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# Modernize SAP ERP with ServiceNow

Experiences from ServiceNow

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### ServiceNow value:

- **Designed for intelligent automation**
- Unifies people, process & technology
- Powers transformation

### SAP value:

- **Designed for accounting & controls**
- Tracking financial & material ledgers
- Powers core transactions

**2 distinct, yet complementary software categories**

# We are building a system of action to enable transformation in core operations

## System of Action

Enables **rapid transformation** on existing systems of record & delivers **hard cost saving**

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Workflow | Automation | Case Management



ORACLE

workday.



BLACKLINE



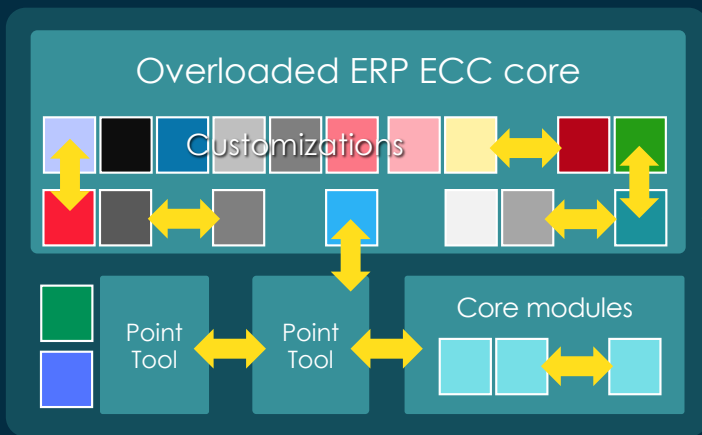
## Systems of Record

**Transactional systems** that lack workflow and are **expensive & slow to transform**

Your ERP and transactional systems can continue evolving and modernizing. It only makes your **ServiceNow** layer stronger and more powerful.

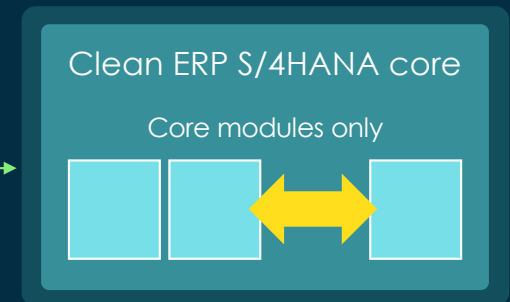
# Why is it difficult to declutter SAP?

TODAY



- ✗ Costly to maintain
- ✗ Inefficient to update
- ✗ Difficult to transform

FUTURE



- ✓ Easy migration
- ✓ Simpler and faster to transform

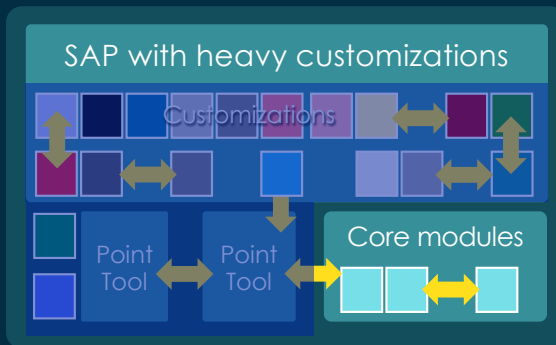


THOUSANDS OF PERSON-DAYS

- Manually remediate custom code*
- Manually understand dependencies*
- Manually prioritize migration tasks*

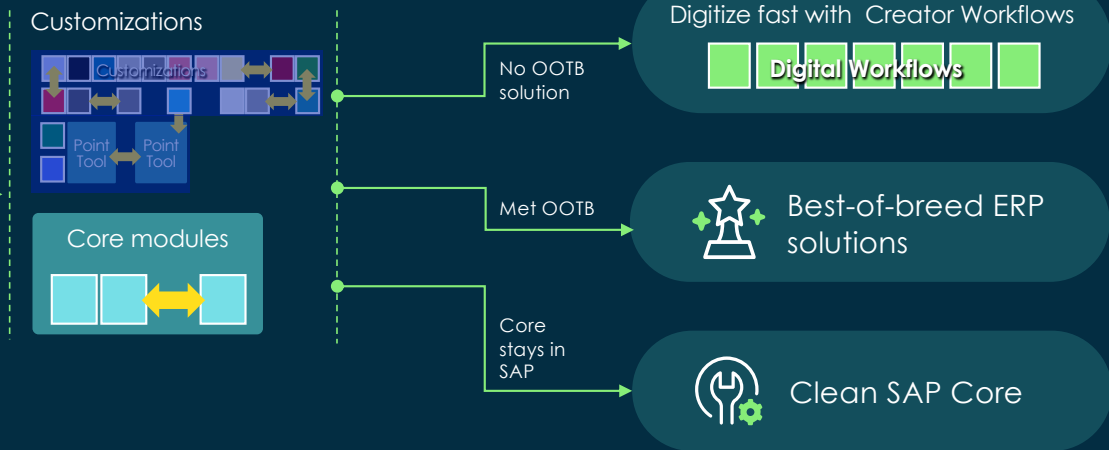
# ServiceNow has a better way

## 1 Diagnose your SAP



Understand migration targets

## 2 Transform to lean ERP



# Gain control over cost, time and risk around your ERP upgrades and maintenance

**ERP Customization Mining**  
Overview of your saved ERP customization candidates

**Overview**  
View your saved candidates

**Saved candidates** 18  
Last refreshed 2m ago

Name	Short description	ERP application	Business area	Score	Similar candidates	Data pills	Updated
CA000010543	Reads Sales order and vendor info...	Z_Custom_VA03	Sales	0.356 - Low score	10	2	2021-04-14 10:01:56
CA000010545	Reads information for accounting de...	Z_Custom_FB03	Sales	0.856 - Very high score	1	3	2021-04-14 10:01:56
CA000010546	Reads vendor information to procu...	Z_Custom_FB03	Finance	0.577 - Medium score	1	2	2021-04-14 10:01:56
CA000010547	Reads Sales order and vendor info...	Z_Custom_VA03	Finance	0.577 - Medium score	6	1	2021-04-14 10:01:56
CA000010548	Reads Sales order and vendor info...	Z_Custom_VA03	Sales	0.667 High score	3	4	2021-04-14 10:01:56
CA000010549	Reads Sales order and vendor info...	Z_Custom_VA03	Sales	0.678 High score	5	2	2021-04-14 10:01:56

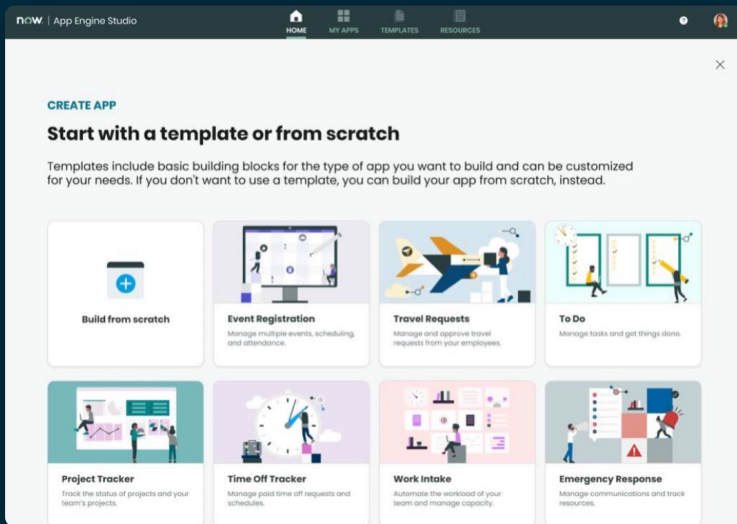
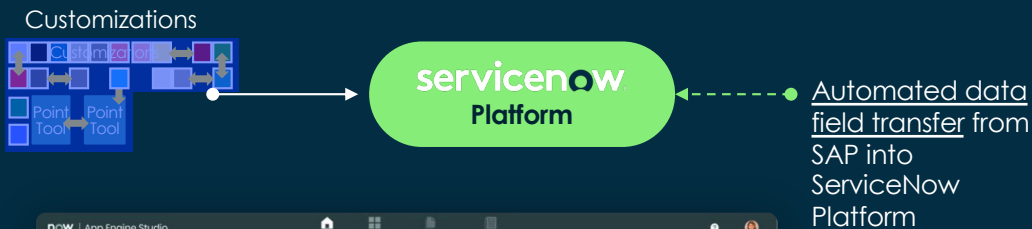
**Available data pills** 18  
Last refreshed 2m ago

