

ServiceNow Source-to-Pay Operations

For Procure-to-Pay



Overview

Disconnected tools. Disconnected teams. Manual grind everywhere.

Picture this: You need to purchase office supplies. Maybe its cleaning products or printer paper. Either way, you're not a procurement expert, you just want to place an order and get back to work. After searching through a portal and outdated documentation, you try submitting a request through a form, follow up by email, and wait. Days go by — no update, no visibility, no idea who's handling it. Forget it. Time to order online and just expense it.

Meanwhile, the procurement team is juggling intake from portals, spreadsheets, and inboxes. Approvals are slow. PO creation is manual. Accounts payable has invoices piling up across inboxes. Everyone's chasing updates instead of driving value.



Benefits

Automate the manual grind so you can unlock the big work.

One place to start – for anything

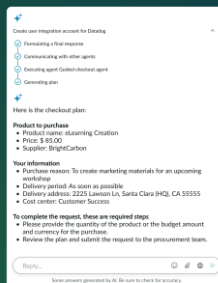
With ServiceNow, employees can request anything they need at work – cleaning supplies, lab consumables, software, HR help, marketing services – from a single portal. Intake is fully configurable, whether it's a simple catalog purchasing request, a complicated managed services provider contract, or a misrouted package. With conversational AI and intelligent workflows, requests get to the right team without all the back-and-forth of "how do I?" or "what system?" messages.

AI agents that do more than just summarize

AI agents assist your procurement and AP teams from intake through process completion. These aren't bolted on AI agents. They interpret requests and ask for more information if needed. AI agents suggest approved suppliers and send the request for review and approval. Then, when the invoice arrives, AI agents ingest it and begin 3-way match, orchestrating goods receipts and routing exceptions for approval.

Its time to move the needle

With AI agents handling the manual grind, your people are free to pursue the big work, the effort that really moves the needle. Rogue spend plummets because every employee can access easy-to-use processes, with guidance from AI agents. Your procurement managers don't spend hours answer process and status questions or compiling data from multiple systems. AI agents do that. Instead, they can spend more time on strategy or cost takeout. Every invoice is matched and you never miss the opportunity for an early payment discount – if its beneficial to your business.



Conversational AI Intake

Customer value highlights



50%

Dropbox's reduction in **procurement case resolution time.**



PEPSICO

\$5M

PepsiCo's **cost savings** through centralized procurement process automation.

Other business value benchmarks

32%

Increase in spend under management.

20%

Decrease in invoice processing time.

25%

Reduction in invoices with uncaptured discounts.

Key features

The ServiceNow AI Agent Advantage

Our AI agents are:

- 1 Purpose-built for source-to-pay and exist on a transformational platform that gives them complete business context.
- 2 Designed to coordinate with people, each other, and with 3rd party AI agents so everyone works better together.
- 3 Created to compile, identify, understand, and act, freeing your people for higher value work that's uniquely suited to human effort.

Built for enterprise workflows

You can't connect procurement, IT, finance, and employee experience with a basket of standalone tools. But you can connect them on the ServiceNow AI platform— because procure-to-pay is just one part of the work ServiceNow brings together.

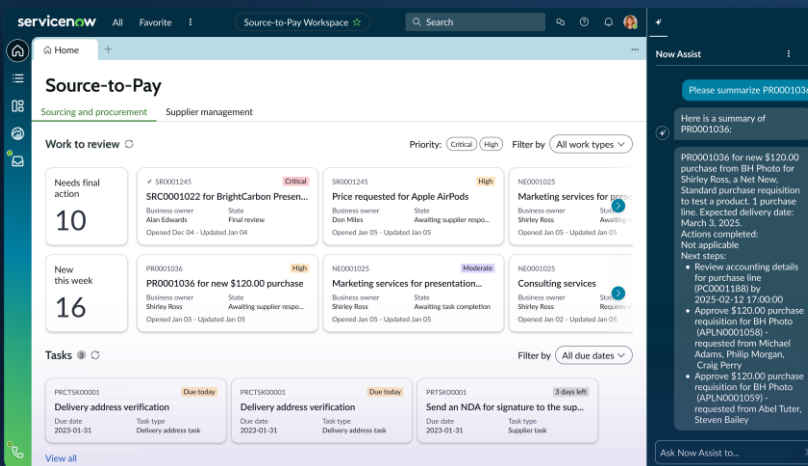
Combine Source-to-Pay Operations with:

- **IT Asset Management** to control IT spend and avoid duplicate purchases
- **Third Party Risk Management** to evaluate supplier risk as part of the intake process – with Third-Party Risk Management built into the workflow
- **Workplace Service Delivery** to procure and fulfill workplace requests faster
- **Contract Management Pro** to draft, trigger, and track contracts directly within the workflow
- **Operational Technology Management** to reduce production downtime with smart service procurement

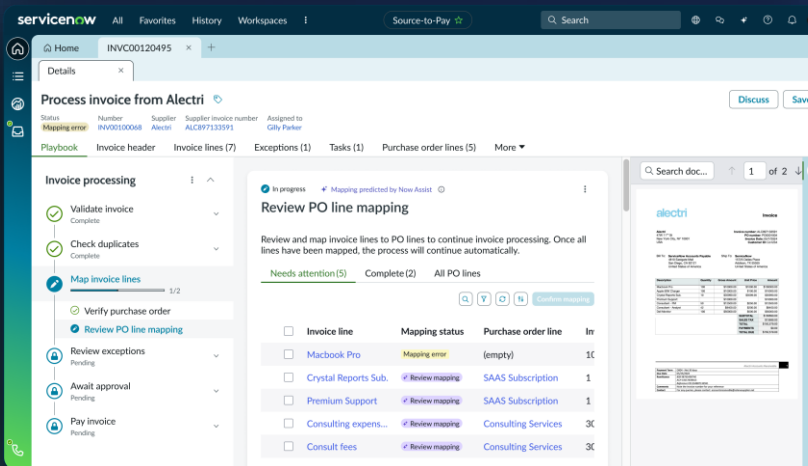


With ServiceNow, we created a single front door for HubSpotters to request and manage all vendor relationships and purchasing needs.

Alexa Maynard
Senior Manager, Business Systems
HubSpot



Source-to-Pay workspace with AI case summarization



AI-led purchase order to invoice mapping