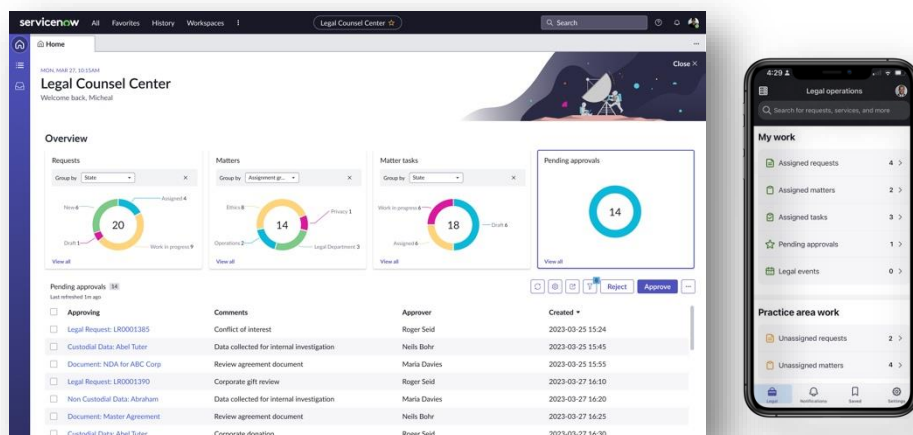


Accelerate Legal and Contract Operations

Unstructured legal and contract processes drain productivity and waste valuable time

Legal teams tasked with streamlining the delivery of legal services recognize that ad-hoc, unstructured interactions between employees and the legal department are slowing down the business. Legal teams often rely on email, phone calls and spreadsheets to do their job. Instead of employees being able to self-serve and find answers to basic questions, legal teams are required to spend time responding to basic requests that ultimately reduce their time spent on more complex matters.

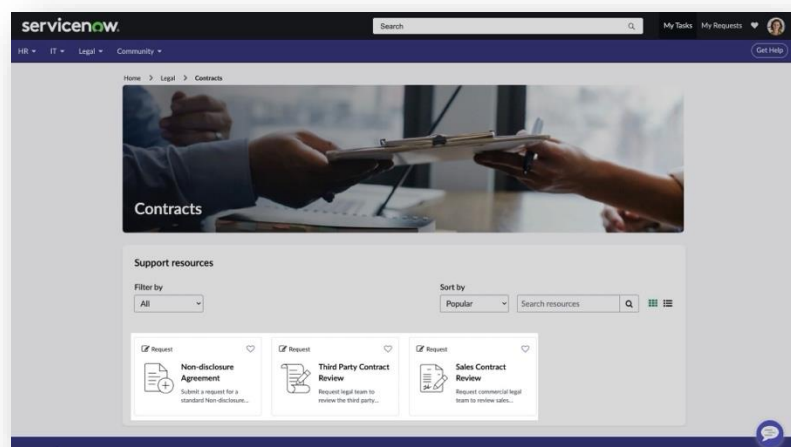
ServiceNow Legal and Contract Operations replaces the manual email and spreadsheet processes, with a high-velocity digital experience. And because other departments such as IT, HR, Procurement and Sales are also powering their work on the Now Platform, legal can easily collaborate with them for those matters requiring their attention. Legal operations leaders benefit from transparency and insights into the service demands and trends, allowing them to tailor and improve their legal transformation journey.



The Legal Counsel Center increases legal team productivity with a dedicated workspace.

Streamline contract workflows from request through obligation management

Employees can easily request self-service standard contracts like non-disclosure agreements using repeatable templates or request legal review for more customized agreements and 3rd party contracts. Legal teams can streamline the contract request to approval lifecycle fast. Pre-built workflows eliminate legacy processes of manual email and follow-up requests and provide more time for analyzing and validating contracts that require more detailed attention.



