

ServiceNow Procurement Case Management

Challenges facing procurement teams

While procurement teams spend most of their time sourcing goods and services, they also spend time handling other kinds of requests such as order changes, cancellations, and returned goods and general inquiries regarding vendors, sourcing, contracts, payments, shipments, p-cards and expenses. These other kinds of requests and inquiries can comprise up to 47% of total workload. And when these requests are fulfilled using manual processes based on emails and file attachments, procurement teams lose precious time tracking and managing help requests instead of focusing on strategic priorities, such as pursuing cost saving opportunities.

Digital workflow is transforming the procurement organization

Ideally, procurement teams should have a way to conserve resources while keeping employees from requesting help for general matters that can be resolved through self-service. Also, procurement teams should have a simpler way to collaborate with one another to fulfill requests faster without relying on manual processes that can lead to delays or errors, such as 'back-and-forth' email follow-ups and data-entry 'swivel-chairing' across different tools and systems (e.g. inventory, accounting, ticketing, etc.). And lastly, procurement leaders should have visibility into case workload and team performance to ensure that the right requests are prioritized and fulfilled on time.

The ServiceNow solution

ServiceNow® Procurement Case Management helps transform procurement from tactical to strategic. With digital workflows, ServiceNow brings all the work online and lets procurement teams configure tailored processes to fulfill requests efficiently. From a single system, Procurement Case Management also orchestrates information across the entire procurement stack to provide end-to-end transparency. Enterprise procurement organizations have invested in a variety of useful, but disparate systems, which reduces visibility and requires more coordination effort. Instead of replacing existing systems, with simple integrations, ServiceNow can be the one system of action that connects all your systems so that they work together in real-time.

Simplify the way employees engage with procurement

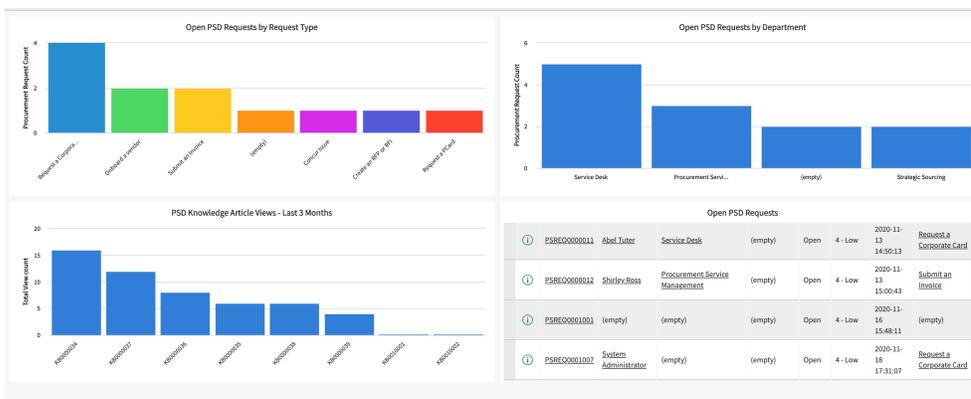
- Resolve common requests with a virtual agent instead of a procurement expert
- Share information across the enterprise with a searchable knowledge base

Unlock productivity with a single system of action

- Orchestrate information and tasks across work teams instead of using manual processes
- Reduce swivel-chairing using simple integrations to your relevant systems of record

Drive better procurement outcomes with end-to-end visibility

- Optimize procurement team performance with real-time visibility into case workload
- Manage SLAs with business partners with real-time visibility into end-to-end procurement processes



Gain real-time procurement case management visibility

Change the way employees engage with procurement

Powered by the Now Platform, procurement teams can manage and resolve inquiries faster by creating self-service opportunities for employees. With a purpose-built Purchase and Expense service catalog, employees can easily submit a request using an enterprise service management and employee center – a single front door, one stop shop.

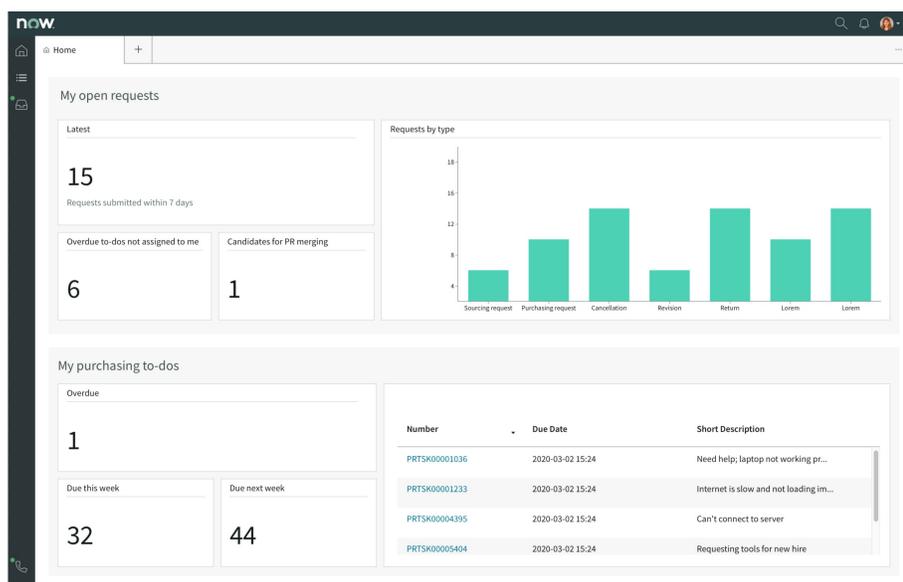
The system also automates routine requests with Virtual Agent, an end-to-end intelligent conversational experience that enables instant resolution and enables procurement teams to focus on more pressing needs. Routine requests often involve a general set of responses and tasks, and Procurement Case Management delivers experience packs which are configurable and extendable. For example, an employee can have a conversation experience to request a purchase from a vendor and automatically create a requisition or sourcing request without having to wait for a procurement specialist to assist.

Unlock productivity with a single system of action

From one system, ServiceNow eliminates the risk of handing off work manually and swivel-chairing between disparate systems by putting your procurement policies into the hands of the people who apply them daily. Procurement Case Management delivers configurable, digital workflows and process automation that orchestrates information and tasks across siloed teams and systems into a single system of action. Work teams can collaborate using a specialized workspace and a visual guide of the sequenced tasks to complete a process so that no step ever gets missed. And with simple integrations, work teams can perform all their work from ServiceNow so that any progress made will be immediately reflected in the relevant systems of record.

Drive better procurement outcomes with end-to-end visibility

With one system of action, procurement leaders can have end-to-end visibility into task status and workload priorities without asking for updates from the team. In real-time, procurement leaders can analyze and identify bottlenecks, process improvements and capability gaps to better commit and manage service level agreements with their business partners.



Easily complete all of your actionable tasks from the Procurement Specialist Workspace

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