E-book

# Transforming Source-to-Pay on ServiceNow

www.aavenir.com

Future-proof your Procurement, Contract Management, Obligation Management, Supplier Management, and Accounts Payable Automation on ServiceNow

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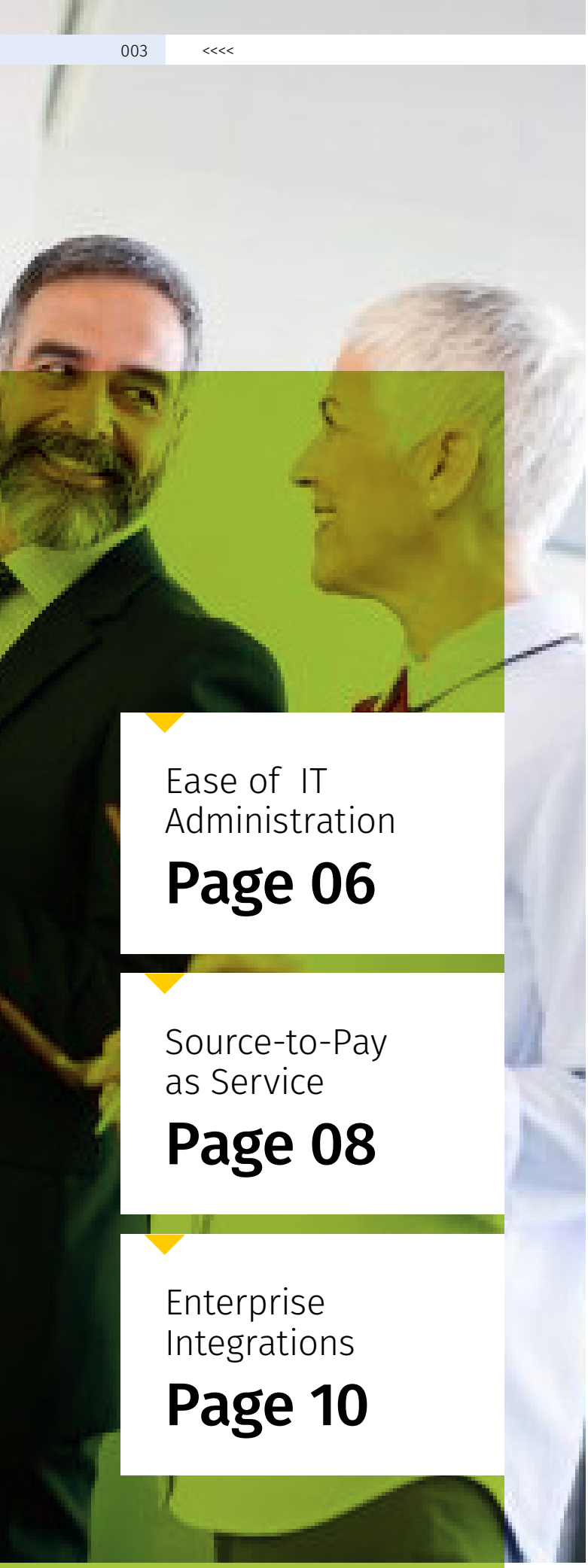
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An Introduction

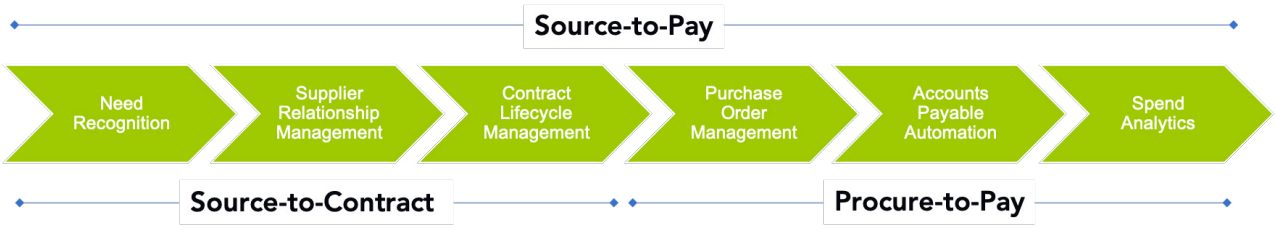
# Executive Summary

**Procurement teams across enterprises are under continuous pressure to source products and services at a faster pace. This task can only be achieved with a rapid access to accurate information and by automating a slew of tasks involved in the S2P (Source-to-Pay) process. Adopting Source-to-Pay automation at scale will result in a significant reduction in the operational costs and boosting the overall productivity.**