Name	Short description	Score	Candidates	Tables	Updated
SAPSalesOrder	This data pill provides sales tables enriched with customer information	0.356 - Low score	4	4	2021-04-14 10:01:56
SAPVendorInfo...	This data pill provides vendor information enriched with material master	0.856 - Very high score	5	2	2021-04-14 10:01:56
SAPInvoice	This data pill provides invoice information enriched with finance records	0.577 - Medium score	5	2	2021-04-14 10:01:56

## Quickly understand your SAP migration targets

- Pinpoint problematic custom code using intelligent custom code scanning
- Prioritize targets with predefined criteria for replacing them with packaged workflows and low-code apps

# Build and extend innovation for your ERP-dependent processes with no SAP experience required



Build new SAP functions 4x faster\* with low-code against the transferred data fields

## Clean core ERP with App Engine

- Quickly build new ERP-dependent apps & workflows with no ERP expertise required
- Build new function with ZERO technical debt
- Simplify use of ERP data for casual ERP users

# From the trenches: Finance Workflows



# ServiceNow Finance Workflows

Defined as workflows that cover managing financial services on behalf of the company

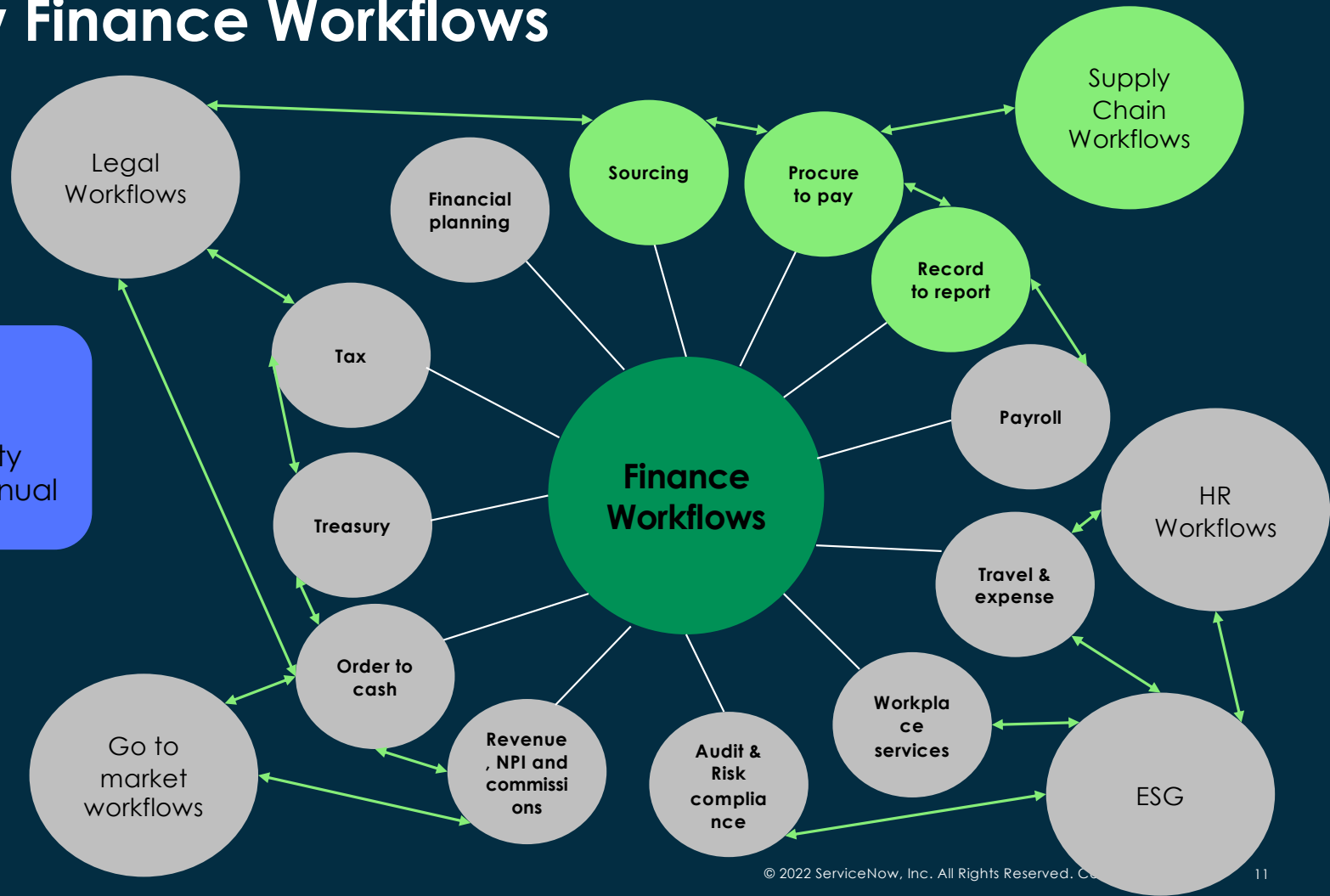


# ServiceNow Finance Workflows

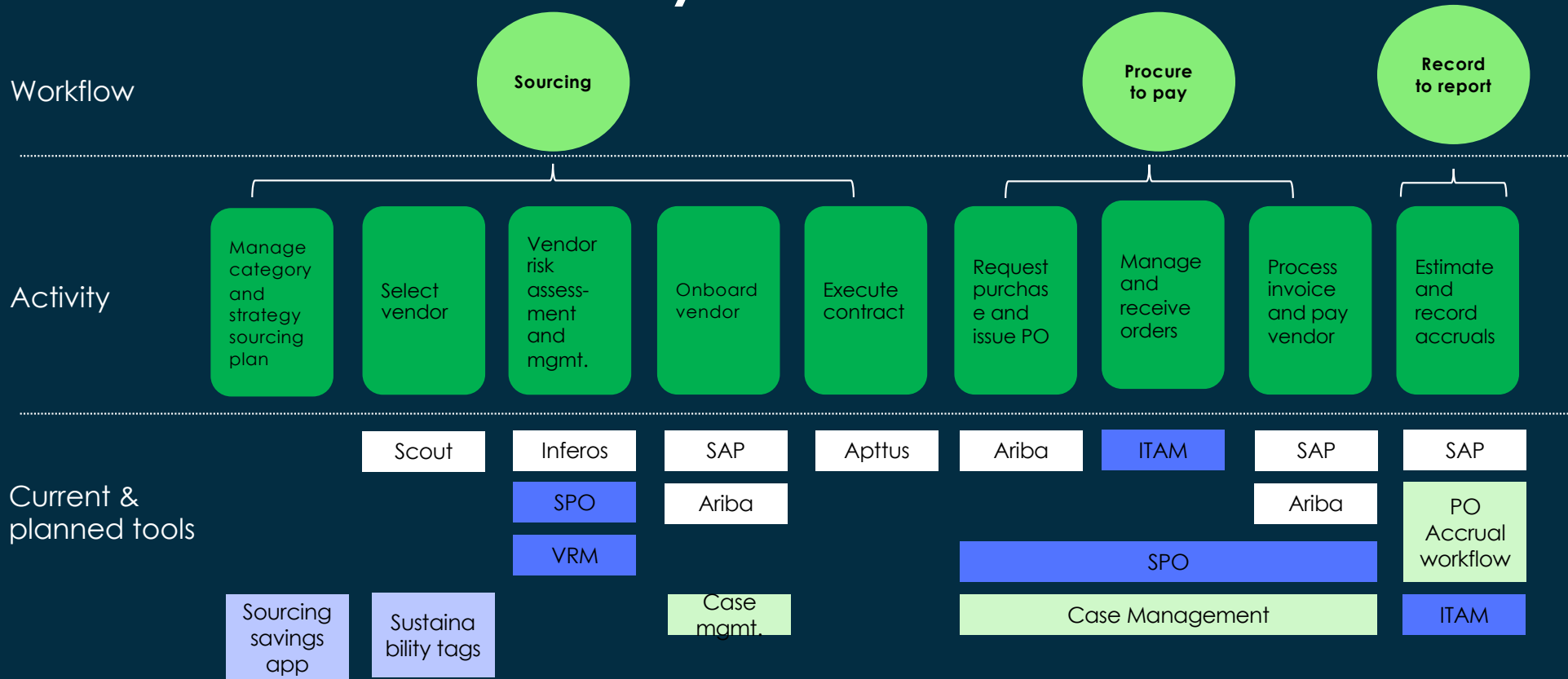


# ServiceNow Finance Workflows

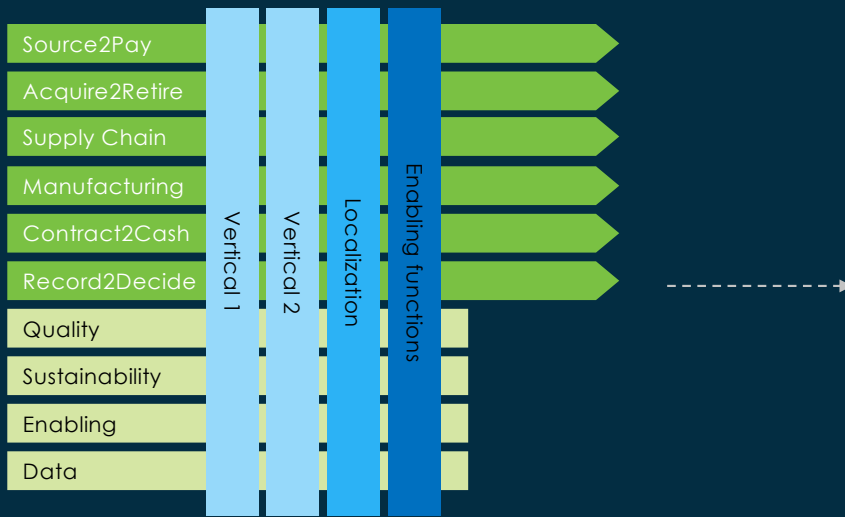
Current state involves disconnected subprocesses and a combination of 3<sup>rd</sup> party systems, NOW and manual work





# Current Support Systems: Source to Procure to Pay to Record




# ServiceNow's Contribution to core Business focus, speed & agility

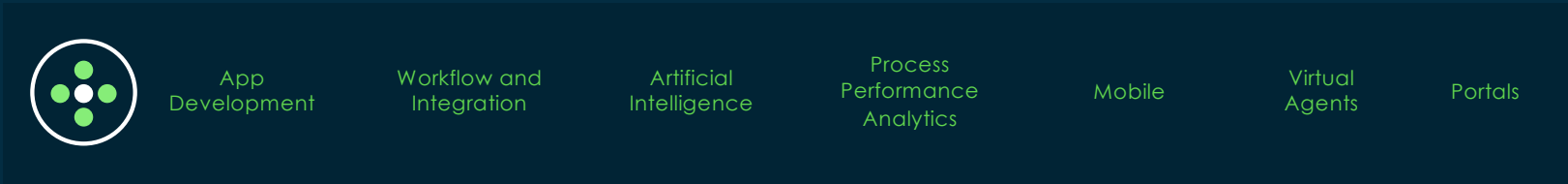


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**Decrease time to value**  
