

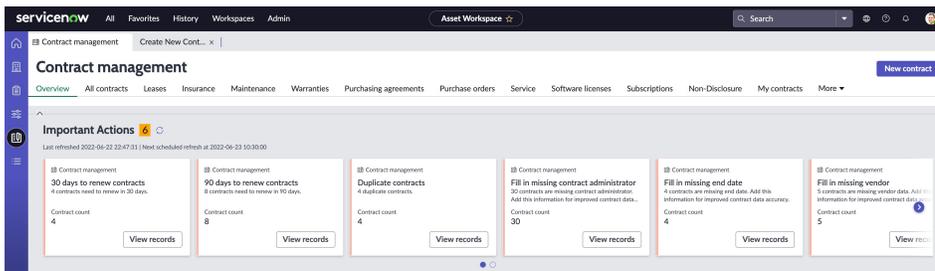
# Contract and renewal management

## 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.

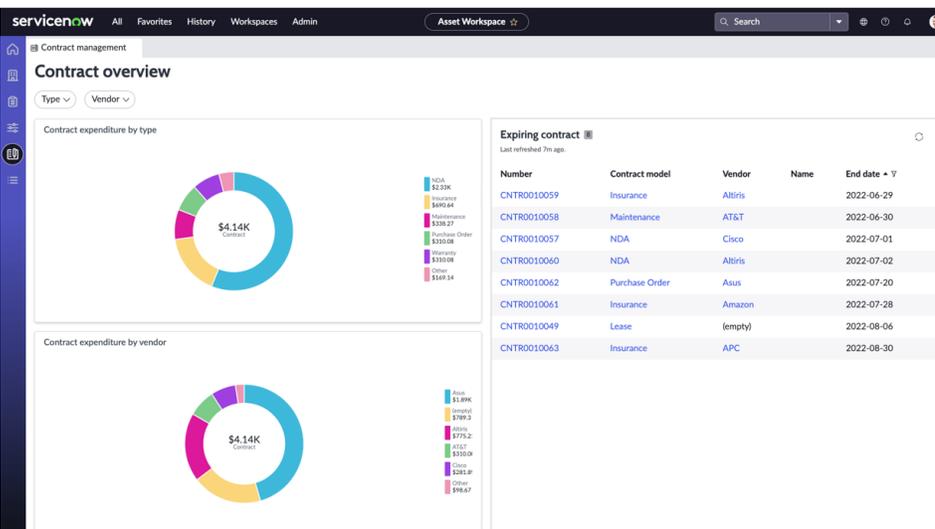
ServiceNow® Hardware Asset Management (HAM) and Software Asset Management (SAM) provide a single-pane view of your assets under contract and offer a systematic approach to managing renewals and expirations.

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



View Important Actions from your Contract Management Workspace to stay ahead of critical asset tasks and upcoming renewals.

## A single-pane view of contract costs and expiring contracts



View contract costs and expiring contracts across software and hardware – from a single workspace.

### Improve visibility across software and hardware contracts and renewals

Highlight recommendations, actions, and data for both software and hardware contracts and renewals

### Manage contracts and renewals at every stage of the purchasing process

Provide workflow for single or multiple contracts and their renewals across multiple stages of the purchasing process

### Strategically plan for assets under warranty and maintenance

Automate hardware warranty and maintenance contract renewals

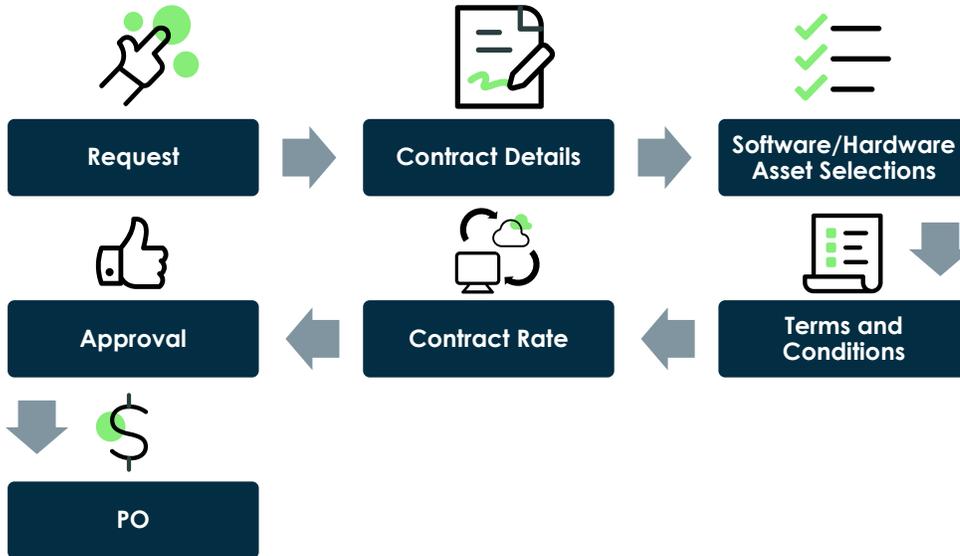
### Gain insight needed to drive action across:

- Contracts
- Leases
- Insurance
- Maintenance
- Warranties
- Purchasing agreements
- Service
- Software licenses
- Subscriptions
- Non-disclosure
- Terms and conditions

For more information please visit [www.servicenow.com/ITAM](http://www.servicenow.com/ITAM)

**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.



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

