

The ServiceNow logo is displayed in white and green text. The background of the entire page is a dark blue-tinted photograph of a man in a suit and glasses looking at a tablet.

servicenow™

# The Future of Integrated Procurement

## Overview, An Integrated Procurement Process

### What is ServiceNow?

ServiceNow is an enterprise-grade enterprise resource planning (ERP) system founded in 2003. It has quickly grown to a multi-billion dollar platform used by thousands. It offers several products for diverse solutions including: Customer Service, IT Service Management (ITSM), IT Asset Management (ITAM), Workflows, and more. You can explore these and other [use cases on ServiceNow](#).

ServiceNow provides many solutions to help you run your business. Their [Now Platform](#) is a cloud based Software-as-a-Service (SaaS) application accessible from anywhere in the world! It has several modules but we will look specifically at [Procurement \(within ITSM\)](#) and [Asset Management](#).

### ServiceNow: Asset Management

To get hands-on experience, I used a test instance of ServiceNow (the New York version, you can read more about [ServiceNow versions](#) here). One immediately apparent feature of ServiceNow is how customizable it is. The asset application has a homepage overview that shows a high-level view of all your assets (hardware, software, licenses, etc). The default home page offers several graphs that describe your IT assets. You can customize this overview by adding or configuring widgets until you see the data you need.

To explore individual assets, select the module tied to the asset category of interest (e.g. hardware, license, software, consumables or all assets). Selecting a category will list the related assets. There is a high level of customization available here as well to control which fields are displayed. Basic data like the asset's name, quantity, physical location, and asset tag are shown by default. You can click the information icon and then "Open Record" to dive into more detail. You will have access to data like the serial number, where the device is located, and who it is assigned to. If there are any associated sub-assets like additional monitors, a mouse, or a keyboard, you will see these listed here as well. If you need to browse specifics like which contract an asset is tied to (e.g. warranty or insurance purposes), or to view this item's history, you can click the necessary tabs to explore more.



ServiceNow helps organize processes for managing assets. It provides insight throughout the entire asset lifecycle, from planning to disposal, and improves IT service along the way. You can read more about [Asset Management in the ServiceNow documentation](#), or on [this blog about ServiceNow ITAM](#).

## ServiceNow: Procurement

Procurement is a separate application (installable via System Definitions - Plugins) that ties directly into asset management functionality. With this application you can manage requests, track POs, manage approvals and ultimately receive assets. The overview page shows pending active requests by default. You can also see expenses and orders broken down by vendor. At the very bottom is a list of POs awaiting delivery. Those POs show the assets involved and the warehouse where they are being shipped to. When the product arrives at the dock you can cross-check the products being delivered with what is in ServiceNow. Key to the process is that the Procurement and Asset applications are linked. As soon as an asset is added to a PO it is registered in the Asset application. There it will have an appropriate status such as "On Order." When the PO is received, it will be tied to a receiving slip that will denote each PO line received. The asset's status will change to "In Stock" and be marked as available. It will be placed in its StockRoom and have an associated location. It is then ready for the next stage, whether that be configuration or deployment. This is the default workflow, but you can change this to match your company's unique process.

You can read more about [Procurement](#) or [WorkFlows](#) in ServiceNow's help section. You can also [sign up for a trial](#) of the ServiceNow Now Platform.





## Who is Strategic Sourcing?

Strategic Sourcing Inc (SSI) is an Ohio based IT reseller. We understand that IT professionals need to work as effectively as possible to meet the demands they face. We help you navigate complex IT challenges to efficiently and affordably acquire, deploy and manage IT assets. With our online portal customers can search, compare and make informed decisions about IT products. We offer a full suite of services to help you manage assets throughout the product life-cycle. You can learn more about [Strategic Sourcing on our website](#). Feel free to [browse our catalog](#), or take a look at some of the other services we offer.

## What is Integrated Procurement?

In the age of cloud computing and integrated solutions, SSI is taking procurement to the next level! SSI offers a wide range of products from various manufacturers at your fingertips. You can browse technical specs and compare products. If you have an established account we streamline your storefront experience by making it easy to repurchase the products you buy most. The beauty of SSI doesn't stop there! We love to provide the same simple, streamlined experience in your every interaction with us. Our responsibility to you goes beyond delivering boxes at your door. We give you the data you need to manage your IT assets throughout their lifecycle. Our integration with ServiceNow provides this data in a format you are familiar with.

To make SSI's Integrated Procurement easier to understand, let's assume you need to order 100 laptops to be deployed to various sites across the nation. To get started you would go to the ServiceNow Procurement application and click a button to shop on your private SSI storefront. You are then logged into the storefront automatically. There you can search our full catalog or, if the laptops are a product you typically buy, the SKU will be saved for you as a standard. You may need advanced asset tracking on these 100 laptops and can specify that on the order. Once you check out, the order is transmitted back to ServiceNow. After the order has been approved, the purchase order is sent electronically from ServiceNow back to SSI. When we receive the order, we purchase the laptops from our distributors while negotiating a

great price on your behalf! We bring the products in, scan them, and apply your custom asset tag (e.g. YCO1028). Each asset tag is linked to the manufacturer's serial number.

When the product ships from SSI to each of your sites, you will get an electronic notification sent to ServiceNow letting you know the products are en-route. The notification includes asset tag, serial number and descriptive information. When your dock team receives the product, they will confirm the packing slip against ServiceNow and check each product into its new location.

With your assets listed in ServiceNow and your product on-site, you can run reports or deploy IT systems all without ever having to enter data by hand. When your product reaches end-of-life, just start the process again all within the familiarity of ServiceNow. The replacements will pop into ServiceNow before the product ever makes it to your door!



Outlined above is a simplified integrated approach. Your needs may be different and we work with how you do business! If your procurement needs are more or less than what was explained just let us know. You can ask us questions at [sales@stratsourcing.com](mailto:sales@stratsourcing.com).

**We look forward to doing business with you!**