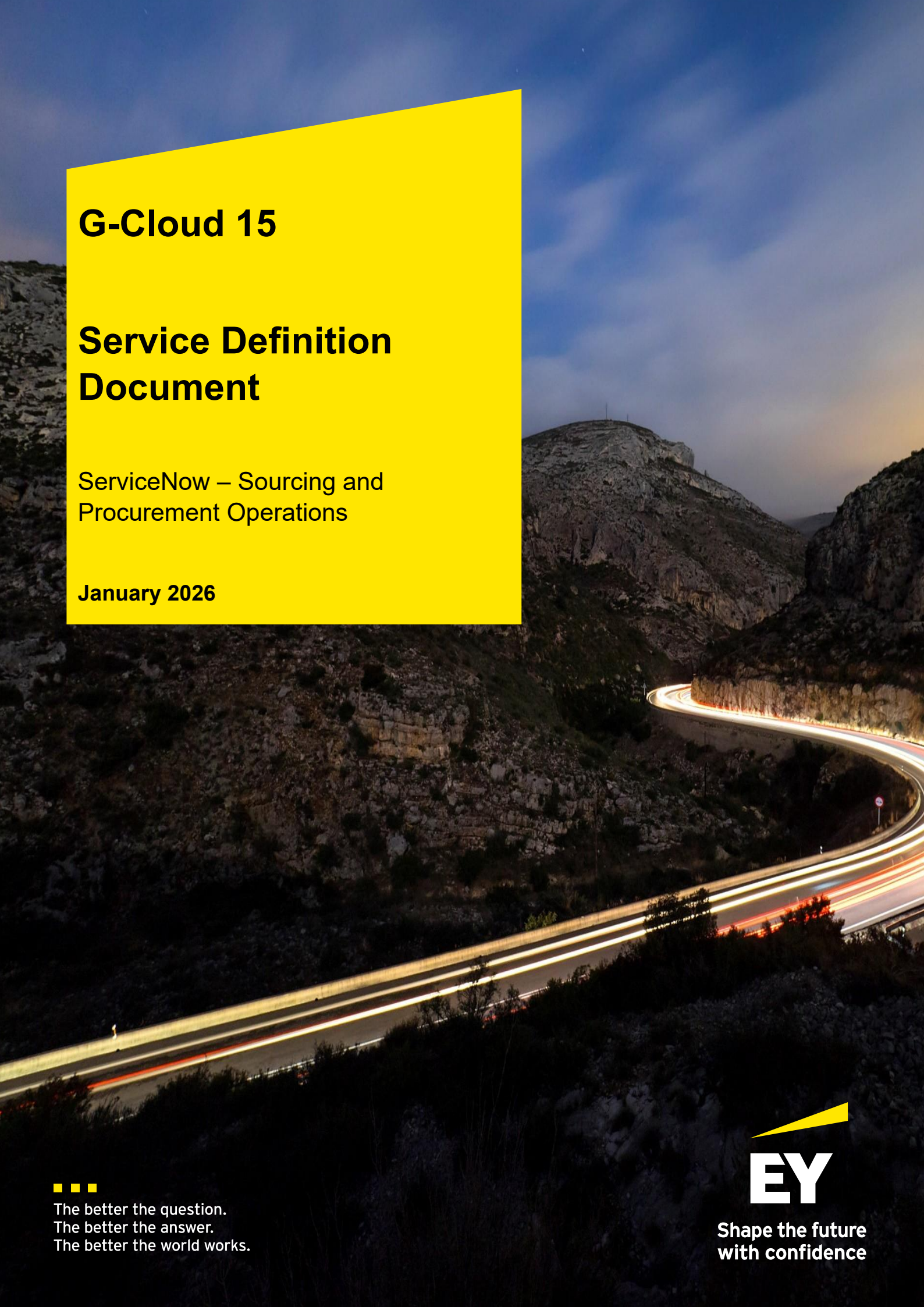




G-Cloud 15

Service Definition Document

ServiceNow – Sourcing and Procurement Operations

January 2026



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The better the answer.
The better the world works.



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1. Service detail

1.1. Introduction to the Service

The EY ServiceNow Sourcing and Procurement Operations (SPO) service draws upon the breadth and depth of EY's experience in supporting a wide variety of clients with differing objectives to maximise the business value and operational benefits enabled by the ServiceNow platform. Using ServiceNow as the system of engagement for all roles involved in the procurement process include the following key features

- Self-service
- Guided buying
- Streamlined sourcing
- Process automation
- Streamline user experiences.
- Enforce process consistency and efficiency.
- Augment specialized S2P tools.

Through this service, organisations will be able to:

Our strategic approach to procurement focuses on people, process and technology, and can help drive value:

- **Streamlines user experience** from Sourcing to payment in procurement.
- **Standardized guided buying** process removes guesswork from procurement.
- **Enhanced real-time workflow** integrates users, agents, analysts across systems.
- **Enhanced process automation** improving end users and procurement efficiencies.
- **Enable digital procurement** – EY teams assess the client's ecosystem, evaluate end user challenges and identify opportunities to enhance the procurement experience through digital solutions.
- **Drive savings** – EY teams develop an implementation roadmap that will help enable organizations to recognize savings as they work toward their future state- vision.
- **Improve data quality and visibility** – EY teams deliver intuitive reports and dashboards that give users the information needed to perform their job duties.
- **Enforce process efficiency** – EY teams build multi-team workflows that support seamless integrations, reduce manual steps, and drive process consistency and harmonization.
- **Enhance the user experience** – EY teams develop an easy-to-use interface that substantially improves user engagement and satisfaction for all persona involved in the procurement process and eliminate rogue spending which will also contribute to drive savings.