(OOTB workflows, no/low code: e.g., approvals, requests, complex tasks; gaps in S/4H)
- 

**Create consumer grade, omnichannel user experiences**  
(human centric approach with web, mobile, AI assist)
- 

**Maximize efficiency with E2E cross-functional automated workflows**  
(OOTB workflows, integration hub; e.g. month-end close, notifications)



# Our ERP modernization use cases & personas

## Purpose-built apps

- SPO – Sourcing and Procurement Ops
- VRM – Vendor Risk Management
- FRT – Finance Request Tool
- LSD – Legal Service Delivery
- IRM – Integrated Risk Management
- WSD – Workplace Service Delivery
- ESG – Environment, Social, & Governance

## Pre-defined workflows

- AR/AP case management
- SOPs/OP case management
- Invoice exceptions/approvals
- Capex automation
- Master data automation
- Live Agent for collection
- Tax compliance management
- GL account posting
- Customer PO validation
- Vendor onboarding

## Low-code development tools

- Corporate card requests
- Bank account opening
- Bank account closure
- Tax AP payments
- Tax returns filing
- Finance period management
- GL account management
- Cost center management
- Profit center management
- Intercompany funding request
- Online banking support

## Personas

Collection agent

AP agent

Buyer

GL accountant

Tax accountant

Treasury ops

Order management



App Engine



Workflows and integrations



Machine learning, AI and analytics



User experience and feedback



Now Platform®



Reusable data model



Security and compliance



Administration and configuration

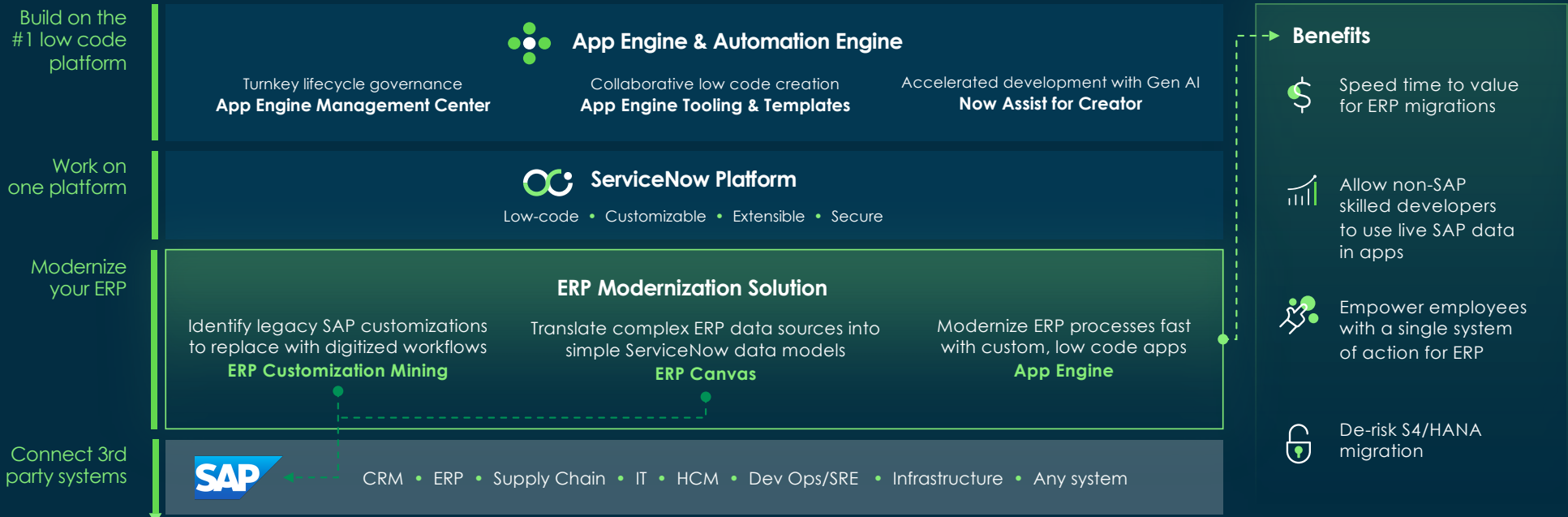


Creator Workflows

**Now Platform**  
The foundation for all workflows

One Platform , One Data Model, One Architecture

# Streamline ERP migrations & modernize your ERP with a single system of action and engagement



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# Thank you!