Often this means asking IT to buy or build source-to-pay applications. If IT adds your request to a queue that may include other critical requests and security upgrades, can you and the business wait for your request to come to the top? When IT can't meet their demands, many procurement and contract management leaders start using inefficient or insecure tools to acquire data and manage workflows, relying on spreadsheets, emails, and other manual solutions. Or they might dabble in "shadow IT," adopting point cloud-based collaboration solutions or simply fall back to old legacy approaches. Read this Ebook to learn how bringing Aavenir Source-to-Pay solutions on ServiceNow can help resolve key challenges of adopting Source-to-Pay Solutions for your business.

## Business Need

# Why Modernize Source-to-Pay Processes?



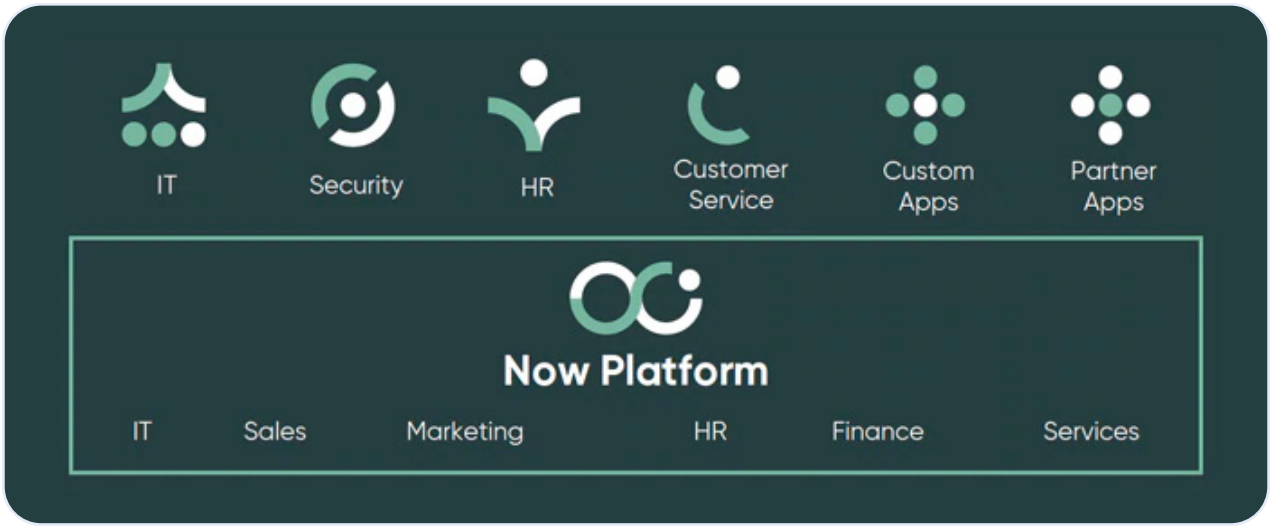

There is a sole solution that holds immense promise to deliver technology seamlessly to businesses. That solution is the **"Platform as a technology strategy".**

The global P2P (Procure-to-Pay) market is expected to reach $9.2 billion by 2026, witnessing a healthy CAGR of 7.6 percent. Though S2P is a minuscule part of the P2P pie, there are ample improvement opportunities that can be realized by leveraging capabilities of Digital Workflow, Artificial Intelligence (AI), Machine Learning (ML), Data Analytics, and more.

**"Close to 56 percent of the tasks involved in S2P are contenders of automation",** as per a McKinsey report titled 'A road map for digitizing Source-to-Pay'. Doing so will result in improved efficiency and faster execution of the sub-processes in the S2P spectrum. Thus, enterprises across all verticals are increasingly looking to leverage cloud-based S2P (Source-to-Pay) solutions for managing source to processes at an effective pace.

One future-proof solution that holds immense promise to business is the "Platform as a technology strategy". Fundamentally, this connects all the dots and brings everything together by combining SaaS with a unified platform. With this approach, businesses still have the flexibility to choose a SaaS solution to solve their business problems while the fact that the solution runs on a common underlying platform ensures that IT can better manage the technology as it leverages common platform capabilities. Introducing ServiceNow a leading technology platform to help build, extend and automate digital workflow apps across the enterprise.