Employee Center Pro with contract request forms

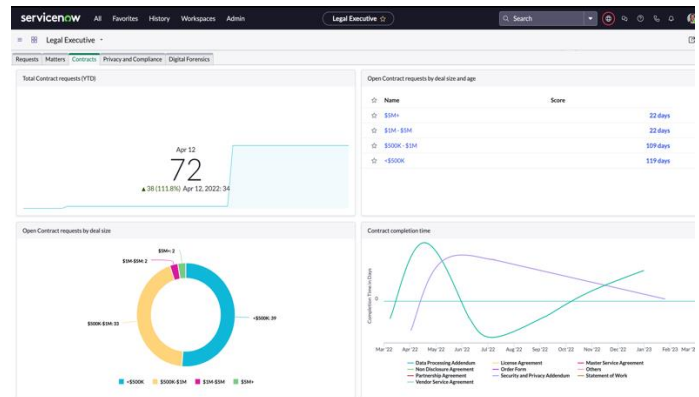
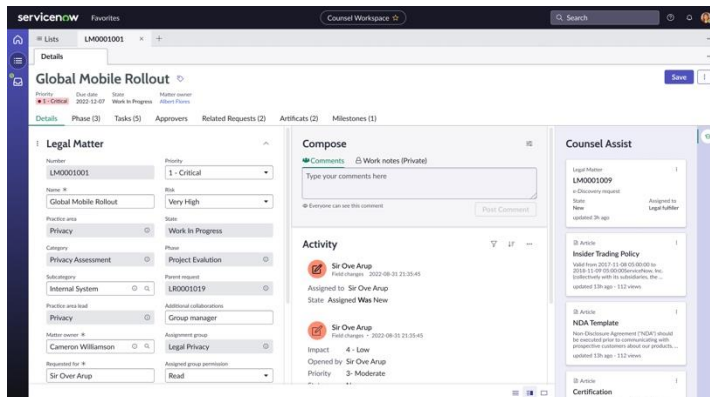
Key Benefits

- Track all legal requests with self-service experiences
- Increase practitioner productivity and task prioritization from a single legal counsel center
- Easily configure matter templates to match your most common legal procedures and policies
- Gain insight into ongoing legal demand and trends with real-time reporting
- Automate contract workflows including NDAs, sales contracts, supplier agreements, third-party contracts and more
- Leverage included contract workflows with pre-defined MS Word contract templates
- Ensure consistency and compliance across all contracts with a clause library
- Provide executives with visibility into contract insights and ongoing demand through dashboards
- Centralize contracts in a repository to collaborate with team members and the business



Increase practice area productivity

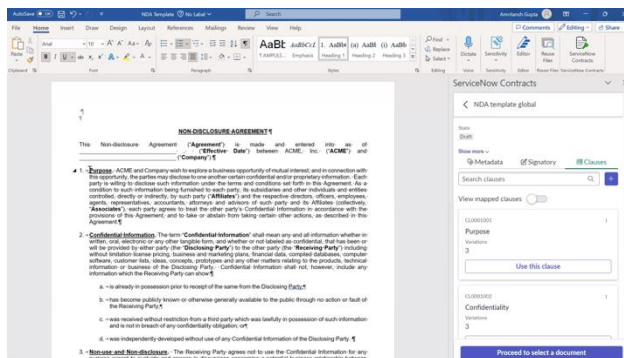
The Legal Counsel Center delivers a unified and personalized view of all assigned and open legal and contract requests across the business - maximizing legal team productivity without the wasted time spent in email and spreadsheets. Use pre-defined and configurable matter templates to help streamline the creation process with defined phase, tasks, and milestones. Distribute tasks to employees on a limited access basis for legal discovery and artifact gathering, ensuring privacy and security is maintained throughout.



Leverage Legal Matter templates to accurately track, prioritize and fulfill

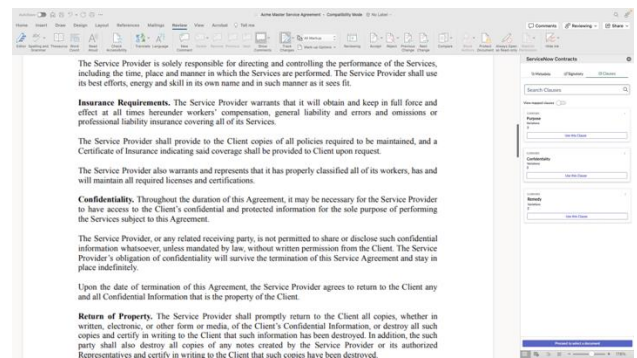
Contract Dashboards

With out-of-the-box contract dashboards and KPI's, executive leadership and legal operations teams have a real-time view of contract requests and statuses across the organization to ensure business processes are not stalled.



Microsoft Word authoring and redlining

Use Microsoft Word to author contract templates, add metadata, and signatory blocks. Leverage the Word document comparison and redlining tools.