**Carlos Fernandez Allue**  
Creator Workflows Solution Sales Manager  
at ServiceNow





# Examples

# Strategic Sourcing Savings app

Smartsheet

Tableau

Power BI

SharePoint

Excel

Word

PPT



Centralizes project tracking, savings reporting, contract summary forms & approvals



## Key outcomes

### Employee experience

Reduced toolset and seamless project initiation, execution, and reporting

### Greater efficiency

Manual process automation and elimination of duplicate work for sourcing team

### Real time data

Visibility into savings at individual, team lead, and executive levels

### Transparency

Clear, easily accessible audit trail for deals and contract summaries

# Revenue Request

## The Problem:

Customers and partner teams were sending deal related questions through disparate sources (mailbox, teams, calls). There was no standardization in deal resolution, historical data, or visibility into inquiries.

## Our Solution:

The team built a ticket intake form that centralizes all deal related inquiries. We now have transparency of deal communication, identification of deal trends, quick turn-around on customer and partner questions, transparency and accountability of deal approvals and rejections, and a defined path of deal escalation.



**Built by Revenue Team**



**Time to Build**

**6**

**Months**



## Key Outcomes

### Transparency & Tracking

All deal inquiries can be tracked and analyzed from one central location, resulting in 5 to 1 reduction in communication channels

### Escalation & Resolution

Tickets can be escalated to the right person with built-in accountability and ticket resolution

### Streamlined Experience

Customers and partners have a simple, easy to use platform for all deal inquiries with 100% transparency into status tracking



### Voice of the Customer

*This is a giant step forward towards building a scalable capability that enables enterprise growth with control!*

**- Chief Accounting Officer**

# Tax Portal

## The Problem:

Manual process requires time to gather tax obligation due dates from different sources, track the due dates and status in Excel spreadsheets causing limited visibility to leadership.

## Our Solution:

A new tool created on the NOW platform where the Tax Team can manage their compliance obligation due dates globally and rely on as their single source of truth for overall compliance-related metrics.



**Built by Tax Team**



**Time to Build**

**3**

**Months**



## Key Outcomes

### Reduced Hours

Reduction in hours spent tracking tax obligations allowing tax team to scale

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### Transparency

Improved visibility and insights to accurate, consistent data

### Process Digitization

Automated data collection and calculation + automated workflow of deliverables



### Voice of the Customer

*This app moves us lightyears ahead. I already looked at the analytics today and know more about the state of our global compliance than I have for the last two years.*

**- VP of Tax**

# Compliance and License Notifications

## The Problem:

Our people and office's statutory licenses and compliance renewals must be renewed on a regular basis in accordance with state or country laws. Any delay in such renewals, or if validity lapses, may result in a heavy penalty or non-compliance. Human intervention increases the risk of missing deadlines due to manual processes.

## Our Solution:

This app tracks compliance and license due dates and automatically sends proactive reminder emails to the respective owners before the validity date expires. All associated data is also saved in a single platform for future references, leadership reporting, and audit purposes.



**Built by WPS Team**



**Time to Build**

**10**

**Weeks**



## Key Outcomes

### Data Accuracy

Improved data accuracy with no discrepancies with added visibility of critical document renewals

### Time Savings

Reduction of manual hours (10-15 hrs. per quarter)

### Compliant & Risk-free

Minimizes the risk of missing deadlines and reduces non-compliance and penalties



### Voice of the Customer

*This app takes the risk and worry out of our day and makes what is usually a burdensome process feel effortless for the WPS team!*

**- WPS Team Lead**

# Automating Courier Mailroom Communication

## The Problem:

Critical couriers such as bank, legal, and compliance must reach the appropriate people within a specific time frame. Because of the manual process, there is a possibility of missing timely information or notifications per the defined SLA, which significantly impacts the end user.

## Our Solution:

This app assists in sending timely notifications and reminders in accordance with the defined SLAs, as well as maintaining the mail database with all types of information. The intuitive user interface for entering and updating data also significantly reduces manual hours.



Built by WPS Team



Time to Build

10  
Weeks



## Key Outcomes

### Prompt Notifications

Accuracy in tracking with Prompt notifications and reminders

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### Time Savings

Reduction in manual hours spent tracking mail

### Data Insights

Enables global tracking and mail notifications across all ServiceNow sites



### Voice of the Customer

*This automation has transformed the way we manage our mailroom. The team went above and beyond to deliver an exceptional experience for our employees.*

- WPS Director

# Finance Citizen Development: Dreaming Big with Low Code

## Engagement

# of People Trained

**150**

27% of Finance Org

**15 Super Users**



**2 Annual Events**



Ideathons & Hackathons

**Monthly Community Sessions**



Going **2** years strong

## Development

# of Apps Developed

**30+**



**10 Microsites**



Knowledge sharing and better user experiences

## Impact

**Sourcing Savings App**



Manages sourcing projects and centralizes savings tracking and reporting, contract summary forms & approvals

**Revenue Request App**



Manages 5000+ deal communications per quarter, reduces communications channels from 5 to 1, and increases transparency and knowledge sharing

**Compliance and License Notifications App**



Reduces manual work by 15 hours per quarter while reducing risk of non-compliance and penalties



# A Multinational Professional Services Co.



## Solution

DSO (Days Sales Outstanding) Tracking



## Industry

Professional Services



## Employees

300K+

## Use Case – Accounts receivable (AR) management

The company's finance department wanted an efficient way to reduce their DSO (Days of Sales Outstanding) in their billing cycle. The DSO custom app was built on App Engine to measure how quickly the company could move bills through its billing system, with ServiceNow as the system of engagement connecting directly with SAP. By tracking and monitoring its billing velocity, finance was able to take 20-30 days out of the DSO process in less than 6 months.

**20%**

Days Sales Outstanding reduced

**40%**

Increase in productivity

Less headcount, no overtime in finance

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# A Professional Services Company



## Solution

Self-service Digital Invoicing



## Industry

Professional Services



## Employees

620,000+

## Use Case – Enterprise low-code citizen application development platform

This existing ServiceNow customer (since 2016) was already receiving significant business value from building custom applications with App Engine. They had built over 70 mission critical low-code custom apps throughout the company. These applications spanned from simple to complex and included integrations with SAP and Salesforce to completely overhaul their Digital Invoicing processes as an example. They were shown the advantages of the latest on App Engine, and for various more complex use cases involving cross enterprise group requirements and functionality, they decided to invest in Creator Workflows (App Engine + Integration Hub) with an unrestricted enterprise-wide agreement. This professional services company also seeks to create a ServiceNow Center of Excellence.

**70+**

mission critical  
custom apps  
deployed

**\$20B+**

invoices  
distributed in 15  
months

**3 days to  
10 min**

for delivery


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# A Sustainable Agricultural Solutions Company

 **Solution**  
Enterprise Service Experience

 **Industry**  
Agrochemical Food Systems Manufacturing

 **Employees**  
7,400+

## Use Case – SAP Modernization

A recent acquisition fueled this company's need for better efficiency across all geographies and functional units. They looked to solve 1) repetitive and manual tasks 2) inconsistencies in data accuracy 3) limited reporting and 4) limited operational visibility. Various emails/ correspondences and manual document creation led to widespread employee dissatisfaction in performing mundane and repetitive work daily. Employees were manually retrieving data from SAP and other 3<sup>rd</sup> party systems, and this created production delays and inaccuracies. Through a Shared Services model they addressed these issues, choosing Creator Workflows' low-code App Engine to deliver custom applications. Finance, logistics, procurement and HR benefited quickly with 50+ custom low-code apps. These apps include logistics exporting/importing, direct/indirect procurement, delivery expediting, finance order to pay, asset disposal/transfer, as well as HR onboarding. App Engine is the common modernization engagement layer on top of bi-directional integrations with SAP ERP for Finance and Master Data Management. The gains are significant!