# The Platform of Platforms
# An Introduction to ServiceNow




ServiceNow delivers digital workflows that create great experiences and unlock productivity.

ServiceNow has undertaken a noble mission of making work better for people by offering a wide variety of packaged applications for all types of business functions, such as IT service management, security operations, customer service, and human resources just to name a few. ServiceNow's open architecture is another big help, that enables independent software vendors to build SaaS solutions that can simply plug and play on the ServiceNow platform. ServiceNow customers can easily extend the functionality of packaged apps, install new OEM partner apps, integrate with existing enterprise apps, or create custom business apps, all on ServiceNow's "Now" Platform as it's called. The platform's environment is the foundation underlying all enterprise applications. The "Now" Platform supports all popular coding frameworks, including AJAX, Bootstrap, HTML/CSS, Javascript, Angular Javascript and more, thus ensuring access to a vast talent pool of people.

ServiceNow also provides greater flexibility in terms of integration, customization, functionality, reliability etc. That's the reason why nearly seven thousand enterprises world-wide, including 80% of fortune 500 companies use ServiceNow. In fact ServiceNow is also becoming a career strategy for leading CIOs. With all of the benefits that ServiceNow offers, it's no wonder it's so popular. If you are still not sure whether ServiceNow is the right choice for your next source-to-pay technology platform, read on to find out the five business challenges that ServiceNow can help procurement team deal with.

# Why Aavenir on ServiceNow ?

# Ease of IT Administration



## Installation and Configuration

Aavenir is built as a native ServiceNow application. This makes it very easy for you to install, setup and maintain the application. To install Aavenir applications, simply download the application from the ServiceNow app store and install it within your ServiceNow instance. One of the greatest advantages of Aavenir built on the ServiceNow platform is that products and applications can be designed with a lot of flexibility and configurability. This allows Aavenir products to be easily configured so as to make it work as per your organizational workflow, instead of forcing you to change your way of working to match the stock workflow offered by applications that are not built on the ServiceNow platform. This is a huge benefit to you as it easier and quicker adoption among your end users.



## Security

One of the major concerns for an IT team is to ensure total compliance of all technology applications to security standards and policies in force within the organization. For the IT team, ensuring such compliance can be a source of constant challenge. With ServiceNow and all other applications within it, including Aavenir applications, security is no longer a thing to worry about. ServiceNow automatically enforces best in class security, authentication and authorization standards across the platform and thus all Aavenir applications installed within your ServiceNow instance automatically inherit and comply with all such security requirements. This reduces the time and efforts spent by your IT team to ensure adherence and greatly minimizes your IT risk.



## Continuous Upgrades

ServiceNow releases three upgrades each year, and with each release, it brings newer features, capabilities and offerings, thus keeping up with the latest technology trends as well as changing industry needs. Aavenir keeps up with this by adopting those latest platform features and capabilities from ServiceNow, bringing out new product features and capabilities in our products that you can leverage.



## Single Sign-on

With ServiceNow, your employees no longer require a different set of credentials to access Aavenir S2P applications. They can simply log into ServiceNow using same credentials and then launch any Aavenir application from the navigator. This delivers superior user experience as they are freed from the hassles of remembering multiple sets of credentials, in addition to ensuring better adherence to enterprise security.



**Businesses must adopt newer technologies and automation in such a way that the people who use them enjoy the experience, ultimately leading to a pumped up and empowered workforce that drives business success.**

## Scalability

All ServiceNow apps can talk to each other seamlessly and share the single source of truth with all data stored on the Now Platform. The biggest perk about it being cloud-based is that there are no ties to a local resources and it can easily scale across multiple instances. Built on ServiceNow, all Aavenir apps store data on Now platform, designed to withstand the scalability and changing business requirements.

## Low/No Code Customization

The best part of ServiceNow is its solid platform where business operations analysts and other non-technical staff can use the drag-and-drop UI to automate tasks and simple processes, so IT can focus on more complex development work. All Aavenir solutions workflows can be easily customized to support unique business needs with little or no code and the same IT skill set.

# Why Aavenir on ServiceNow ?

# Enables Source-to-Pay as a Service

"Transform a Source-to-Pay operating model through cloud-based self-serving portal for procurement, contract, and invoice payment requests."