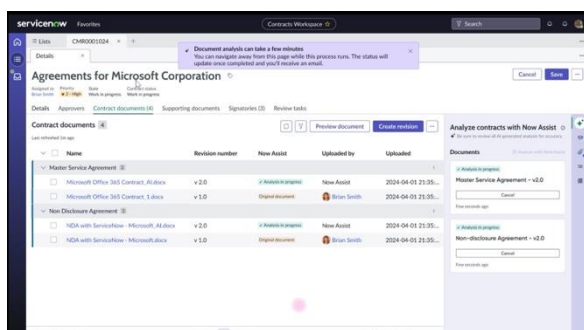


Clause Library

Ensure contract consistency and compliance by using pre-approved clauses from the library. This minimizes the number of contract templates required since clauses can be dynamically added or changed based on data collected during request intake, conditions such as region, or other variables.

PUT AI TO WORK

Now Assist empowers legal teams to do their best work with AI-assisted contract review and meta data extraction — purpose-built and trained on the Now Platform®.



ServiceNow Sourcing and Procurement Operations

Procurement is Too Complex

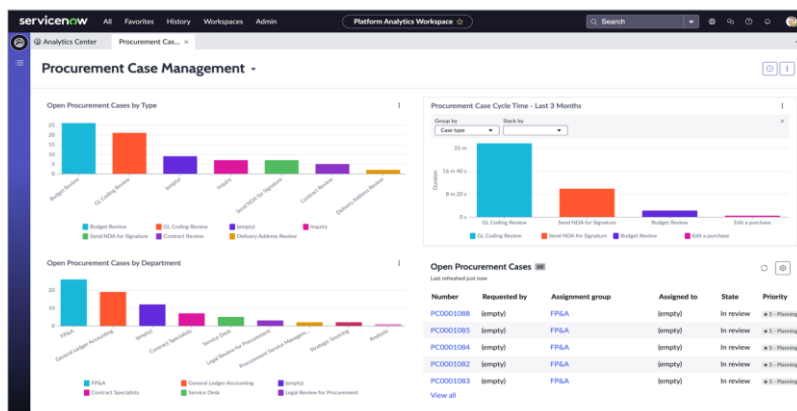
Frustration grows from complexity. What should be easy—like employees purchasing what they need to keep the business moving—has become overly complicated. Procurement specialists face an endless influx of requests coming from emails, spreadsheets, and chat, each with its own tracking method. Even when teams have a process, it's rarely standardized across the organization. Let's face it—procurement is too complex today.

- **Employees don't know where to turn** – Multiple tools and outdated processes make purchasing confusing.
- **Maverick spend adds unnecessary costs** – Without clear guidance, employees make purchases outside of approved channels.
- **Unpredictable supply chains slow fulfillment** – Sourcing teams struggle to manage requests effectively.
- **Disjointed processes waste time** – Work gets lost in spreadsheets, shared inboxes, or disconnected systems.

Yesterday's system landscape can't drive today's fast-paced business. Today's business demands speed, agility, and a seamless experience across sourcing, procurement, ERP, and supply chain systems.

ServiceNow Fixes Procurement, For Everyone

ServiceNow's Sourcing and Procurement Operations isn't just a ticketing system—it's a procurement command center. Instead of patching together processes across different tools, ServiceNow provides a single system of action to orchestrate every step. The capabilities of the ServiceNow platform you may be familiar with are now applied here in the sourcing and procurement space. Procurement work starts with **centralized request intake**, where AI standardizes, tags, and retrieves relevant data before routing it to the right people. Unstructured work—scattered across emails, spreadsheets, and various tools—is surfaced, prioritized, and **actioned in a single workspace**. **Process guidance** ensures employees get the help they need with step-by-step playbooks embedded as in-window instruction, with subsequent information in Knowledge Articles.



Procurement Workspace Analytics

Value Benchmark Goals

50%

Reduction in procurement case resolution time.

25%

Reduction in procurement case volume.

32%

Increase in spend under management.

Customer Benchmarking

>59%

Amount of time spent on non-value add activities by procurement and financial professionals.

-ServiceNow customer benchmarking

25k+

Procurement cases managed per company each month for large scale F500 customers.