**1 week to 1 day**  
reduced shipment processing

**3 hours to 30 mins**  
order fulfillment processes

**50+**  
custom low-code apps

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# A Global Reinsurance Company



**Solution**  
Procure to Pay



**Industry**  
Financial Services



**Employees**  
14,500

## Use case - Streamlined budget to pay process

Powered by ServiceNow, this organization's ContactOne portal combines 7 service centers into a single, centralized destination serving 170 business services. It covers 90% of business services across the enterprise — encompassing HR, legal and compliance, IT, communications, global business solutions, corporate real estate, finance operations, customer experience, and digital delivery departments. One ContactOne workflow was built on App Engine and Integration Hub to automate the end-to-end process from budget planning to raising the PO to finally paying the vendor, orchestrating actions between ServiceNow, Coupa procurement and SAP financials.

Efficient and fluid experience for employees with end-to-end procure-to-pay

**1,000+**

Hours saved annually for greater productivity

High data quality with reduced swivel chair across Finance & Procurement

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# A Multinational Conglomerate



**Solution**  
Global Shared  
Services



**Industry**  
Multinational  
Conglomerate



**Employees**  
400,000

## Use Case – Enterprise service management

This conglomerate is going through a digital transformation journey. They are finding that cost efficiency mandates are hard to meet with redundant services being delivered across disconnected functional silos. One of the key initiatives is to create a new Global Business Service (GBS) framework for the 6+ companies.

ServiceNow will be their single platform of action to accelerate Finance Digitization. First, they'll focus on automating the procure to pay process, where the ServiceNow platform will be used to connect and integrate with their invoicing system, to streamline the procurement process and reduce human error for an estimated 595,000 invoices over the next year. They will utilize Creator Workflows: Automation Engine (RPA & Integration Hub), Document Intelligence and App Engine to fulfil this end-to-end process.

The solution will facilitate cross-departmental collaboration with a unified portal serving as the foundation to quality employee experiences with an expected 70% faster ROI compared to alternative approaches. It will help them to "migrate" existing legacy workflows to the new GBS framework with agility. They will be able to automate repetitive processes to reduce manpower, improve accuracy, increase speed while also reducing costs.

**595K**

invoices  
automated

ROI  
achieved

**70%**  
faster

**50+**

processes  
digitized

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# A Multinational Commodity Trading Company

**Solution**  
Requesting a New Profit Center

**Industry**  
Mining / Commodity

**Employees**  
135,000

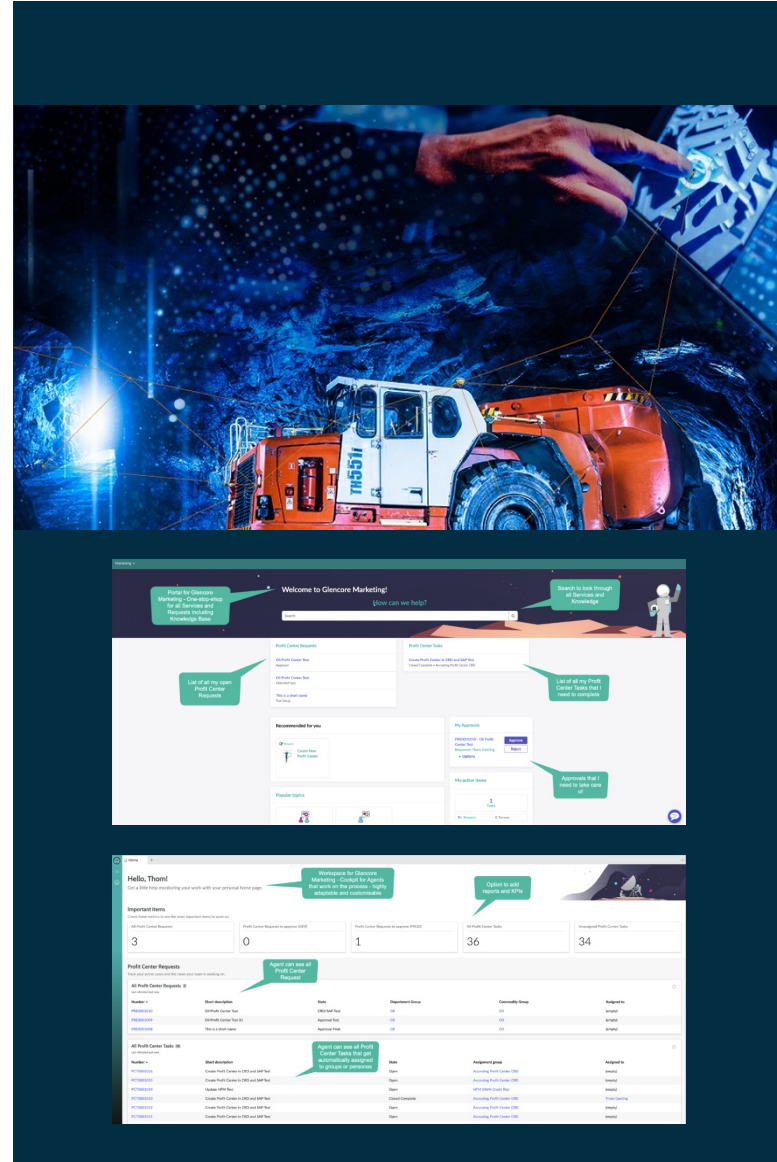
## Use Case – Modern engagement layer

This company's Marketing division had many data management processes to automate due to inefficient and time-consuming steps. Their SAP CoE team took on the challenge and built an initial app, *Requesting a New Profit Center* with **App Engine**. Once an employee requests the creation of a new profit center, it automatically becomes available within SAP to charge against. The process is triggered via a custom low code app in a service portal with many domain/business specific characteristics. Impressed by the ease of use, speed of development and flexibility in creating and automating such mission critical data management tasks, they determined custom low code apps could be developed in 1/3 of the time it took to develop with alternatives. Moving forward the CoE will leverage **Creator Workflows App Engine** to automate their SAP Master Data updates, including updates for GL Accounts and Legal standard data. This helps enable tracking of the work and viewing the status of any process, including the ability to audit from end to end. In the future, **App Engine** will be used in other LoBs to launch a *Citizen Development* program with the governance capabilities provided in **App Engine Management Center**.

**75%**  
savings in  
development  
time & cost

**Simplifying**  
SAP  
master data  
management

Citizen  
development  
w/  
governance



# A Government Defense Agency



## Solution

Layer of Engagement



## Industry

Public Sector Defense



## Partner

Accenture



## Employees

26,000

## Use Case – SAP modernization

This agency has goals to modernize and innovate. They were already successful in rolling out a low-code **App Engine** Citizen Developer Program that empowered all employees to automate mission activities. In 2022 came a mandate to begin using G-Invoice, a central invoicing system. They turned to Creator Workflows as the SAP Modernization agile Layer of Engagement for all new workflows to be built both into and out of the new system. They “wrapped SAP” with **App Engine** to let users interact with the G-Invoicing processes through ServiceNow instead of through SAP directly, driving a more efficient engagement layer for employees. In addition, since there are no API's other than read-only into this system, **Automation Engine** is being used to integrate this agency's UiPath RPA bots with the Integration Hub spokes. A key partnership with Accenture helped build the new solution.