## The Challenge

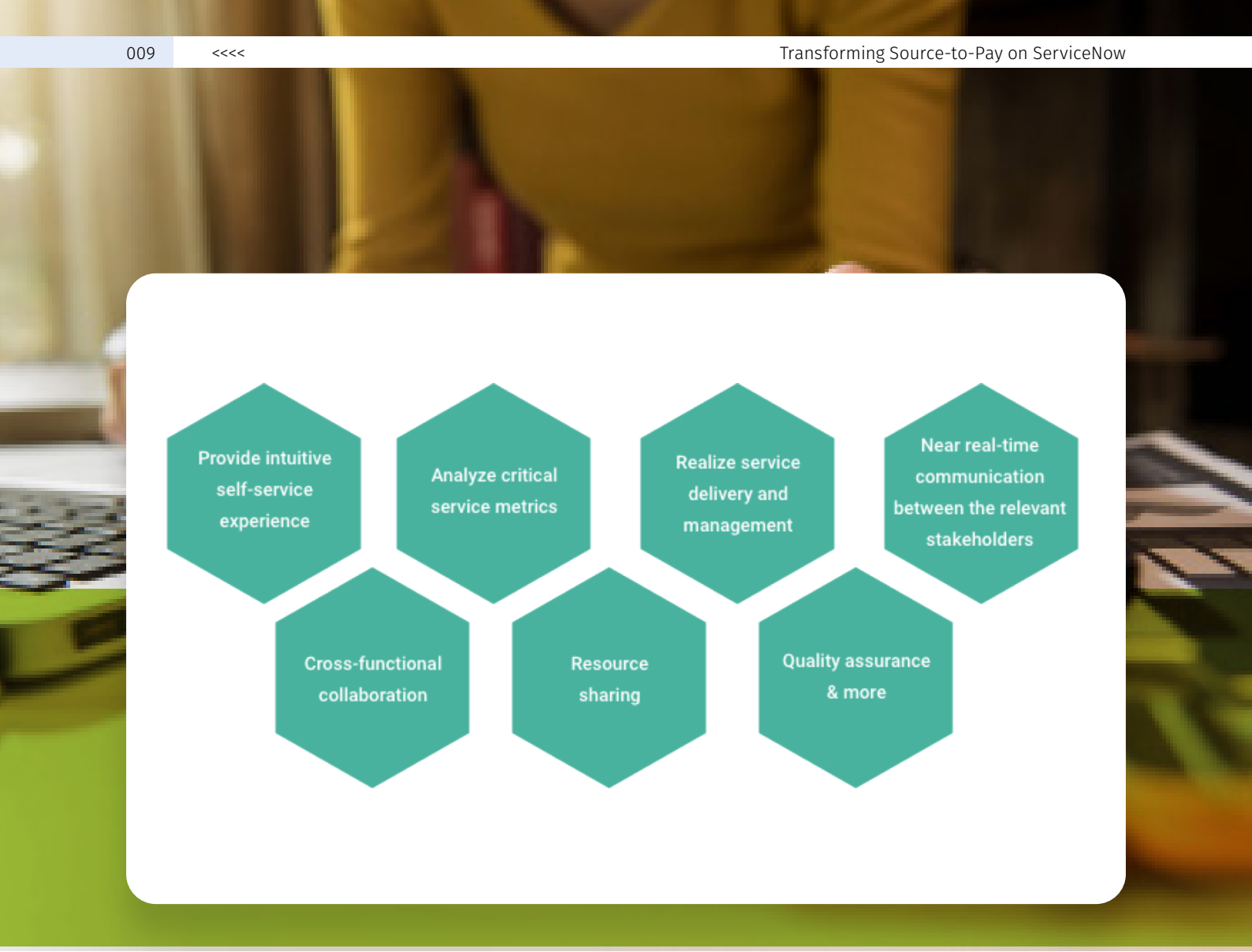
Increased cross-functional dependencies resulting in bottlenecks.

ServiceNow is a powerful platform and is respected because it has an ability to manage everything as a Service. ServiceNow streamlines the delivery of business function services by providing a service model that defines, structures and automates the flow of work. ServiceNow offers packaged applications for IT Service Management, HR service Delivery, Legal Service Delivery, customer service management, field service management, finance services operations.

## The Solution

Accelerate S2P with Self-service Experiences.

Aavenir lets enterprises Source-to-Pay operations to define services, provide an intuitive self-service experience, analyze critical service metrics, service delivery and management, assure real time communication, cross-functional collaboration, resource sharing, quality assurance and more. For example; Aavenir Contractflow offers self-service contract management experience for routine contracts to let the contract managers focus on high value work deliverables.