-ServiceNow telemetry data

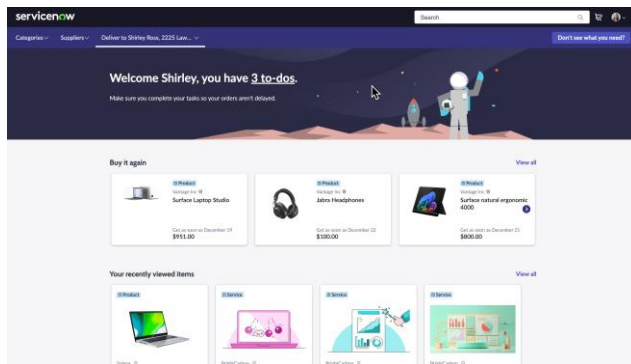
Benefits of Sourcing and Procurement Operations

- **A Single Place for Employees** – Whether it's IT, HR, or procurement, employees always know where to go to make a request.
- **Conversational Procurement Requests** – Employees can order what they need via chat, eliminating confusion.
- **Self-Service Deflects Low-Value Requests** – No more “Where’s my order?” emails—AI answers common questions instantly using company information from Knowledge Articles.
- **Playbooks Ensure Compliance** – Guide procurement teams through structured workflows that enforce policies.
- **Goodbye Manual Data Entry** – PR-to-PO processes, supplier inquiries, and sourcing approvals are automated.
- **Real-Time Insights for Procurement Teams** – Track every request, approval, and purchase in a single view.

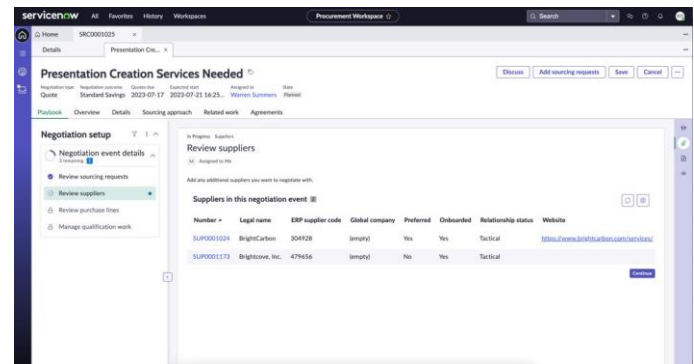
“

ServiceNow will save us about 5 minutes per case, totaling up to over 1,200 days saved across the bank every year.

– Digital Products Manager, Leading Global Bank



ShoppingHub



Procurement Workspace

ServiceNow Does Procurement Differently

Feature	Legacy ERP	Point Solutions	ServiceNow Sourcing and Procurement Operations
Procurement Request Intake	Multiple tools, manual entry, and confusion on where to submit requests	Limited to procurement, disconnected from other IT/HR intake areas	Centralized intake, AI-powered routing, and conversational requests
Employee Experience	Difficult to navigate, delays in request processing	More intuitive than ERPs, but still siloed; employees need to switch systems to track or escalate	Conversational chat for requests, intuitive self-service, and visible status updates
Compliance	Manual checks, inconsistent policy enforcement	Basic approval routing and audit logs, but limited visibility and control beyond initial intake	Automated policy adherence embedded in workflows
End-to-End Orchestration	Fragmented workflows across departments	Focused more on intake and stops short of full end-to-end execution	Seamless orchestration and full integration across sourcing, procurement, suppliers, and ERPs

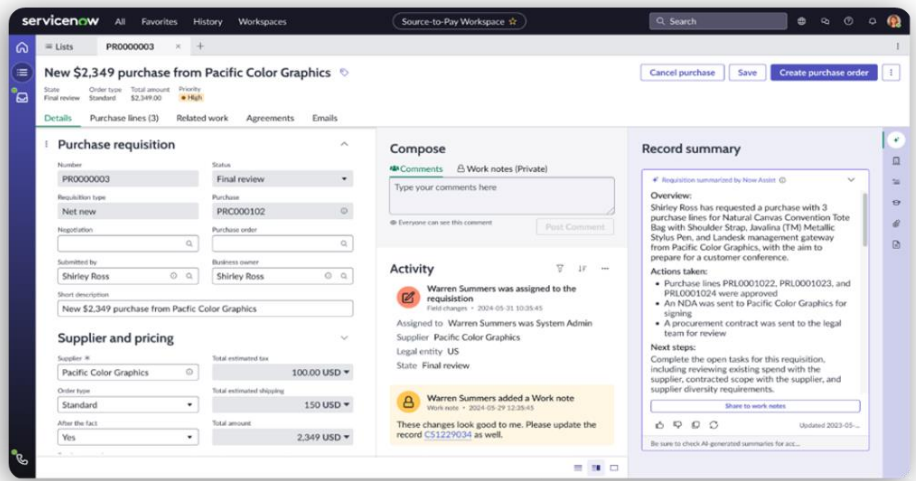
Smarter Procurement on the AI Platform for Business Transformation

