ServiceNow® Supplier Lifecycle Operations

The Challenge of Supplier Operations
Managing interactions with suppliers is one of the most time-consuming and difficult processes for procurement teams, with the impacts of COVID and geopolitical crises of the past several years making matters even worse. Supply managers and procurement leaders are looking for ways to transform how they collaborate with suppliers to solve disruptions while driving critical efficiencies needed for already overburdened teams.

The process of managing supplier relationships is dominated by reactive, ad hoc activity where issues catch teams by surprise and manual intervention is required. Teams struggle with email, spreadsheets, phone calls, and videoconferences just to pull information together and drive resolutions. Too much time is spent on low-value work.

Making matters worse, outdated experiences are causing disconnects between people, teams, and critical data, causing frustration for internal teams and suppliers. Users find ways around legacy, 20th century technology, leading to lack of audit trails, poor outcomes, increased compliance risk, lower service performance, and inability to scale to more strategic work.

Lastly, the proliferation of point solutions, mergers and acquisitions, and the explosion of information has translated into in-actionable data silos with poor quality. Lack of information and even conflicting information slows decision making and forces manual steps to resolve disconnects. This creates even more manual work as teams try and reconcile information to drive better decisions.

The ServiceNow digital experience for supplier operations
Supplier Lifecycle Operations creates a unified digital experience that brings internal teams together with the suppliers. Digital workflows make processes automated and transparent; cases and tasks keep steps on track, and supplier/buyer collaboration keeps everyone on the same page in one system of engagement and action.
The ServiceNow solution
Supplier Lifecycle Operations automates and simplifies interactions and collaboration across the end-to-end relationship with a supplier. This allows for more seamless purchasing, primary data management, and performance management, across work teams and allows procurement and supplier managers to refocus on more strategic priorities. Built on the Now Platform, Supplier Lifecycle Operations integrates seamlessly with existing ERP and procurement technologies to deliver faster time-to-value, while streamlining fulfillment and reducing the potential for errors or delays.

Supplier Management Workspace
Organizations can interact, collaborate, and manage their supplier activities in Supplier Management Workspace. This includes links to key supplier information, open tasks and cases, SLA breaches, and ability to create new work for suppliers. This gives procurement and supplier professionals a single view of all their activities with suppliers in one place. Interactions will no longer be spread across phone calls, sticky notes, and emails in ad hoc processes.

Supplier Onboarding
Supplier Lifecycle Operations includes pre-built playbooks to automate and accelerate the complex task of onboarding suppliers. All stakeholders can work together in an automated and flexible workflow. Legal can collaborate on NDA and contractual needs, finance can work on reviews and oversight, risk teams can tackle compliance reviews, and more. For customers already using Vendor Risk Management, those playbooks will automatically integrate with Supplier Lifecycle Operations.
Supplier Collaboration
Supplier Lifecycle Operations gives suppliers an intuitive Supplier Collaboration Portal. As part of the workflow and automation capabilities, the system will automatically walk supplier contacts through how to self-register, login, and collaborate with the appropriate stakeholders. This gives a modern portal experience, a central place to view and manage all collaborations, and the ability to drive teamwork across multiple buyers. Additionally, suppliers can now view, monitor, and update their own master information and contacts within their system.

Supplier Intelligence
Consolidating data, users, workflows, and performance into a unified view of internal and external supplier intelligence is a key capability of Supplier Lifecycle Operations. This includes integrating information that spans multiple ERP systems, other primary data systems, and external third-party data sets. Supplier Lifecycle Operations can integrate with supplier third-party information sources, including supplier locations and operations, regulatory and compliance information, financial information, news, and more.