

ServiceNow Source-to-Pay Operations

For Source-to-Contract



Overview

Disconnected tools. Disconnected teams. Manual grind everywhere.

The strategic importance of sourcing goes far beyond finding the right product at the right price or quality. Those both matter of course, but, it's also about creating long-lasting supplier relationships. Then, there's creating and maintaining the ability to adapt to changing market conditions at high speed.

This is why sourcing isn't simple: With lots of manual labor, unclear guidelines, constant contracting risk and burdensome approvals, teams are caught in the manual grind. The reasons: Siloed data, uncoordinated activity, unclear rules and guidelines, and a lack of transparency across processes. The consequence: Lengthy cycle times. Missed savings. Difficult supplier relationships. An exhausted team forced to prioritize manual, low-value tasks, over the high value work they were hired for.

It's time to stop the grind.



Key Capabilities

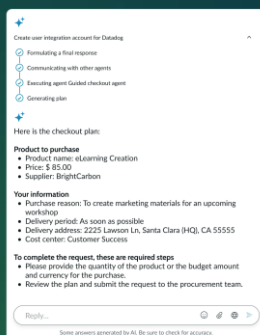
Cut out manual work so you can source at scale.

AI Agents that do more than summarize

AI agents assist your procurement teams from intake to contract creation. These aren't bolted on AI agents. They interpret requests, supply history from case records, browse contract data and so much more. Work starts with centralized request intake, where AI standardizes, tags, and retrieves relevant data before routing it to the right people. Unstructured work—scattered across emails, spreadsheets, and various tools—is surfaced, prioritized, and actioned in a single workspace. Process guidance ensures employees get the help they need with step-by-step playbooks embedded as in-window instruction.

Track and Forecast with Precision

No more struggling to accurately track and forecast the sourcing lifecycle. By automating and centralizing pipeline management, organizations can now manage all sourcing projects and savings in one place through pipeline objects, gaining clear visibility into status and progress. Structured workflows and integrated tracking eliminate manual effort and duplication, speeding up sourcing execution and increasing transparency across teams. Managers gain clear, real-time visibility into project status, helping them make smarter decisions faster.



Conversational AI Intake

Customer value highlights



50%

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

NRI

50%

faster time to initiate new contracts.

50%

reduction in procurement case response times.

50%

lower case volume.

Max out your savings potential

Say goodbye to missed savings opportunities with spend and savings management, which allows you to streamline procurement processes, track spending, and evaluate savings more effectively. Analyze spending across categories to identify areas for cost reduction through better negotiation of supplier terms, volume discounts, and faster contract creation, directly from the sourcing workflow. Contract Management Pro helps you set up and optimize contracts directly from the sourcing workflow – including signature, contract and storage.

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.

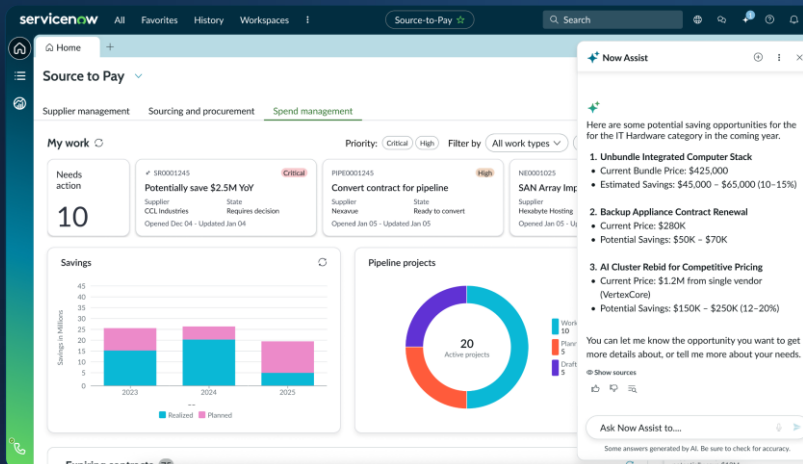
Combine Source-to-Pay Operations with:

- **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

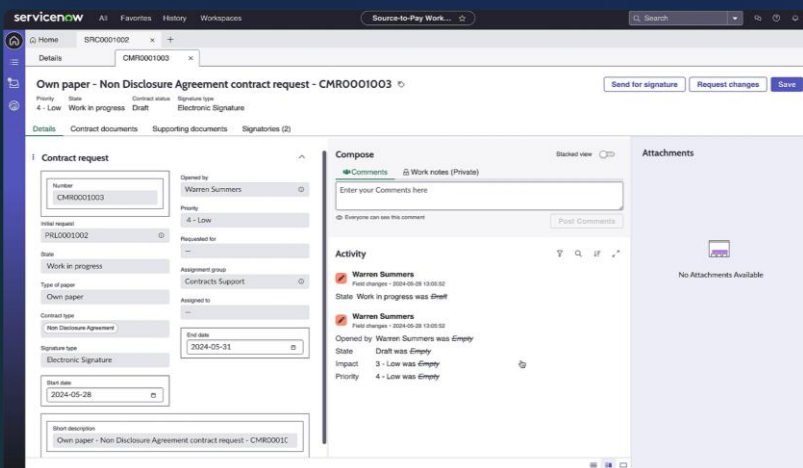


With ServiceNow, we created a single front door for HubSpotters to request and manage all vendor relationships and purchasing needs.

Alexa Maynard
Senior Manager, Business Systems
HubSpot



Source-to-Pay workspace with spend Management



NDA Creation Request form