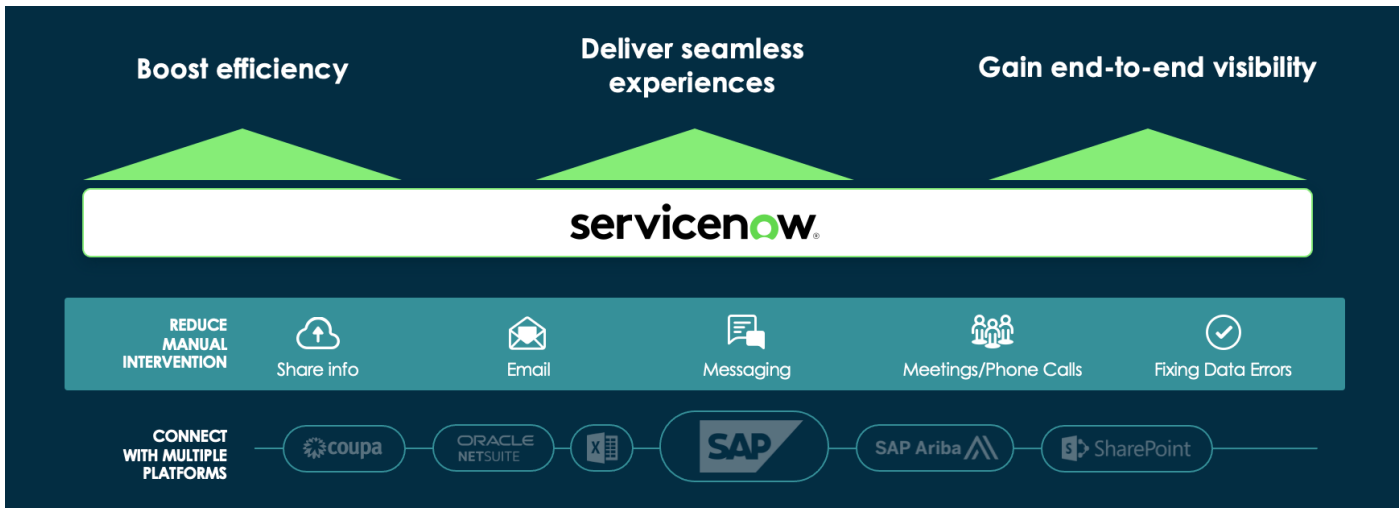
Modern procurement organizations expand focus beyond just cost savings to become a true partner in delivering value to the business. Procurement specialists replace low-value tasks with higher value activities that make more effective use of their time and resources. Fragmented processes that are trapped within disconnected systems of record become transparent digital workflows that can operate freely end-to-end across the enterprise. These siloed data sources become seamlessly integrated data points that can fuel faster process execution and inform better decision-making. And manual methods of engagement transform into self-service options and increased process automation.

Finance and Supply Chain solutions from ServiceNow, including Sourcing and Procurement Operations, deliver these key capabilities:

- Collect and track procurement requests from a unified employee portal
- Automate responses for common inquiries using virtual agent with natural language understanding
- Guide employees to preferred suppliers with a centralized shopping hub
- Increase procurement productivity from a single workspace across existing systems
- Easily configure playbooks that guide work teams through procurement processes
- Gain insight into procurement performance and trends with real-time analytics

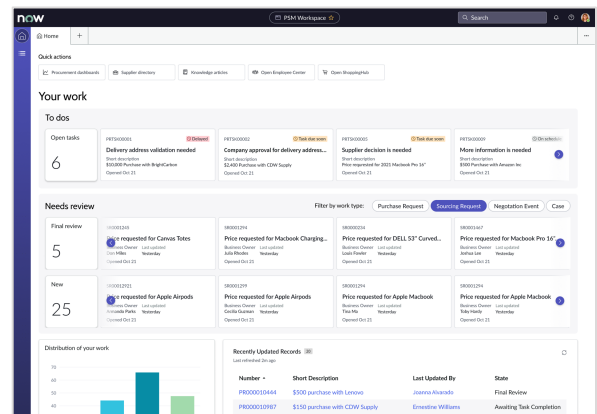
The ServiceNow solution

Sourcing and Procurement Operations is a powerful solution that Automates the source-to-receipt process for more seamless purchasing and case management across work teams, allowing sourcing and procurement to focus more on strategic priorities. Built on the Now Platform, Procurement Service Management integrates seamlessly with existing ERP and procurement technologies to deliver faster time-to-value, while streamlining fulfillment and reducing the potential for errors or delays.



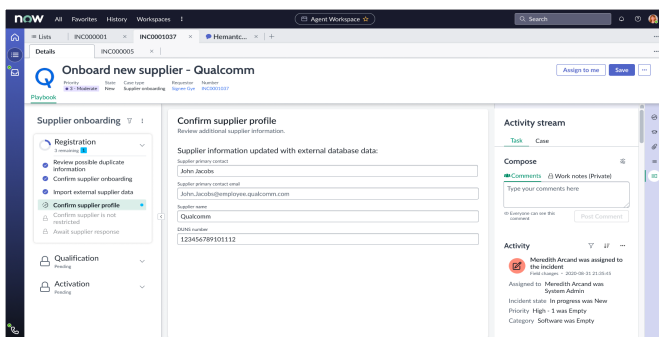
Boost procurement work team efficiency

Redirect more procurement specialist time to high-value priorities by deflecting low-value work with intelligent automation. Accelerate procurement processes by connecting and orchestrating work across all stakeholders, disparate technologies and systems of record within centralized, configurable workflows. And mitigate third-party risk by embedding risk controls in the flow of work for a more consistent assessment and remediation process.



Deliver seamless experiences for all procurement stakeholders

Increase spend under management and employee engagement with omni-channel guided experiences that meet employees where they work. Improve supplier collaboration by integrating suppliers into the value chain with connected, interactive experiences. And use service delivery principles to digitally transform procurement enabling automation of work through a single system of action.



Gain end-to-end visibility into procurement processes

Continuously improve source-to-pay processes with real-time benchmarking of SLA risks at the task-level, combined with reporting of end-to-end SLAs at the procurement process-level. Limit risk and rogue team behaviors with insights, embedded analytics and configurable playbooks which guide decision making. Pinpoint and remediate poor procurement experiences with behavioral and user analytics.