<9 months

to build the  
solution

30-40 UiPath  
bots

integrated

Reduced  
cost of training

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# A Multinational Electric Utility Company



## Solution

3 custom apps for HR Transformation



## Industry

Energy, Utilities



## Employees

6,000

## Use Case – Modernize HR Systems of Records

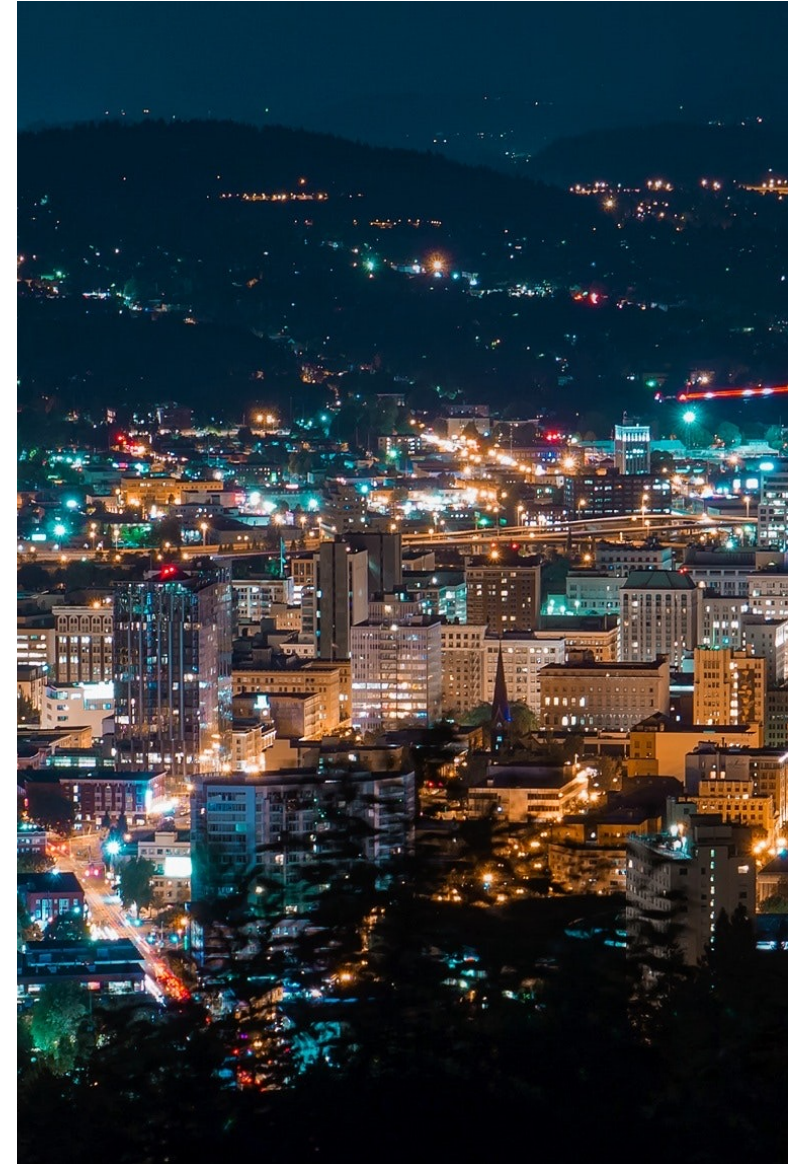
The company leverages App Engine to “Go Green” internally and modernize their enterprise HR and back-office systems in SAP. Three showcase apps include **1) Employee Self-Service Portal** to view, manage, and update employee info in SAP; **2) Employee Training Bookings** to manage the procure-to-pay process for their training sessions and stay within corporate policies; **3) Digitization of Performance Evaluation** to automate the end-to-end process with SAP HR, Finance and Payroll.

Happier employees with frictionless access to their own HR data

Much improved user experience compared to SAP

Fewer data errors, speed of resolution at which tasks are completed

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# A Global Technology & Business Services Firm



## Solution

Finance Chargeback App &  
Finance Change Control App



## Industry

Technology Services



## Employees

1,100

## Use Case – SAP modernization & low-code app dev platform

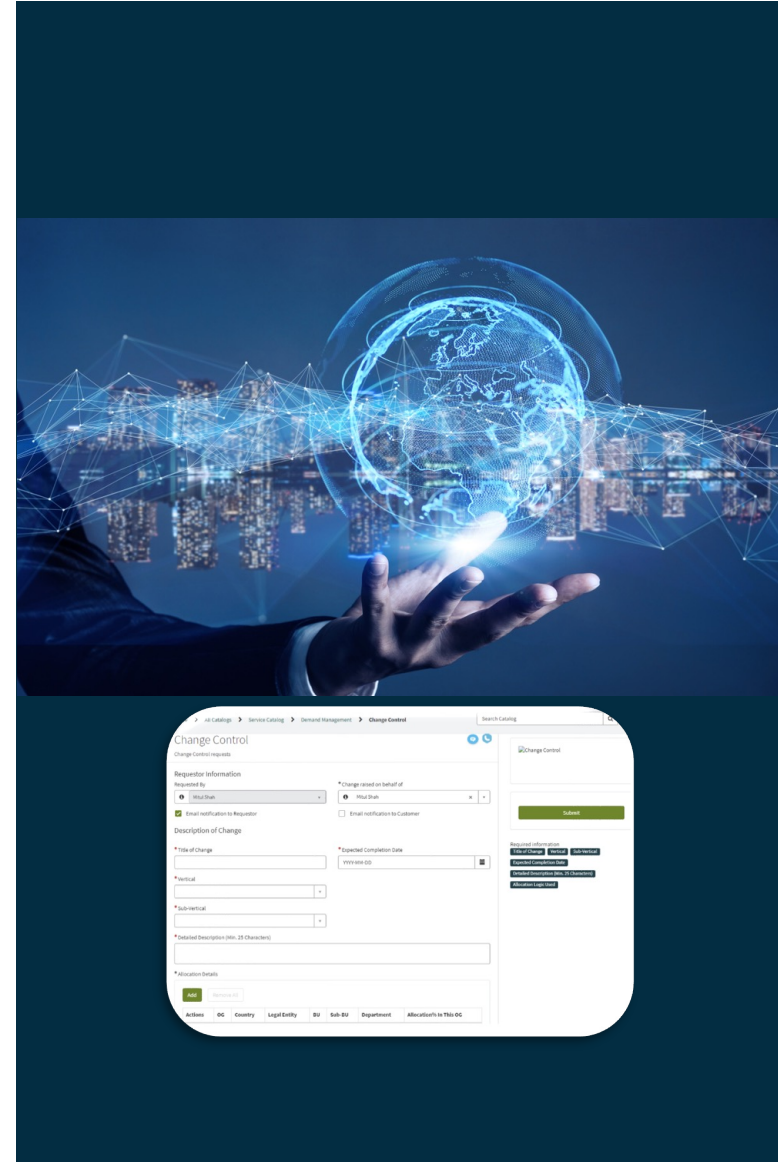
This firm's journey started with **Technology Workflows: ITSM** and **ITOM** in 2019. In 2022, the organization went through an IT division transformation. There were a variety of automations running in isolation in different corners of the organization, with no central control portal or governance. SAP was a legacy ERP system with a lot of manual and custom processes. They chose **ServiceNow's Creator Workflows** to address their low-code app dev, governance, SAP/ERP modernization and automation management needs, and provide a modern engagement layer on top of their SAP environment. **Creator Workflows** now provide a single orchestration layer and enterprise service management portal to manage and monitor activities across the enterprise. **App Engine** and **Integration Hub** are used to rapidly modernize their SAP systems for low-code custom app use cases: *Finance Chargeback App* and *Finance Change Control App*. **Automation Engine RPA** is used to address: *SAP Batch job Automation*, *Non-SAP job Automation*, *SAP password reset*, and *SAP Job Monitoring*. This job consolidation and modernization effort will include the automation and orchestration of more than 20,000 SAP batch jobs and increase the efficiency and management of jobs across all business units.

Increased  
speed  
of app  
delivery

Reduced  
asset spend

Faster  
reporting  
& resolution  
of incidents

serv






# A German Chemical & Consumer Goods Co.

 **Solution**  
Shared Service Portal

 **Industry**  
Consumer Packaged Goods

 **Employees**  
53,000

## Use Case – Enterprise Shared Services

The company built out a Shared Service Portal with App Engine, eliminating multiple other workflow systems including a legacy portal on IBM BPM system, to manage all requests, incidents and tickets across sales, marketing, service, vendor management, finance, and master data management. This portal has become its primary employee-facing request management solution for everything except for HR, which is on an independent system for now. Many custom apps are deployed to the portal including “Scrap Management” for waste material management in their beauty, laundry, home care and adhesive business units.