ServiceNow is the AI platform that unifies data, workflows, and intelligence to transform business operations. AI agents autonomously solve complex business challenges, and the Workflow Data Fabric connects and unifies enterprise data to fuel these agents. This combination makes **ServiceNow the leading AI platform for business transformation.**

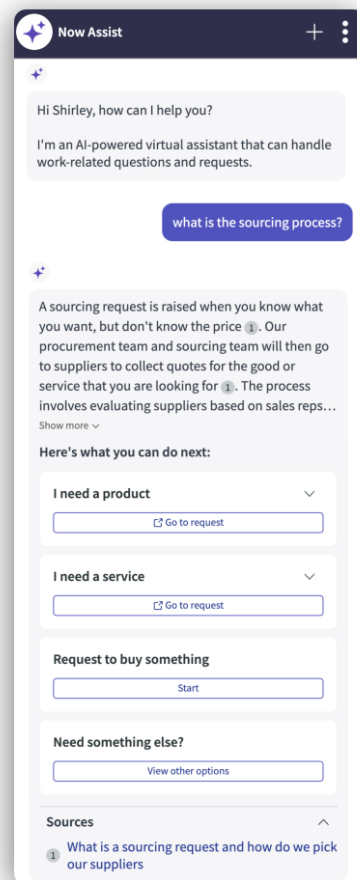
In sourcing and procurement, AI agents reduce costs, boost productivity, and simplify experiences for employees and specialists through **dynamic summarization and conversational intake**—eliminating context switching and manual navigation.

Agents increasingly go further by learning from your organization's taxonomy, historical transactions, and supplier data to automatically classify new spend. Instead of broad product types, spend is aligned to precise sourcing categories. The result?

- Cleaner, more **consistent data**
- **Sharper insights** for sourcing and procurement teams
- A strong foundation for identifying savings, tracking compliance, and making **faster, more strategic decisions**



Case Summarization



Conversational Interface



ServiceNow Source-to-Pay Operations

For Supplier Management

Overview

Unorganized information. Uncoordinated supplier work.
Manual grind everywhere.

You needed supplier information now. It was missing.

Your legal team forgot to review the supplier contract. You couldn't onboard them.

Every day, organizations waste time and resources because managing suppliers is complex, information is scattered across multiple data sources, and tasks get overlooked. Product launches are delayed because suppliers aren't onboarded on schedule. New offices can't open due to missing essential equipment. Paperwork gets messy when key supplier compliance checks are missed.

Meanwhile, supplier managers struggle with outdated systems, coral suppliers across email and phone calls, and chase tasks from their legal, finance, and compliance peers. It not only grinds the team, it takes time away from big work like supplier strategy, development, and performance improvement.

Benefits

Unlock the big work by automating the manual grind.

One place to organize, manage, and optimize suppliers

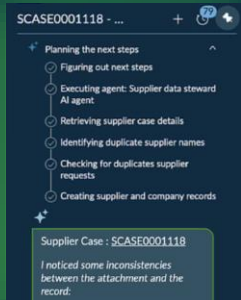
ServiceNow centralizes and streamlines all supplier-related work, including onboarding, performance tracking, master data management, risk assessment, and collaboration. Workflows integrate procurement, supplier management, finance, compliance, and business teams to ensure tasks are completed quickly and efficiently. With conversational AI and smart workflows, requests are directed to the appropriate team without the usual delays caused by questions like "how do I?" or "which system?"

AI agents that do more than just summarize

AI agents assist your supplier and procurement teams across the supplier lifecycle. These aren't bolted on AI agents. They interpret requests and ask for more information if needed. AI agents can intelligently process supplier onboarding, interact with suppliers with their issues, and vet master data.

Its time to move the needle

With AI agents handling the manual grind, your people are free to pursue the big work, the effort that really moves the needle. Supplier onboarding shifts from months to days as teams work in parallel and steps are automated. Supplier performance improves as metrics get captured. And goods remain available as risk is reduced, suppliers held accountable, and issues quickly resolved.



AI Supplier Onboarding

Customer value highlights



40%

Stanford Health Care time reduction in resolving supplier cases.