## Why Aavenir on ServiceNow ?

# Reduced Total Cost of Ownership

Organizations who use ServiceNow can purchase each application subscriptions separately per app or with platform licenses. Adding another ISV app can maximize the platform ROI with shared platform cost. The cost of new scoped application development depends on the scope of the changes. Like most things price-related, it's always best to talk to your account manager at ServiceNow.

All Aavenir Source-to-Pay apps are certified and built as scoped applications. Hence, there is no need to purchase a separate platform license. All you need to pay for is Aavenir application subscription.

# Why Aavenir on ServiceNow ?

# Easy Enterprise Integrations

The Now Platform can produce sophisticated and highly-customized solutions to address complex challenges that require integrating data from multiple systems of records. The Integration Hub lets enterprises connect apps, data, and people to the unified cloud platform.

Built on the principles of single platform strategy, Aavenir solutions can be easily integrated with:

- Existing ServiceNow packaged applications
- OEM partner applications available on the App Store
- Existing standalone enterprise systems or any data sources on ServiceNow

## CRM Integration

Connect with well-known Customer Relationship Management Tools (i.e. (e.g. Salesforce, HubSpot, or other) to access customer information.

## ERP Integration

Import/Export vendor, customer, or employee data from well-know ERPs (e.g. SAP Ariba, IBM, or other) or legacy procurement solutions to Aavenir apps.

# Integration with ServiceNow Applications

**ServiceNow Vendor Management**
Access vendor information and manage procurement RFP, Contract, and invoice workflow using Aavenir solutions

**ServiceNow Governance Risk & Compliance**
Access vendor risk score and compliance information for Contract management using Aavenir Contractflow

**ServiceNow HR Service Delivery**
lets HR managers manage employee contract lifecycle management using Aavenir Contractflow

**ServiceNow Customer Service Management**
Access all customer-related information and manage sales contract lifecycle management using Aavenir Contractflow

**ServiceNow Legal Service Delivery**
Respond to all legal service requests and manage contract lifecycle on Aavenir Contractflow

**ServiceNow Finance Services Management**
lets you request changes to the operation and maintenance of your finance-related requests

# Business Insights
# Mobile First Approach



## Extend the Source-to-Pay applications to incorporate mobile-focused tools and processes

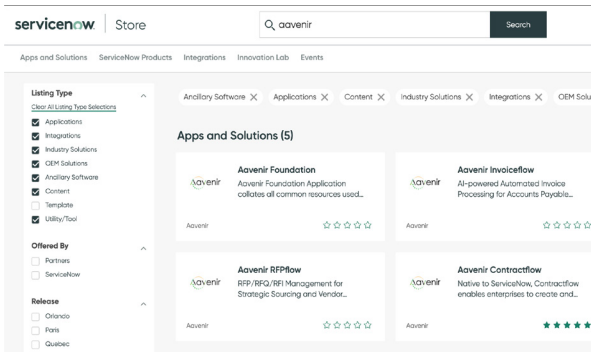
**Why Aavenir on ServiceNow?**

Mobile First Approch of ServiceNow enables enterprises to leverage the capabilities offered by ML and embedded AI to get facts, data, and derive actionable insights. It provides powerful workflows that help departments from various industries work at a brisk pace. It also reduces manual efforts, thereby enabling industries in overall business growth. Modern users expect seamless experiences from desktop to mobile. The Now Platform enables the rapid creation of engaging and intuitive mobile experiences that are as easy to use as common consumer apps.Aavenir solutions leverage the Now Platform Intelligence engine, performance analytics, and cutting-edge machine learning and NLP algorithms. Aavenir's AI-enabled Source-to-Pay (S2P) solutions automate data extraction, reduce manual intervention, and provide smart suggestions based on historic data. The end result is continual improvements in the S2P processes.

Getting Started

# Does your company have the Now Platform?






## Ask Your IT Team

If your company already owns ServiceNow® ITSM or another product suite, you already have the Now Platform. This means you can start installing certified Aavenir Source-to-Pay solutions from ServiceNow Store. An easy way to find out if your company has the Now Platform is to simply ask the IT Team in your organization.

