

ServiceNow Procurement Service Management

Challenges facing procurement teams

Procurement teams that rely on manual processes spread across multiple systems often struggle to standardize operations, resulting in errors, productivity loss and lack of control over employee spending. And when employee requests for help can comprise up to 47%* of total workload in addition to the buying of goods and services and managing supplier relationships, procurement teams lose precious time tracking and managing help requests instead of focusing on strategic priorities, such as finding better deals and cost saving opportunities.

Digital workflow is transforming procurement service delivery

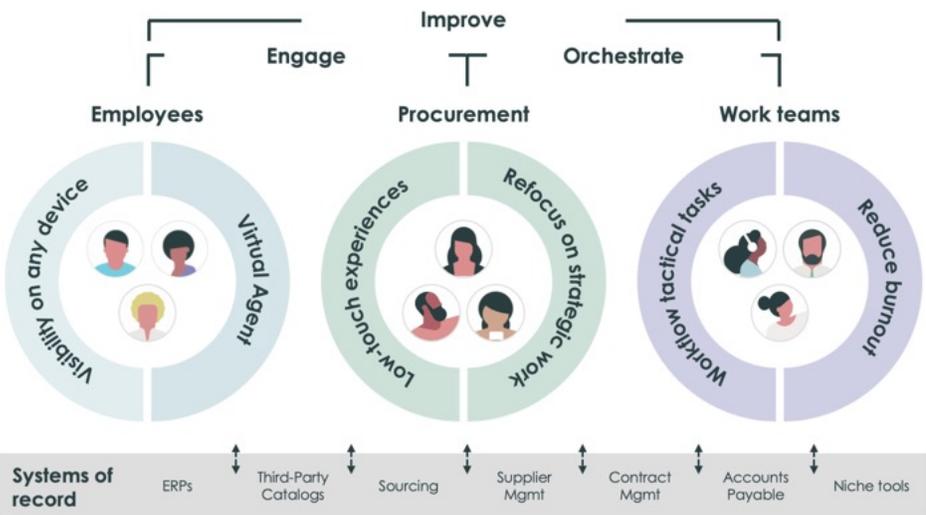
Ideally, procurement teams should have a way to prioritize and fulfill help requests without feeling overworked. There should also be a way for teams to be united across procurement, legal and accounting so that work is handled efficiently end-to-end. Procurement leaders should also have a way to improve operations and decision-making continuously.

The ServiceNow solution

ServiceNow® Procurement Service Management (PSM) makes it easy for employees to request help and make purchases from anywhere. The powerful solution automates and simplifies end-to-end processes for more seamless purchasing and case management across work teams, allowing procurement to focus on strategic priorities.

Built on the Now Platform, PSM 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.

*Now on Now



Transform service delivery with omnichannel engagement, process orchestration and continuous improvement

Key Capabilities

- Collect and track procurement requests from a unified employee portal
- Automate responses for common inquiries using virtual agent with natural language understanding
- Guide employees to preferred suppliers with a centralized shopping hub
- Increase procurement productivity from a single workspace across existing systems
- Easily configure playbooks that guide work teams through procurement processes
- Gain insight into procurement performance and trends with real-time analytics

Improve procurement request automation with omnichannel engagement

PSM helps procurement meet employees wherever they work and lets them use their preferred channels (i.e. mobile, employee portal) to engage and ask questions, find information easily or create purchasing requests through self-service. Procurement teams can also deflect low-value work using knowledge and virtual agent with natural language understanding. And, PSM helps guide employees with simplified interfaces, which increases compliance and spend under management.

Drive work team efficiencies with end-to-end process orchestration

PSM helps procurement teams supercharge their processes by driving automation across existing, disparate technologies without having to replace them. Procurement specialists can also increase their productivity using configurable, step-by-step workflows with visual guidance of the entire process lifecycle. Lastly, PSM unites work teams with workflow to improve cycle times and cross-team efficiency from a single system of action.

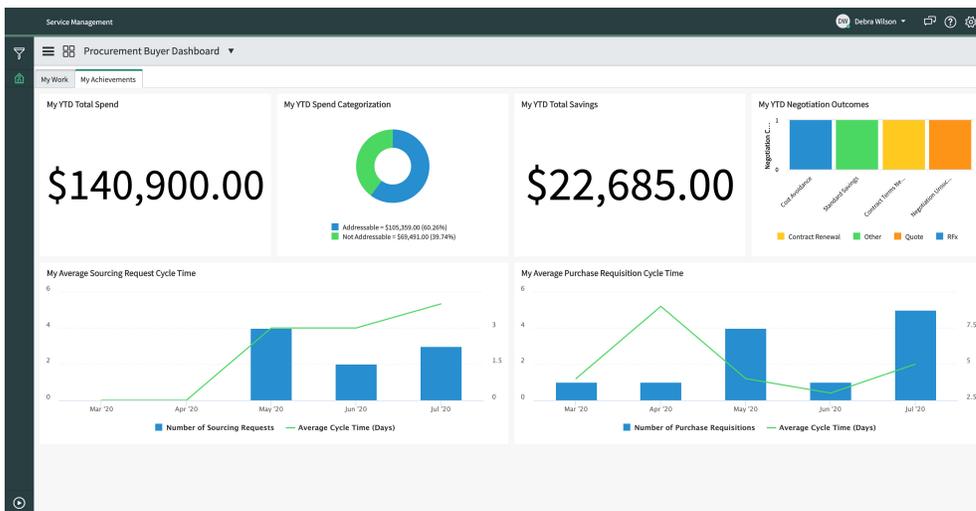
Deliver continuous improvement for procurement processes, behavior and experiences

PSM enables procurement leaders to measure team performance and workloads against service level agreements to eliminate bottlenecks. Procurement leaders can monitor request volume to identify new deflection opportunities, which improve productivity. And, procurement teams can embed analytics in workflow to improve specialist decision-making and behavior.

Better Together on the Now Platform

Leverage your other investments on the Now Platform for key use cases

- **Employee Center**, deliver a unified portal for employees to request service and find information
- **Vendor Risk Management**, automate risk assessment tasks throughout procurement processes
- **Field Service Management**, connect field services teams with procurement from a mobile device
- **IT Asset Management**, buy stock or facilitate just-in-time purchases
- **Project Portfolio Management**, control planned vs. actual spending on projects



Real-time procurement performance visibility with dashboards and analytics