

EY Procurement Experience

Drive value with a focus on people, process and technology

Business drivers

Whether procurement professionals are sourcing specific manufacturing supplies or everyday office supplies, they face roadblocks ranging from fragmented systems to labyrinthine purchasing methods, catalogs and applications. They lack guidance in navigating complex systems. Even simply finding suppliers can be difficult. Tracking transaction statuses involves volleys of emails and stacks of spreadsheets. The combination of disparate systems and chaotic procedures lead to inefficient operations, poor data visibility and confused employees who drive up costs through system-driven mistakes.

Solution overview

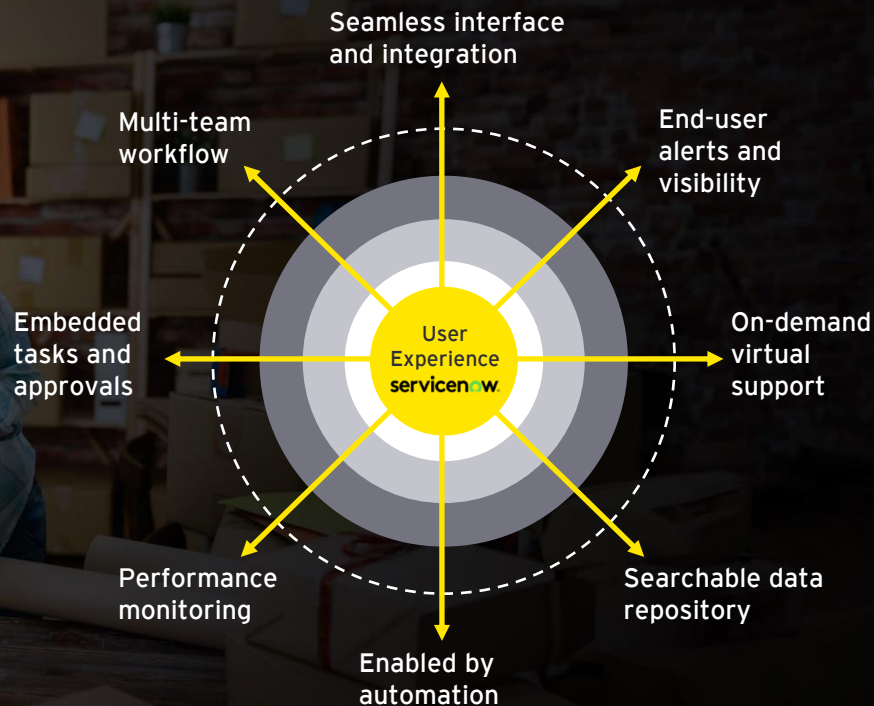
Using ServiceNow as the system of engagement for all roles involved in the procurement process, EY teams:

- ▶ **Streamline** user experiences.
- ▶ **Enforce** process consistency and efficiency.
- ▶ **Augment** specialized S2P tools.

Solution benefits

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

- ▶ **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.



Joint value proposition

As consumer technology advances and our workforces grow increasingly virtual, employees are expecting more out of enterprise technology solutions.

Our integrated solution can provide a singular point of entry and an elevated user experience leading to increased adoption and compliance.

Solution differentiators

The ServiceNow platform 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.

Case study: Enabling US\$1b of procurement savings for global sports apparel company

Client challenge	Engagement summary	Value delivered
<p>Global sporting apparel and footwear company is seeking to drive US\$1b of procurement savings across US\$12b in spend by 2025.</p> <p>However, client procurement does not have visibility to influence spend due to a disjointed process across multiple source to pay systems with little transparency.</p>	<p>EY teams, with client procurement and technology teams, developed Buying Hub 2.0, migrating from a custom app to ServiceNow's Procurement Service Management (PSM) application and as a result standardizing the procurement request process, improving user experience, and driving increased spend under management:</p> <ul style="list-style-type: none">▶ 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	<ul style="list-style-type: none">▶ Enabled the client to drive US\$1b in savings▶ 4 real-time integrations with S2P systems for Vendor Management, Risk Assessment and Purchasing▶ 7 different personas connected across the request workflow lifecycle

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EY and ServiceNow. More dynamic businesses. Better human experiences

EY and ServiceNow streamline the flow of information, remove friction and deliver richer human experiences.

Our approach to workflow automation unlocks the potential for organizations to become more dynamic and innovative to drive business performance and growth.

For more information, visit: ey.com/ServiceNow.

EY | Building a better working world

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