Ease of integration with

**SAP & MSFT**

Services shared across

**3**

major business units

**6**


Different request tools consolidated

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# A Japanese Chemical Manufacturer

 **Solution**  
Enterprise Workflow Platform

 **Industry**  
Manufacturing (Chemical)

 **Employees**  
20,000+

## Use Case – SAP modernization

This fine chemicals company is migrating from SAP ECC on-prem, their core system, to support critical business functions to SAP S/4HANA in the cloud. As this solution is not linked to their additional mission critical information systems all communications & inquiry management between IT and the individual BUs were supported by e-mail and shared Excel documents. As a result, they've incurred repetitive data input and manual work leading to massive process inefficiencies for their employees. By leveraging Creator Workflows as the engagement layer on top of SAP, this organization does not have to wait to modernize their core business processes and gain efficiencies until their S/4HANA migration is complete. They will use low-code App Engine as a strategic app development platform for safe and rapid deployment of innovation to the business. Automation Engine, will drive the integration to SAP & other systems to address their SAP modernization for their business workflows across all functions such as Finance, Procurement, Production, Quality Management, Supply Chain and Sales. With plans to expand low-code app dev to a citizen developer program in the future.

**65+**  
custom workflow applications

Easy-to-use UI and fine-grained workflow functions

Streamlined operations for improved employee experiences

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# A Philippine Telecommunications Company



**Solution**  
ONEHub



**Industry**  
Telecom



**Employees**  
19,000+

## Use Case – Enterprise service management

This telecommunications company has been a ServiceNow customer since 2018, starting with Technology Workflows and expanding to Employee and Customer Workflows. They were seeking a low-code custom application development platform to support their new Digital Acceleration Center (DAC), which would help quickly deliver business applications to the organization. This and the need for an internal Citizen Developer capability to build and automate their own low-code apps led them to select Creator Workflows App Engine.

The company built OneHub to replace their legacy Lotus Notes applications and improve OOTB functionality. OneHub provides them with an end-to-end enterprise service management portal for all corporate services: Revenue Office, Network Group, Finance, and HR. New workflows have modernized the ERP experience through integration with SAP S/4HANA. The company has started their Citizen Development journey by building a Citizen Dev CoE and organizing enablement sessions for key business users.

Enterprise-wide service portal

Lotus Notes apps replaced

**90**  
employee services delivered

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# An Energy & Chemical Company



## Solution

SAP Orchestration Layer



## Industry

Energy



## Employees

30,000+

## Use Case – Enterprise low-code SAP modernization platform

A global integrated energy and chemical company already on Technology Workflows wished to optimize and digitize its manual, inefficient Capitalization Lifecycle to improve the quality of inputs, efficiency, and unlock capacity in their financial statements in SAP. Standardization across the interfaces and processes was a critical requirement. They chose **App Engine** to enable the Program and Finance teams to focus on data analysis instead of manual, non-value add work through digital forms, data validation, and efficient workflow technology and seamlessly integrate with SAP. Low-code **App Engine** improved process triggers and business interfaces, enhanced movement and coordination of work, enhanced governance, efficiently managed workload, and provided automated data updates.

### Enhanced

governance &  
coordination of  
work

### Faster time to value

w/  
standardization  
of processes

### Enterprise speed & scalability

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# An Australian Office Supply Retailer



## Solution

SAP Orchestration Layer



## Industry

Retail



## Employees

10,000

## Use Case – Enterprise low-code SAP & ERP modernization platform

This customer started with ServiceNow ITSM, ITOM, and SPM in 2012. In 2022, still in an on-premise version of SAP ECC, they needed to migrate to the cloud-based SAP S/4 HANA. Their migration was impeded however, suffering from backlog of new app demands due to the over-customization they had performed to their SAP ECC environment over the years, particularly around backend maintenance, financial management, and procurement.

They chose **App Engine** and **Automation Engine** as the foundation to their new solution to ensure that all their automation needs, as well as customizations identified from their legacy SAP deployment, are discovered and implemented on a unified and governed low-code services platform to suit the needs of a modern-day enterprise organization. This provides a single orchestration layer that removes all the complexities from their existing deployment of SAP ECC. Additionally, this will provide a consistent user experience for ERP-centric workflows. As they eliminate the customizations from their legacy SAP ECC deployment, it will also reduce the effort needed for the actual migration of their SAP deployment to S/4HANA, producing hard dollars savings with their SAP migration.

Increased  
speed  
of app  
delivery

Empowering  
business  
developers

Reduced  
maintenance  
& improved  
processes

service



# A Manufacturer of Construction Equipment

 **Solution**  
Performance Auditing

 **Industry**  
Manufacturing  
(Construction & Mining)

 **Employees**  
2,000

## Use Case – Modernizing SAP experiences

This manufacturer was looking to automate and modernize. Their distribution centers process millions of parts. Any mis-counts, missing, or lost parts on inventory has costly repercussions. They currently address this via a manual and paper-based method (staff who inspect orders to ensure accuracy between the SAP Warehouse Management System and what is actually on the order bundle). This data is captured in an Excel spreadsheet which makes reporting almost impossible to produce. They chose Creator Workflows App Engine to build a new custom digital workflow, Performance Audit. The solution includes a native mobile interface for Supervisor Escalation Notices and Coaching Loop Tasks to drive best practices. Future plans call for expanding their citizen developer program and exploring use of Creator Workflows to modernize their SAP experiences.

Citizen  
development  
at scale

Easier  
low-code  
development

Add value  
to SAP  
install


servicenow.



# An American Packaging Company

 **Solution**  
Flexible LCAP

 **Industry**  
Manufacturing

 **Employees**  
21,000

## Use Case – Enterprise low-code SAP& ERP modernization platform

This packaging company has been using **ServiceNow** since 2014 with **Technology** and **Employee Workflows**. In 2023, they are faced with the challenge of modernizing their legacy SAP ECC platform to align with their upcoming SAP S/4 HANA upgrade. They lack visibility into the customizations built into SAP over the years and have an outdated and inefficient employee user experience.

They chose **App Engine Clean Core ERP (SAP)** customization scanning and the rapid and flexible low-code capabilities of **App Engine** to provide a single shared services engagement layer. This easily identifies the locations, functionalities, and usage of their custom code, eliminating the uncertainty surrounding existing customizations. This visibility empowers them to make informed decisions during the S/4 migration, identifying critical customizations and determining which to optimize or retire. With the low-code dev capabilities of App Engine, they can simplify the identification, assessment, and documentation of custom code, reducing the reliance on developers while continuing to drive innovation. App Engine enhances the user experience by automating processes across business departments, improving efficiency, and providing a seamless and intuitive experience. This solution saves time, effort, and minimizes the risk of missing critical customizations during migration, ensuring a successful transition and future.

**Greater speed & agility**  
for app dev

**Enterprise scalability**

**Streamline code management**



# An International Banking Group



## Solution

Financial Service Management App & Finance Portal



## Industry

Financial Services



## Employees

3600+

## Use Case – Enterprise service management

With 1,700+ branches in 68+ countries, this bank embarked on an internal Finance Transformation program, starting with the Global Finance Operations team to digitize all of their employee financial case management processes. Having seen the success of its Employee Service Center Portal on ServiceNow HRSD, the bank built the **Finance Service Management app** on App Engine and deployed it to its new **Finance Portal**. With this app, its 3600+ employees can ask for changes to their internal finance-related requests. The finance staff now services these requests and makes changes the same way HR staff services HR requests. With it, the bank has shifted its operations from dedicated to shared support with a tiered-service model where Finance provides its various business partners with different levels of service. Requests cover financial reporting, invoice payments, travel expenses, global finance functions, and supply chain management. This solution easily integrates with systems like SAP and Ariba.

### Accelerated transformation

New tiered finance service model

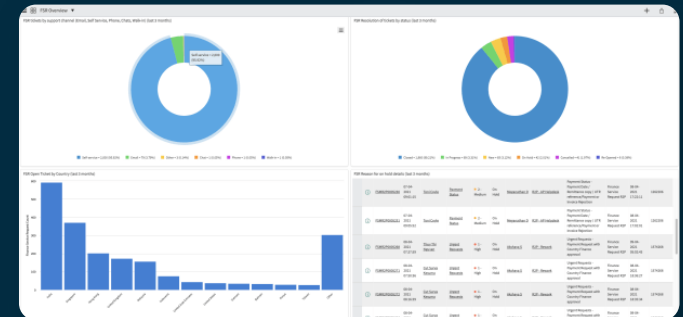
### Streamlined operation

One unified system for Global Finance

### Greater productivity

Single service portal for employees

servicenow.