## Visit App Store for FREE Trial

If you're interested in exploring the capabilities of Aavenir Source-to-Pay solutions on the Now Platform, we encourage you to take the first step. Head over to the Certified App Store and search for Aavenir and sign up to get your free trial of the app you wish to install on your existing ServiceNow instance. A quick way to see Aavenir solutions live-in-action is to schedule a demo.

Real World Implementation

# How ServiceNow Customers are using Aavenir?

**While it is wise to learn from experience, it is wiser to learn from the experiences of others.**

## About Company

Founded in 1983, Express Employment Professionals serves customers globally through a network of more than 850 franchise locations worldwide.

Express used Symfact as their primary contract management solution to manage all the service agreements, vendor, franchise, and employee agreements. With an increasing number of contracts and limited functionality in Symfact, contract managers at Express wanted to achieve a single source of truth for all their service agreements and contracts, and also simplify the contract authoring and storage.

## Business Challenges

"We work with 800+ vendors and recruitment partners, making it challenging to get visibility for contracts created, canceled, processed, and signed. We are looking to adopt AI and get contract visibility across all the agreements which lacked in the on-premises contract management solution. Another challenge for Aavenir's team was to abstract and migrate all the legacy contracts to the ServiceNow platform shared with the customer."

The key challenges include:

- Extended contract review cycles
- Preliminary implementation with the earlier vendor with limited functionality
- Lack of contract reporting
- No direct visibility in contract status

"Not all contracts are the same, and automating the contracting process with AI-based workflows helped us streamline the review process for all categories of contracts. Aavenir Contractflow added verifiable value to our processes with a unified contract repository, automated notifications, and dedicated contract management dashboards to manage contracts for our International Headquarters and for 800+ franchise offices worldwide.
Not to mention the flexibility for customizations, priority training, and support received by team Aavenir was phenomenal."

**-Jared Mashaney**
**Sr. Counsel | Director of Contracts and Franchising, Express Employment Professionals**



Aavenir is the sole CLM solution that supports next-generation AI & ML and built native to our core technology platform - ServiceNow. The installation of the Aavenir provides immediate and native access to and between our solutions within the ServiceNow environment, for which configuration is familiar to our ServiceNow administrators."

# Solution

## AI-enabled Contract Authoring + Centralization

Express can create multiple service agreements and consolidate all contracts in a centralized repository on Now Platform with enhanced contract search functionality. AI helped to create contracts directly from emails and other

## Cancel Contracts with Flexible Workflows

Some of the service agreements were required to be canceled in real-time which was achieved with Aavenir Contractflow. Also, the solution offered custom contract processing workflows based on the vendor type. The signing of contracts was implemented to capture both wet and e-signatures.

## Renaming Contracts with Drag n Drop Contract Creation from Attachment

Express' contract management team needed to create agreements on the fly, so a custom implementation was enabled in Aavenir Contractflow where users can create agreements by simply drag-n-drop of email attachments and the AI would create contracts on the fly. This shortens the contract creation time and proper contract version controls were maintained in the centralized contract management system. Renaming contract agreements were also implemented in the Aavenir Contractflow solution to maximize efficiency and reduce contract creation time.

## Contract Reports & Dashboards

Aavenir Contractflow offered custom contract dashboards providing contract visibility for key metrics like contract by month, contract cycle time report for individual contract types, contract due to renewal, upcoming renewals, total spend by vendor, total spend by status, and more.

## Key Results

Express Professionals and Aavenir teams went through a series of sessions for successful implementation and adoption. And, it wasn't long before they saw the benefits of using Aavenir Contractflow.

- Centralized contract repository
- Unified contract workflow
- Real-time visibility in contract status

## About Aavenir

Aavenir's next-gen Source-to-Pay solutions transforms manual procurement processes such as sourcing, contract management and accounts payable. Aavenir solutions including RFPflow, Vendorflow, Contractflow, Obligationflow, and Invoiceflow harness the power of AI & ML technologies to eliminate manual processes, improve efficiencies and reduce cycle time, yet offering insightful best practices suggestions based on historical data.

For more information, visit: www.aavenir.com

## Explore Aavenir Source-to-Pay Solutions on ServiceNow

RFPflow



**Request for Proposal Management**

Vendorflow




**Vendor Management Portal**

Contractflow



**Contract Lifecycle Management**

Obligationflow



**Contract Compliance Management**

Invoiceflow




**Accounts Payable Automation**

# Get Started


www.aavenir.com


contact@aavenir.com


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