Contract and renewal management

An actionable contracts and renewals workspace for both software and hardware

When it comes to the assets we use to run our businesses, consistency in performance is key. However, maintenance and renewal contracts are not always apparent, especially when you look at them across both software and hardware assets. Many contract processes can be tedious and manual, yet it’s better to manage renewals and leases rather than face penalties or service downtime. Asset management teams are tasked with accurately managing contracts and renewals through their various stages such as renewal information, terms and conditions, rate cards, confirmations, approvals, purchase orders, completion, or cancellations. A task that becomes increasingly difficult when data, tools, or teams operate in silos.

ServiceNow® Hardware Asset Management (HAM) and Software Asset Management (SAM) provide a single-pane view of your assets under contract and offer a systematic approach to managing renewals and expirations.

Better prepare for software and hardware contract renewals with system-driven recommendations

A single-pane view of contract costs and expiring contracts

View contract costs and expiring contracts across software and hardware — from a single workspace.
Plan ahead for upcoming software renewals

Get a calendar view into all of the software contracts and entitlements that are up for renewal and set to expire. Build a proactive renewal strategy with automated workflow to drive the entire renewal process for SaaS and on-premises software.

Use the contract renewal workflow to guide your way through every step of the renewal process.

Guided workflow for renewing your software and hardware contracts

ServiceNow HAM and SAM provide a streamlined workflow leveraging automation to better plan for software and hardware renewals as part of the Asset Workspace within Next Experience. Use the contract renewal workflow, a prescriptive workflow leveraging industry-standard best-practice tasks, to guide your way through every step of the renewal process. Asset records are automatically updated as asset tasks are completed.