Other business value benchmarks

34%

Reduction in cycle time to onboard a supplier.

42%

Reduction in person-time to onboard a supplier

25%

Reduction in supplier case volume

Key features

The ServiceNow AI Agent Advantage

Our AI agents are:

- 1 Purpose-built for source-to-pay and exist on a transformational platform that gives them complete business context.
- 2 Designed to coordinate with people, each other, and with 3rd party AI agents so everyone works better together.
- 3 Created to compile, identify, understand, and act, freeing your people for higher value work that's uniquely suited to human effort.

Built for enterprise workflows

You can't connect supplier management, procurement, compliance, legal, finance, and IT with a basket of standalone tools. But you can connect them on the ServiceNow AI platform— because supplier management is just one part of the work ServiceNow brings together.

Key Supplier Management capabilities:

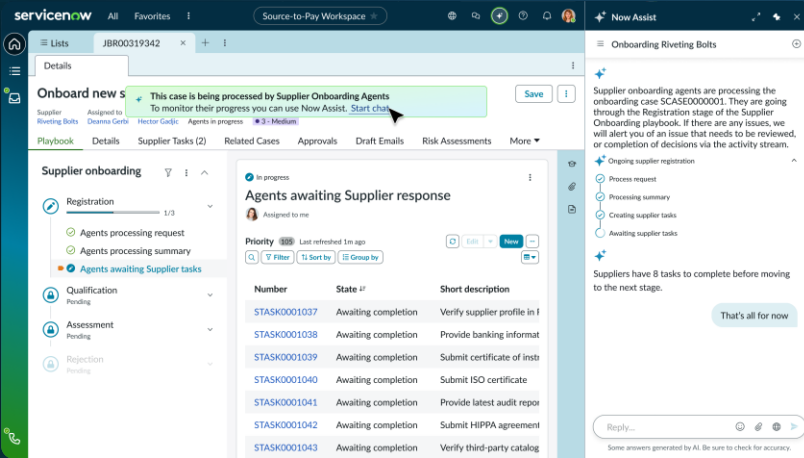
- **Supplier Onboarding**
to orchestrate cross-team onboarding work
- **Supplier Case Management**
for case and task management across internal and supplier users
- **Supplier Relationship & Performance Management**
to improve performance and mitigate supplier risk
- **Supplier Collaboration Portal**
for a unified portal experience for supplier contacts
- **Third Party Risk Management Integration**
to evaluate supplier risk as part of the intake workflow
- **Contract Management Pro Integration**
to draft, trigger, and track contracts within workflows



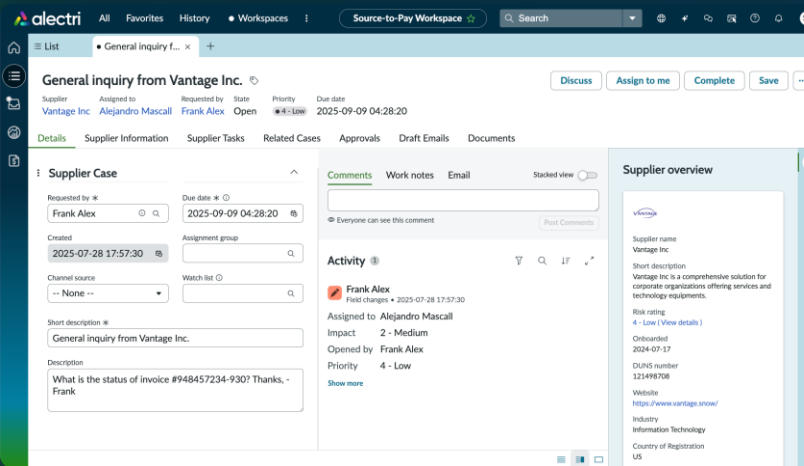
“

With ServiceNow, we are transforming the way Siemens Healthineers interacts with its extensive supplier ecosystem on a global scale.

André Lesser
Head of Cross Function Services,
Siemens Healthineers



Source-to-Pay workspace with AI supplier onboarding



Supplier inquiry from AI guided Supplier Collaboration Portal

Put AI to Work for CRM

Harness the power of AI to transform service and sales

As companies focus on growing revenue and delivering exceptional service, many struggle to control costs and operational issues. With disconnected systems and departments, sales, service and field teams aren't able to focus on building important relationships with customers and costs spiral. That's why it's crucial to streamline customer relationship management (CRM) by connecting people and data across departments, automating processes, and having one platform that is deeply connected to every corner of your business.