# A Multinational Professional Services Network



**Solution**  
Compass



**Industry**  
Professional Services



**Employees**  
265,000

## Use Case – Client risk, compliance & engagement platform

Core to this customer's business is determining the risk of how and where they can work with clients. To accomplish this for each customer and project, a series of manual processes, leveraging legacy systems were in place. This mandatory mission critical process - *Compass*, is wasting weeks of time on-boarding clients and delaying new work with current clients. It impacted their brand and slowed revenue recognition. It also puts them at risk of regulatory fines for not adhering to certain standards and laws.

They chose **ServiceNow** as their modern platform to migrate *Compass* with a **Creator, Customer and Risk/Technology Workflows** solution. This new solution provides a consistent, engaging and efficient user experience for their 265,000 employees that is quick and simple to operate and will help audit and bill clients. **Creator Workflows App Engine** provides the low-code custom app capabilities to build the user experience and processes with subject matter experts driving, as well as provides citizen development governance over all new business processes/rules and ensuring proper access controls. **App Engine Clean Core ERP** will also provide easier, faster work-flowing and engagement for billing in SAP systems.

Soon, they will also tackle replacing 20+ other legacy applications that are at risk and bring them onto and into this full lifecycle experience platform.

**Platform governance**

to ensure regulatory compliance

ser

**Reduced complexity**

of IT landscape

**Global & local**

policy alignment



# A Japanese Multinational Manufacturer



## Solution

SAP ECC Accounting Workflows



## Partner

STS



## Industry

Heavy Equipment,  
Automotive, Defense



## Employees

36,000

## Use Case – Modernize digital experience for SAP

This manufacturer has invested heavily in on-premise SAP ECC, with information siloed in multiple locations. In addition, inefficient manual journal entries in accounting and non-standardized, paper-based manual workflows are hindering the digitization of their business. In order to streamline these processes, they utilized Creator Workflows App Engine to automate manual workflows in SAP peripherals. Workflows such as accounting, receipts, remittances, and bill of materials are automated as standard processes across the enterprise, along with an improved ticket-driven user experience. The solution leveraged SOAP Action as it was prior to the release of SAP Spoke and replaced a legacy accounting approval system and custom operational data store (EXCEL).

### \$ Millions

Saved and less risk  
when moving to  
S/4HANA

### Better governance

Through process  
standardization

### Greater visibility

Real-time insight  
into tasks & unified  
dashboards

servicenow



# A Japanese Multinational IT Services Provider



## Solution

Enterprise Service Center  
Portal



## Industry

Information  
Technology



## Employees

130,000+

## Use Case – SAP modernization

Both a customer and a ServiceNow integration partner, this organization sought to be “customer zero” in their effort to overhaul and modernize their outdated and inefficient custom SAP apps with a new low-code engagement layer using App Engine. This enterprise-wide initiative, called “RightNow!”, will drive internal DX acceleration with modernization and digitization of their manual business processes throughout the company. This initiative will bring together new digital services for all employees (including IT, HR, and other business services) into a single Enterprise Service Center Portal. In addition, they aim to introduce a low-code citizen development program. With App Engine as their low-code engagement layer, individuals outside IT can quickly respond to app dev needs in various parts of the company.

Finally, this organization is going to market with a Creator Workflows SAP Engagement Layer Modernization solution, leveraging their own internal success to help their customers gain more value from SAP.

**Better  
experience**

For over 80,000  
employees

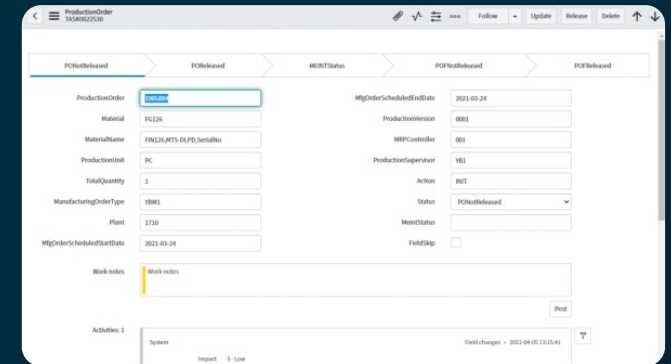
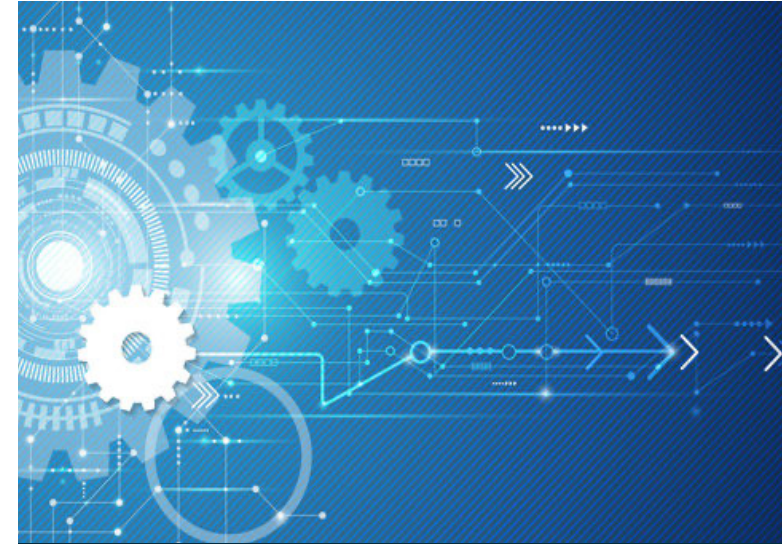
**\$560M**

Potential cost  
savings over the  
next five years

**Streamline  
operation**

With “One Stop  
Portal”

servicenow



# A Large Oil and Energy Company



## Solution

Service Request Platform



## Industry

Oil & Energy



## Partner

Unikomm - EY



## Employees

66,000

## Use Case – SAP modernization

This oil and energy company was managing all service requests through SAP, and faced challenges on this platform across various areas, including customizations, integrations, maintenance, and upgrades, leading to slow implementations and increased costs. They prioritized their digital transformation, choosing **ServiceNow's Technology** and **Creator Workflows** as their new solution. They are initially focused on the Employee User Experience with the combination of **ITSM**, **App Engine**, and **Automation Engine** to revamp and tailor their extensive service catalog, encompassing both IT and non-IT services, providing an enhanced engagement layer for a more efficient service request process. The new solution streamlines integrations with other internal systems and creates automations with legacy systems with **RPA** to maximize efficiency and simplify maintenance. They will start by rolling out 800 services, with the expectation of accelerating the service development cycle with low-code app dev and improving request-to-fulfilment time, enabling them to scale up to a portfolio of 6,000 services.

End to end  
visibility

Reduced  
business silos

w/ integrations

Faster time  
to value

w/ pre-built  
workflows

serv



# A Global Security and Aerospace Company



## Solution

Low-code Development Platform



## Industry

Aerospace & Defense Technology



## Employees

110,000+

## Use Case – Modern workflow

This organization has been leveraging Creator Workflows App Engine to build custom apps to drive their aerospace innovation since 2018 in certain LoBs. Manufacturing and supply chain issues were however still being addressed differently in many different business units. With the need to drive a larger enterprise-wide program, this organization leveraged low-code App Engine to enhance their ability to focus on mission-critical work by reducing the manual, redundant tasks they perform with a modern workflow that intelligently manages task flow, measures and monitors processes and metrics. Every low-code app built can tie together automation, AI/ML, SAP ERP systems, partners, engineers, factory workers and supply chain into a single workflow system.

No Coders, Low-Coders and Pro-Coders are now able to leverage Creator Workflows to build a single view into their process to maximize efficiency and effectiveness of both staff and resources. This gives them the ability to optimize and adapt, eliminate the silos and automate solving issues.

**88,000**

man hours saved  
per year

Streamlined  
operations  
to a single  
workflow

**Making  
work lives  
better**

servicenow

