Contract and renewal management

**Proactively manage upcoming contract renewals across software, hardware, and enterprise assets**

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 software, hardware, and non-IT physical business 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), Software Asset Management (SAM), and Enterprise Asset Management (EAM) provide actionable insight into your assets under contract and offer a systematic approach to managing renewals and expirations.

**Prepare for technology contract renewals with automated recommendations**

View Important Actions from your Contract management view of Asset Workspace to stay ahead of critical asset tasks and upcoming renewals for hardware and software.

**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, hardware, and enterprise asset contracts and renewals**

Highlight recommendations, actions, and data for software, hardware, and enterprise asset 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 and enterprise asset warranties and maintenance contract renewals with guided workflows.

**Gain insight needed to drive action across:**

- Contracts and approvals
- Leased assets
- 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 software, hardware, and enterprise asset contracts

ServiceNow HAM, SAM, and EAM provide streamlined, automated workflows to better plan for renewals as part of Asset Workspace (for software and hardware) and Enterprise Asset Workspace (for enterprise assets). 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.

Strategic contract and lease management for enterprise assets

ServiceNow Enterprise Asset Management helps you take action on enterprise asset contracts nearing their expiration with insights that drive strategic decisions when planning for upcoming contract and lease renewals. Leverage guided workflows to renew expiring contracts or to renew, buy out, or extend lease contracts.

Use the Contract and lease management view in the Enterprise Asset Workspace to create and manage enterprise asset contracts with a single view of all your contract data.