1.2. Service Description

Using the ServiceNow platform to implement the solution to manage the Source-to-Pay lifecycle. The solution will provide the full picture of S2P processing across the entire procurement landscape.

- Orchestrate the end-to-end process across multiple systems and processes by integration with multiple source systems
- Visibility of the global S2P operation from start to end
- Track queries to resolution and fix root cause issues

- Access self-service content including knowledge articles
- Visibility of full S2P workload to manage workloads effectively and prevent late processing
- Audit collation in a single database with proactive mitigation and control monitoring by utilizing Third-Party Risk Management to interface with suppliers via a dedicated external facing supplier portal

Functionality includes the following:

- End to end orchestration of activities via integrations with ERP and other key source systems to orchestrate e2e workflow
- Task sequencing
- Deadline reminders
- Self-service content
- Query tracking / resolution
- SLA / OLA configuration and reporting for e2e lifecycle
- Reports and Dashboards for various user personas

The EY ServiceNow practice is comprised of a team of practitioners drawn from technology, operational, consulting and business backgrounds, who collectively have advised and supported all types of clients to deliver a wide range of value outcomes resulting from the deployment and adoption of the ServiceNow platform. This level of collective knowledge, experience and expertise is critical in making the correct high-impact choices at key moments (e.g., customisations), ensuring that foundational elements are fit for purpose and built to last into the future (e.g., data/service models and integrations) and in understanding how to generate the maximum return on investments from the ServiceNow platform (e.g., accelerating business processes). This Service provides experienced ServiceNow professionals to support organisations Sourcing and Procurement Operations in their transformation journey with the ServiceNow platform which enables an end-to-end procurement experience by handling user engagement through any channels a client has in place and complementing and working with existing best of breed technology handling individual aspects of the process.

- Workflow orchestration across individual systems
- Supporting escalation or exception cases triggered by existing technology

The role the ServiceNow platform can play will differ depending on a client's architecture preferences and existing technology landscape but the key outcomes will be;

- **Self-service:** A unified end user buying experience that promotes self-service capabilities and automated visibility into the end to end procure to pay process
- **Guided buying:** A standardized and simplified guided buying end user process that takes the "guess work" out of navigating the source to pay process
- **Streamlined sourcing:** Real time integrations and workflow to streamline collaboration with end users, sourcing agents, contract agents, purchasing analysts and finance/accounting representatives across multiple systems.
- **Process Automation:** Enhanced process automation improving end users and procurement efficiencies.

EY can provide staff at all levels of ServiceNow certification (all the way up to the highest level of Certified Master Architect) with a wide range of experience across all platform capabilities. For those clients who require it, we have consultants who are BPSS, and SC cleared to work on projects requiring that level of security clearance.

EY's approach to providing ServiceNow services to clients goes beyond the more common technical platform implementation and configuration aspects. To maximise the return on investment and positive business benefits resulting from using ServiceNow our approach to maximising value encompasses all of these aspects:

- **People:** are the required roles in place, is the operating model effective, is governance working
- **Processes:** are processes measured and managed, do they have owners, do processes work end-to-end, are processes unnecessarily heavily customised
- **Systems:** is ServiceNow optimally configured, are customisation or other specific aspects driving higher support and maintenance costs, are all the available modules being used
- **Data:** is foundational data like assets, account and locations available, accurate, complete and up-to-date, is personal data suitably protected, are technology elements correctly associated with the business services they support to allow process automation and automatic incident priority assignment
- **Controls:** what IT General Controls and others such as SoX need to be applied to ServiceNow, how are they evidenced and what automation is possible
- **Integration:** how does ServiceNow interoperate with other systems, are there manual interfaces, are there functionality overlaps, can systems be consolidated and automated
- **Affordability:** how do the measurable business value benefits resulting from using ServiceNow measure up against the total cost of ownership, where can costs be reduced and where can value be increased
- **Reliability:** are ServiceNow's operational performance, resilience and recovery adequate in terms of the business risk and impact of degradation, outages and failures, what can be done to improve these factors
- **Security:** is access to the platform adequately managed, is there an authoritative Identity and Access Management system connected, are the Access Control Lists for particular accounts and groups correct, is personal and company confidential data adequately protected
- **Experience:** can staff easily find the information, knowledge, assets and support they need to be as productive as possible, are customers recommending your support portal to others, is there a one-stop-shop portal, is experience measured, what can be done to delight staff and customers
- **Speed:** how quickly can business units release new B2C applications via the formal Change Control process, how quickly can items be changed in the request catalogue, can change and request approvals be automated under agreed circumstances

Depending on the specific client needs and priorities, all or some of these aspects can be selected to be addressed to improve the value that the ServiceNow platform is generating.

This Service provides experienced ServiceNow professionals to support clients via a variety of engagement models:

- **Staff Augmentation:** providing EY consultants to join and support a client team which does not have at present, or need in the long term, specific ServiceNow experience, skills and knowledge. (e.g. solution architect, integrations specialist, process configuration specialist, business change lead)
- **Project Team:** a group of EY consultants who take responsibility for a particular client project deliverable or operational improvement outcome. (e.g. resourcing, training and standing up a dedicated ServiceNow Centre of Excellence)
- **Client Position Backfill:** providing a suitable experienced EY resource to act in a client role while that position is established and recruited or otherwise resourced. (e.g. Platform Owner, Platform Architect, Data Manager, Process Manager)

- **Operational Support Agreements:** access to a team of EY ServiceNow staff providing operational support for existing platforms, higher-level technical support, hypercare for new releases or an “operate then transfer to client” model for new deployments (e.g. virtual admin, data migration, request catalogue configuration)

1.3. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. ‘Ordering and Invoicing’ and ‘Termination’ are to be undertaken in accordance with G-Cloud 15 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. Key contacts

For further information please get in touch via the email address below.



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About EY

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