

# ServiceNow Source-to-Pay Operations

## For Supplier Management



### Overview

#### Unorganized information. Uncoordinated supplier work. Manual grind everywhere.

You needed supplier information now. It was missing.

Your legal team forgot to review the supplier contract. You couldn't onboard them.

Every day, organizations waste time and resources because managing suppliers is complex, information is scattered across multiple data sources, and tasks get overlooked. Product launches are delayed because suppliers aren't onboarded on schedule. New offices can't open due to missing essential equipment. Paperwork gets messy when key supplier compliance checks are missed.

Meanwhile, supplier managers struggle with outdated systems, coral suppliers across email and phone calls, and chase tasks from their legal, finance, and compliance peers. It not only grinds the team, it takes time away from big work like supplier strategy, development, and performance improvement.



### Benefits

#### Unlock the big work by automating the manual grind.

##### One place to organize, manage, and optimize suppliers

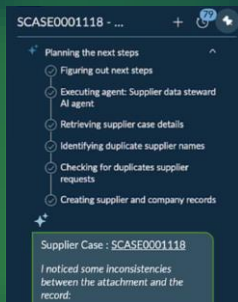
ServiceNow centralizes and streamlines all supplier-related work, including onboarding, performance tracking, master data management, risk assessment, and collaboration. Workflows integrate procurement, supplier management, finance, compliance, and business teams to ensure tasks are completed quickly and efficiently. With conversational AI and smart workflows, requests are directed to the appropriate team without the usual delays caused by questions like "how do I?" or "which system?"

##### AI agents that do more than just summarize

AI agents assist your supplier and procurement teams across the supplier lifecycle. These aren't bolted on AI agents. They interpret requests and ask for more information if needed. AI agents can intelligently process supplier onboarding, interact with suppliers with their issues, and vet master data.

##### 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. Supplier onboarding shifts from months to days as teams work in parallel and steps are automated. Supplier performance improves as metrics get captured. And goods remain available as risk is reduced, suppliers held accountable, and issues quickly resolved.



AI Supplier Onboarding

### Customer value highlights



# 40%

Stanford Health Care time **reduction in resolving supplier cases.**

### Other business value benchmarks

# 34%

Reduction in cycle time to onboard a supplier.

# 42%

Reduction in person-time to onboard a supplier

# 25%

Reduction in supplier case volume

**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 supplier management, procurement, compliance, legal, finance, and IT with a basket of standalone tools. But you can connect them on the ServiceNow AI platform— because supplier management is just one part of the work ServiceNow brings together.

**Key Supplier Management capabilities:**

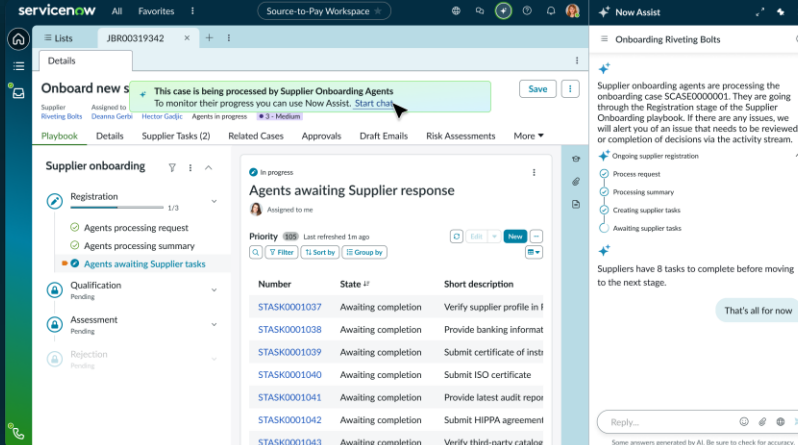
- **Supplier Onboarding**  
to orchestrate cross-team onboarding work
- **Supplier Case Management**  
for case and task management across internal and supplier users
- **Supplier Relationship & Performance Management**  
to improve performance and mitigate supplier risk
- **Supplier Collaboration Portal**  
for a unified portal experience for supplier contacts
- **Third Party Risk Management Integration**  
to evaluate supplier risk as part of the intake workflow
- **Contract Management Pro Integration**  
to draft, trigger, and track contracts within workflows



**“**

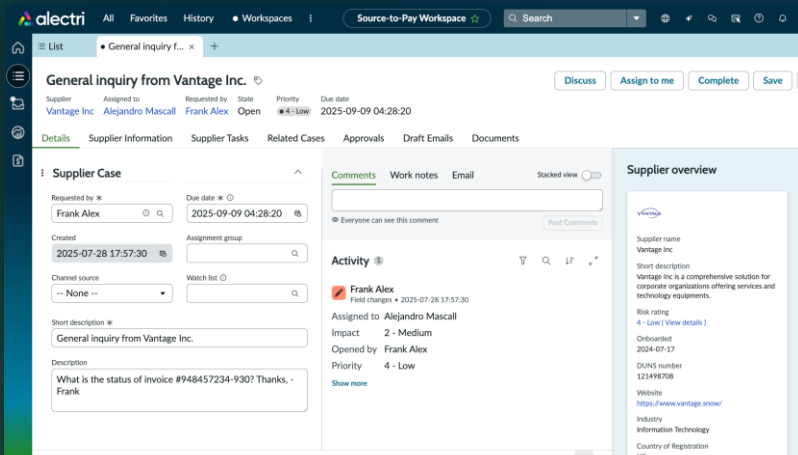
With ServiceNow, we are transforming the way Siemens Healthineers interacts with its extensive supplier ecosystem on a global scale.

**André Lesser**  
Head of Cross Function Services,  
Siemens Healthineers



Number	State	Short description
STASK0001037	Awaiting completion	Verify supplier profile in I
STASK0001038	Awaiting completion	Provide banking informat
STASK0001039	Awaiting completion	Submit certificate of insts
STASK0001040	Awaiting completion	Submit ISO certificate
STASK0001041	Awaiting completion	Provide latest audit repor
STASK0001042	Awaiting completion	Submit HIPPA agreement
STASK0001043	Awaiting completion	Verify third-party catalog

Source-to-Pay workspace with AI supplier onboarding



**Supplier Case**

Requested by: Frank Alex | Due date: 2025-09-09 04:28:20

Created: 2025-07-28 17:57:30 | Assignment group: [blank]

Channel route: -- None -- | Watch list: [blank]

Short description: General inquiry from Vantage Inc.

Description: What is the status of invoice #948457234-930? Thanks, - Frank

**Supplier overview**

Supplier name: Vantage Inc.

Short description: Vantage Inc is a comprehensive solution for corporate organizations offering services and technology equipments.

Risk rating: 4 - Low (View details)

Onboarded: 2024-07-17

DUNS number: 121498708

Website: https://www.vantage.com/

Industry: Information Technology

Country of Registration: US

Supplier inquiry from AI guided Supplier Collaboration Portal