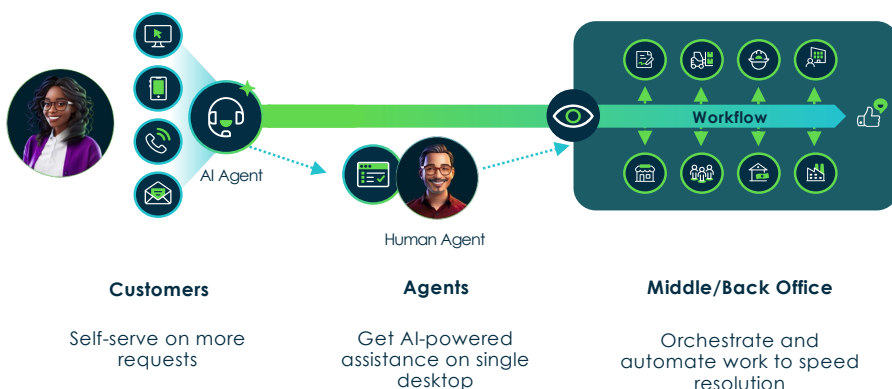
Accelerate self-service, boost revenue, enhance agent and technician productivity, and speed up resolution and fulfillment.

ServiceNow tackles disconnected systems and inefficiency with a unified AI platform that provides a seamless CRM solution. It connects people and data across departments, automates tasks, and uses AI-driven workflows, including AI Agents and generative AI tools. ServiceNow's AI Agents handle routine tasks, allowing customers to resolve issues easily on their own, while also helping agents work more efficiently.

This approach enhances self-service, boosts revenue, and improves productivity for both agents and field technicians, ensuring faster resolution and stronger customer relationships.

By connecting disparate systems and reducing manual tasks, ServiceNow saves time and cuts costs. Customers see increased efficiency across teams thanks to intelligent insights, leading to higher customer satisfaction, scalability, and consistently high service standards, ultimately fostering long-term customer loyalty.

Create loyalty with faster, more personalized service at a much lower cost



kainos®

Company

Belfast-based service provider Kainos, founded in 1986, helps businesses make the most of digital opportunities and employs approximately 3,000 people.

Challenges

Kainos struggled with disconnected processes and lacked the business intelligence to drive change and assess performance.

Kainos sought a smart solution to support its agents in delivering seamless customer service to an expanding client base with ever-increasing demands.

Solution

Leveraging AI, Kainos significantly improved its customer and employee portals, providing prompt answers and automating basic support. This resulted in more efficient training for junior consultants and self-sufficient support for smaller clients.

With ServiceNow, Kainos was able to standardize processes, integrate all data into one system, and leverage advanced analytics for decision-making.

Results

- 600 knowledge articles created with AI
- 99% customer satisfaction (up from 80%)
- 71% decrease in average resolution time

Deflect calls and boost satisfaction with AI-powered conversational chat.

Enable customers to self-serve on their preferred channel and initiate requests such as subscribe to a new service, change a service, get product help, or update a profile, without having to speak or chat with anyone. Automatically route requests to the right department and speed up resolution time.

Increase capacity with AI Agents to handle more cases, extend business hours, and streamline routine tasks.

Let AI Agents handle low-complexity tasks so that, human agents can focus on complex issues, boosting customer satisfaction and first-contact resolution.

Save agents time with AI-generated case histories, summaries, and suggested resolutions.

Empower agents with quick access to case information and actionable insights through a unified workspace. Streamline operations by grouping

related cases and keeping customers informed. Improves response times, reduce case resolution time, and boost employee satisfaction.

Optimize scheduling and field technician productivity using AI

for planning and real-time adjustments while automating maintenance. Enhance dispatching and provide technicians with comprehensive insights to increase first-contact resolution and first-time fix rates.

Automate tasks, uncover bottlenecks and improve processes

to resolve issues quickly and consistently. Use visual guides and machine learning to enhance task completion and optimize field resource management while providing team visibility into case status. Notify customers proactively to reduce calls, cut resolution time, and decrease breached SLAs and truck rolls.

“

The positive impact on our operations has been extraordinary. We've reduced daily ticket volumes by 41% by fixing problems before they occur.

Scott Thomson

VP, Technical Customer Services
Rogers Communications Inc.

