

# ServiceNow Source-to-Pay Operations by Genus Technologies

**Break down silos across procurement, suppliers, contracts, and Accounts Payable with intelligent connected workflows.**

## Quick Overview:

- **One Connected Experience:** Bring procurement, supplier, contracting, and AP processes together through ServiceNow.
- **Simplify & Automate:** Reduce manual handoffs, inquiries, and disconnected processes with guided workflows and AI-assisted execution.
- **Integrate with Your ERP:** Connect ServiceNow with existing ERP, procurement, supplier, and finance systems for end-to-end orchestration.
- **Improve Visibility:** Gain greater transparency into purchasing, supplier activity, contracts, invoices, and process performance.
- **Accelerate Time to Value:** Leverage Genus' ServiceNow, finance process, and integration expertise to modernize Source-to-Pay operations.

## Overview

ServiceNow® Source-to-Pay Operations helps organizations reduce friction across sourcing, procurement, supplier management, contracting, invoice support, and purchasing inquiries. It complements systems of record by providing an engagement interface that unifies people, processes, and technology across the full source-to-pay lifecycle.

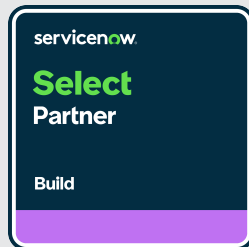
## Business Challenge

- > Siloed procurement, finance, supplier, and shared service teams working across disconnected systems.
- > Manual handoffs, duplicate activity, and limited visibility into status, ownership, and service-level performance.
- > Inconsistent buying experiences that reduce employee productivity and increase inquiry volume.
- > Limited transparency into supplier onboarding, supplier risk, contract lifecycle activity, invoice inquiries, and procurement operations.

## Solution Capabilities

| Capability Area                              | What It Enables                                                                                                                         |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Supplier Lifecycle Operations</b>         | Supplier onboarding, supplier case management, and improved supplier performance visibility.                                            |
| <b>Sourcing &amp; Procurement Operations</b> | Procurement case management, sourcing operations, procurement operations, and a streamlined front-door purchasing experience.           |
| <b>Contract Management Pro</b>               | Connected contract lifecycle management to reduce manual contracting work, accelerate sourcing, and mitigate risk.                      |
| <b>Accounts Payable Operations</b>           | Invoice processing and invoice inquiry management to improve transparency, accuracy, and responsiveness.                                |
| <b>GenAI and Guided Experiences</b>          | Conversational intake, process summarization, knowledge access, playbooks, and process tracking to improve self-service and compliance. |

Genus brings ServiceNow expertise, finance process knowledge, and ERP integration experience to turn Source-to-Pay Operations into measurable business results.



## About Genus Technologies

Genus Technologies helps organizations modernize finance and supply chain operations through intelligent Finance Process Automation (FPA). With 25+ years of integration and automation expertise, Genus connects ServiceNow, AI, intelligent document processing, and enterprise systems to create more efficient, connected workflows.

From Source-to-Pay and AP automation to ERP/SAP integration, Genus combines technical expertise with finance process knowledge to reduce manual work, improve visibility, and deliver measurable business outcomes.

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## Expected Outcomes

- > Accelerate purchase requisition to purchase order cycle times.
- > Increase capacity and scale across procurement teams.
- > Improve invoice match rates and reduce invoice inquiry workload.
- > Increase transparency, consistency, and compliance across source-to-pay operations.
- > Improve employee purchasing experience and supplier collaboration.
- > Reduce fraud risk, strengthen cash flow visibility, and increase spend under preferred contracts.

## Representative Metrics

| Metric                        | Illustrative Impact                                                                                                     |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>PR-to-PO cycle time</b>    | Up to 2x faster cycle times through guided intake, workflow automation, and process orchestration.                      |
| <b>Procurement team scale</b> | Up to 2x scale by reducing manual work and improving case-based execution.                                              |
| <b>Spend improvement</b>      | Approximately 3% lower spend through better contract usage, discount capture, and negotiated savings.                   |
| <b>Invoice matching</b>       | Up to 90% invoice match rate with improved invoice processing and inquiry management.                                   |
| <b>Employee experience</b>    | Improved purchasing experience through a single front door, self-service status visibility, and reduced inquiry volume. |
| <b>Deployment timeline</b>    | Average deployment timeline of approximately 18 weeks, depending on scope and integration complexity.                   |

## Genus Delivery Approach

1. **Discover:** Assess current source-to-pay pain points, systems, stakeholders, inquiry volumes, cycle times, and automation opportunities.
2. **Design:** Define target workflows, intake channels, case models, integration points, governance, reporting, and success metrics.
3. **Configure:** Build ServiceNow workflows, forms, playbooks, knowledge content, process tracking, and role-based experiences.
4. **Integrate:** Connect to ERP, procurement, supplier, contracting, and finance systems where required.
5. **Adopt:** Train teams, enable change management, measure outcomes, and expand capabilities across the source-to-pay lifecycle.

## Recommended Next Steps

- > Validate priority source-to-pay use cases and target business outcomes.
- > Identify the initial implementation scope across supplier lifecycle, procurement operations, contracting, or accounts payable.
- > Confirm integration needs with ERP, procurement, supplier, and finance systems.
- > Define baseline metrics for cycle time, inquiry volume, invoice matching, compliance, and user satisfaction.
- > Develop a 30-, 60-, and 90-day implementation roadmap.