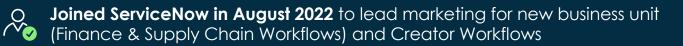
My Background...





+20 years in enterprise apps as a consultant, industry analyst, sales & marketing executive



Decade with SAP including **5 years leading S/4HANA** and all of ERP, Finance and SCM marketing



Led Cloud ERP at Oracle from 2020-22



Residing in Austin, Texas



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ServiceNow value:

- Powers transformation
- Designed for collaboration
- Unifies people, process & technology

SAP value:

- Powers core transactions
- Designed for control
- Flow of capital, goods and materials

2 Distinct, yet Complementary Software Categories

Our SAP S/4HANA upgrade

Challenges							
Legacy SAP supporting \$7.24B	Compatibility issues staying on SAP ECC	Heavily integrated— approx. 135	Near-term EOS for SAP ECC				
Our approach		Our ERP strategy					
 Leverage Now Platforn of engagement (workfill) Fewer employees direct 	low automation)	 Clean core ERP Build extensions on low Simpler future upgrade 					

Migrating to SAP S/4HANA

Tech upgrade	IT Testing 3 Months	UAT 2 Months	Support 2 Months	8 Months	
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- 0 touches required for 75+ integrations with ServiceNow
- Handled unique fixes including customer/partner accounts, accrual engine, and analytics database replication

How so fast?										
	Discover, Deploy, Drive Results	2 Kits Unlock Business Expertise	3 Transform Critical Processes							
How it helps	 Root out tech debt Detether from outdated tech (ex. ABAP) Accelerate with templates, predefined 	 Unlock domain expertise to solve problems Automate processes that slow teams down 	 Automate soul crushing work (ex. 3-way match) Intuitive experience, 35-50% lower effort, in weeks 							
Rapid value	1/3 cost, 1/2 timePrioritize IT efforts	Take pressure off ITTake complexity out	Ave \$18M savings/year<12 week deployment							
Simplified modern ERP Journey servicenow	 Achieve a clean core Simplified migration 	 Clean future ERP roadmap Avoid scope creep 	 Remove up to 90% of change management © 2022 ServiceNow, Inc. All Rights Reserved. 							

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Use Cases

Automated Procurement

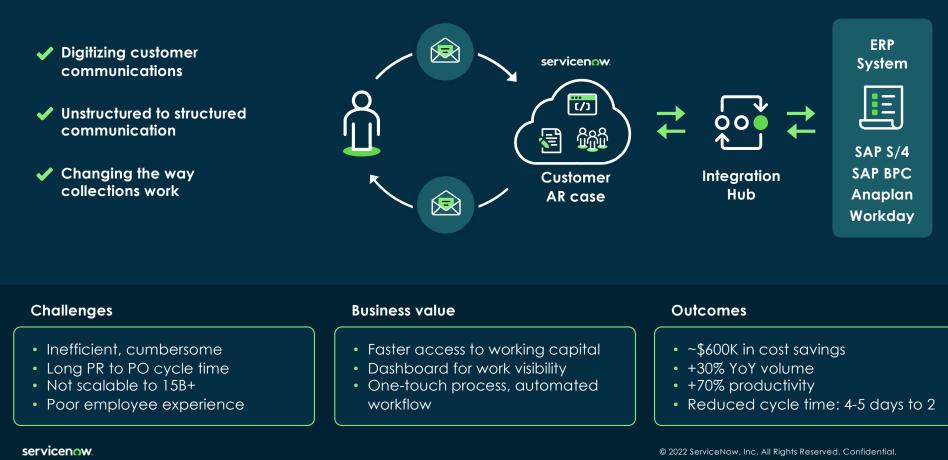
- Seamless digitized procure-to-pay process
- Streamlined experience with global template adoption
- Compliant guided buying and integrated procurement process



ChallengesBusiness valueOutcomes• Inefficient, cumbersome
• Long PR to PO cycle time
• Not scalable to 15B+
• Poor employee experience
• Procurement workspace• Single point of entry
• Intuitive experience
• Low-touch/no-touch PR-PO
• Procurement workspace• Reduced PO cycle time
• Increased policy compliance
• Great employee experience
(SUM: 50 to +70%)

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AR/AP Case Management



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Grassroots Approach

Sourcing & Procurement

se	rvicenow AII	Favorites History :	Procurement	. ★		Q	0	¢	٢
6	ය Home								
≔	Procurement	Workspace							
6	Quick actions								
	🗠 Procurement dashboar	Supplier directory	Knowledge articles	ෘපිෘ Op	en Employee Cento	ä	Open Sho	ppingHu	ıb
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	Open reviews	>	Filter by work type:		se Requisition Sou ation Event Case	ircing Rec	quest		
	Needs final review								

