ServiceNow ShoppingHub

Empower employees to buy goods and services seamlessly from approved suppliers

ServiceNow® ShoppingHub enables procurement organizations to meet employees where they work, allowing them to engage with procurement using their preferred channels to request pricing or place orders for products and services. Powered by the Now Platform, employees have one place to go to search for the items they need, submit purchase requests, and have end-to-end process visibility through self-service. And, with simple integrations to your systems of record, ServiceNow will enrich the workflow experience you lack from those enterprise applications (i.e. ERP, sourcing systems) that can't satisfy your end-to-end process needs.

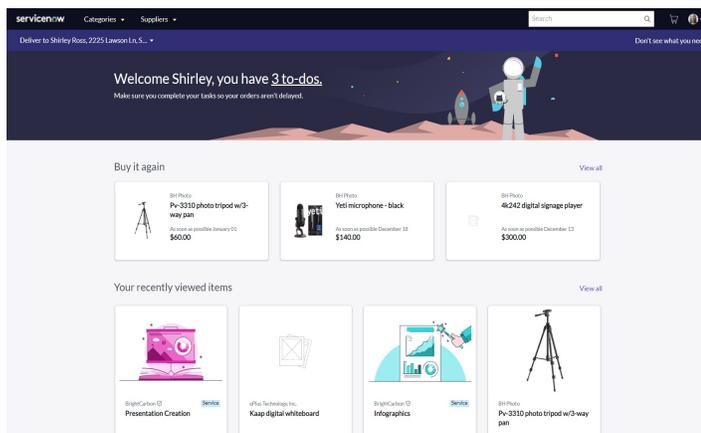**Improve purchase request automation**

Make it easier for employees to request pricing or buy goods and services from a single multi-vendor catalog. Using ServiceNow® AI Search, employees can search for suppliers and product information from ServiceNow® Service Portal, ServiceNow® Mobile, ServiceNow® Virtual Agent and ServiceNow® Employee Center. And using any channel, employees can also order or request pricing from the product catalog with a modern experience.

Provide end-to-end transparency into purchase request status

Keep employees apprised on the progress of their requests through self-service. Deflect common purchase-related inquiries using knowledge and Virtual Agent with natural language understanding. And empower employees to track progress and know which activities are occurring and still pending.

Increase compliance and spend under management

Orchestrate information and work with automation across sourcing, negotiations, contracts, receipt and invoice. Simplify complex requests with configurable, step-by-step workflows. Automatically task shopping to-dos to employees for easier delegation and purchasing fulfillment.

ShoppingHub home page

Key Benefits

- Connect shopping employees, their tasks and systems to a single system of action across the purchasing lifecycle

- Monitor organizational spending to create cost savings opportunities

- Leverage simple integrations to your systems of record for an enriched workflow experience