

# ServiceNow Procurement Service Management

## Challenges facing procurement teams

Organizations that rely on manual procurement workflows struggle to keep track of purchase requisitions, meet employee expectations, and maintain compliance with corporate spending policy. From sourcing, through requisitioning, to order fulfillment, receipt and payment, when tools are disconnected, procurement teams must resort to manual processes to monitor progress and communicate status with stakeholders.

A lack of visibility into the end-to-end process adds unnecessary risk to the procurement process. Employees feel compelled to purchase things themselves to get what they need quickly, and organizations leak cost savings whenever items are bought from vendors outside of contractual terms.

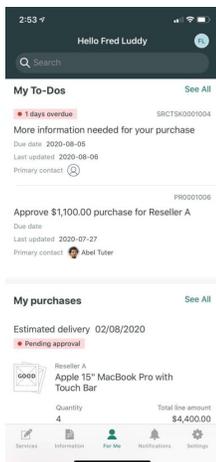
The result is an expensive procurement process, which wastes time and resources.

## Digital workflow is transforming procurement service delivery

Ideally, procurement teams should have a way to help employees get what they need in a timely manner without compromising compliance with corporate spending policy. There should be an intuitive way for employees to engage with procurement without submitting requisitions that take too long to process. There should also be a way for work teams to be united across procurement, legal and accounting so that work is handled efficiently.

## The ServiceNow solution

ServiceNow® Procurement Service Management enables employees to buy what they need anytime, anywhere. Using any device, employees can shop for their work-related needs with complete transparency into the process, from sourcing to payment. Procurement Service Management also automates the end-to-end procurement process and empowers work teams to become a strategic partner to the business and focus on value-add activities.



Always have visibility with ShoppingHub Mobile

## Boost employee productivity

- Shop with ecommerce-grade usability
- Gain transparency into order status and tasks outstanding to completion
- Subsidize orders with employee credits

## Accelerate and optimize procurement

- Perform end-to-end procurement work in one place
- Make better decisions and answer questions on the spot
- Connect easily to your ERP and procurement system(s)

## Reduce maverick spending

- Automate contractual pricing at cart checkout
- Prevent overspending with configurable approvals
- Minimize shadow procurement for decentralized IT spending

## Boost employee productivity

Procurement Service Management helps employees to buy the goods and services they need quickly and easily. With B2C-like site navigation, employees can browse product categories to place orders, request pricing for items that need to be sourced, and request quotes for off-catalog products.

With native mobile capabilities, employees have instant visibility into order status and can complete purchasing, sourcing and approval to-dos from anywhere. Employees can also subsidize orders with employee credits that are configurable and offer flexible payback options to buy the items they really want.

## Accelerate and optimize procurement

Procurement Service Management enables work teams to perform end-to-end procurement in one place by eliminating unstructured, manual processes. With intelligent task orchestration, work is automatically routed across requisitions, sourcing, negotiations, purchasing, contracts, receipt and accounting so nothing gets missed.

Visualize procurement outcomes instantly with best practice KPIs and dashboards. Leveraging real-time visibility and drill-down capabilities into spending, savings, negotiations and cycle times, Procurement Service Management provides a strategic view of procurement team performance.

Procurement Service Management is also a system of action that connects work teams to the tasks they perform and the systems they use. Real-time integration with ERP and procurement systems enables work to flow seamlessly regardless of the toolsets currently in place.

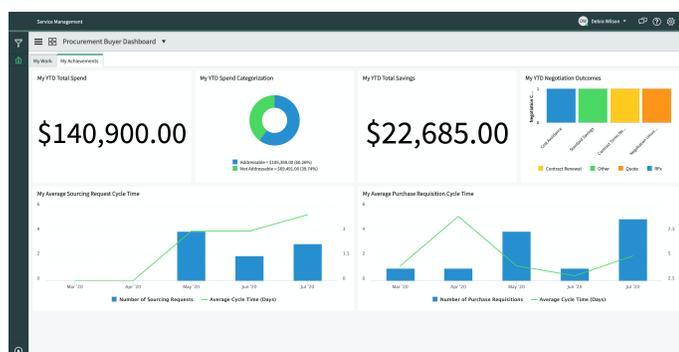
## Reduce maverick spending

Procurement teams can reduce maverick spending with embedded policy and compliance. Procurement Service Management enforces contractual pricing at checkout by pulling pricing information directly from the contract. The system also enforces configurable manager approval rules to prevent overspending. Approval rules also help minimize shadow procurement behavior by eliminating delays whenever purchase requests are automatically routed to managers.

## Better together with both IT and Integrated Risk Management workflows

ServiceNow IT workflow solutions give IT organizations capabilities to optimize costs and improve efficiency with visibility into asset lifecycles. Procurement Service Management provides a complete procurement workflow solution that complements IT asset management practices.

ServiceNow Integrated Risk Management workflow solutions provide oversight of third-party vendors as part of enterprise risk management. As new vendors are onboarded to satisfy sourcing requests from procurement, the system ensures that risk assessments are collected and evaluated in a compliant manner.



Real-time procurement performance visibility with dashboards and analytics

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