- Support new processes and businesses models quickly
- Turn unstructured work into digital workflows
- Accelerate time to value through guided experiences
- Lower TCO, comprehensive, simple to configure and extend

Accounts Payable Management

Home									
Accounts P	ayable								
Open Invoices		Invoice	Exceptions by Suppli	lier	Supplier Inquiries		Inqui	iries by Category	
11		Acme -			28			Shipping	Purchse Order
New Approved	Due this week	Acme -			New Work in Prop	gress Unassigned			Payment Issue
1 7	2	Acme - Acme -		_	4 10	14		Invoice Status	Other
		Acme -							
Exceptions 10.	.5			◯ ▼ New	Supplier Inquiri	es 105			C 7 Net
Number	Opened -	Supplier	Priority	Status	Number	Opened -	Supplier	Priority	Status
EXC1000001	2020-03-02 15:24	Acme Supply Corp	• 3 - Moderate	New	INQ1000001	2020-03-02 15:24	Acme Supply Corp	• 3 - Moderate	New
EXC1000002	2020-03-02 15:24	Acme Supply Corp	• 1 - Critical	New	INQ100002	2020-03-02 15:24	Acme Supply Corp	• 1 - Critical	New
EXC1000003	2020-03-02 15:24	Acme Supply Corp	• 1 - Critical	Resolved	INQ1000003	2020-03-02 15:24	Acme Supply Corp	• 1 - Critical	Resolved
EXC1000004	2020-03-02 15:24	Acme Supply Corp	• 3 - Moderate	In Progress	INQ1000004	2020-03-02 15:24	Acme Supply Corp	• 3 - Moderate	In Progress
EXC1000005	2020-03-02 15:24	Acme Supply Corp	• 2 - High	New	INQ1000005	2020-03-02 15:24	Acme Supply Corp	• 2 - High	New
EXC1000006	2020-03-02 15:24	Acme Supply Corp	• 5 - Planning	In Progress	INQ100006	2020-03-02 15:24	Acme Supply Corp	• 5 - Planning	In Progress
EXC1000007	2020-03-02 15:24	Acme Supply Corp	• 3 - Moderate	Closed	INQ1000007	2020-03-02 15:24	Acme Supply Corp	• 3 - Moderate	Closed
EXC1000008	2020-03-02 15:24	Acme Supply Corp	• 1 - Critical	Closed	INQ100008	2020-03-02 15:24	Acme Supply Corp	• 1 - Critical	Closed
EXC1000009	2020-03-02 15:24	Juan Jose Esteve	• 5 - Planning	New	INQ1000009	2020-03-02 15:24	Juan Jose Esteve	• 5 - Planning	New
EXC1000010	2020-03-02 15:24	Bairam Frootan	• 2 - High	Resolved	INQ1000010	2020-03-02 15:24	Bairam Frootan	• 2 - High	Resolved
) (← ← 1 2 3	4 5 6 7 8	9 10 $\rightarrow \rightarrow$	10 • Records per page	Showing 1-10 of 80	K ← 1 2 3	8 4 5 6 7 8	9 10 $\rightarrow \rightarrow$	10 • Records per pa

Invoice
 Management
 at Scale

Automated3-way match

Real-Time
 Supplier
 Self-Service

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+500 customers automated S2P before us

	Source-to-Pay	Lead-to-Cash	License to Operate	ldea-to-Market	Operate-to-Retire
PACKAGED	Accounts Payable Procurement Services Supplier Lifecycle Risk Management Policy & Compliance	Order Management Field Service Management	ESG KPI Dashboard Third Party Risk Business Continuity & Privacy	Project & Portfolio Scope 3 Emissions	Enterprise Asset Management Hardware Asset Management Facilities Management Disaster Recovery
LOW CODE	Raw Materials Registration Supply Chain Exception Handling Contract Lifecycle Mgmt. Expense mgmt / approvals	AR Case Management Return Order Mgmt. RFX Management Order booking automation	PO Accruals Transfer Pricing Debt Recording and Payment Budget Approval Carbon Accounting	Track & Trace Production Posting Customs Clearance	Asset Transfer Asset Disposal Fixed Asset Registration, Retirement, Sale Processing

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The value of Source-to-Pay delivered in weeks, not years



2X Requests & Suppliers Managed

Double amount of suppliers managed

Reduce labor to manage requisitions by 50%



Supplier Discounting

\$18 million/year, average savings through supplier discounting

2-3% spend savings with supplier early payment



Supplier Quality

Adhere to ESG standards

Lower disruptions

On-time, on-quality

Validate financial strength



Employee Experience

Single place for all requisitions

Intuitive, consumer-like experience

Spend under management from <50% to >80% servicencw.

Thank you peter.russo@servicenow.com