

ServiceNow + SAP: Modernizing Source-to-Pay with a System of Action by Genus Technologies



Transform the way your organization works with a smarter, faster, and more intuitive approach to source-to-pay.

Quick Overview:

- **Modernize SAP without disruption** using ServiceNow as your system of action.
- **Streamline source-to-pay workflows** with guided processes that reduce friction for employees and suppliers.
- **Accelerate ERP modernization** by keeping SAP clean while extending intelligence automation, and UX through ServiceNow.
- **Improve data quality and governance** with consistent integrations, approvals, and audit trails.
- **Reduce operating costs** by consolidating tools, simplifying training, and lowering SAP customization needs.

Overview

Genus Technologies helps organizations modernize Enterprise Resource Planning (ERP) execution by using ServiceNow as the system of action layered on top of SAP. This approach maintains a clean ERP core keeping your technology as close to its standard functionality as possible, while accelerating innovation, improving user experiences, and reducing technical debt.

Business Challenge

ERP systems like SAP excel as systems of record but are not designed for dynamic, human-centered workflows. Customizing these environments to handle supplier collaboration, PO changes, approvals, or invoice disputes can be costly, slow, and risky.

Customizing SAP specifically for complex Source-to-Pay workflows often introduces challenges that extend well beyond the initial project. These initiatives frequently require specialized third-party integrators, add layers of custom code that become difficult to maintain, and create solutions that are harder to upgrade with new SAP releases.

Over time, this increases operational risk and reduces an organization's ability to stay agile and current. Organizations need a modern way to automate and orchestrate source-to-pay (S2P) processes without disrupting SAP.

The Genus + ServiceNow Solution

Genus enables organizations to extend SAP through ServiceNow's workflow, AI, and experience layers. With standard integrations and a clean-core strategy, organizations can:

- > Streamline procurement, supplier management, and AP workflows
- > Improve cycle time and data quality through guided processes
- > Reduce SAP over-customization and technical debt
- > Elevate employee and supplier experiences
- > Lower training, support, and operating costs

Genus Technologies helps you extend the power of SAP with ServiceNow – unlocking modern workflows, integrated AI, and a clean-core strategy that accelerates ERP modernization without the complexity.

Deliver better experiences, streamline operations, and drive measurable impact across procurement and accounts payable.

About Genus Technologies

Genus Technologies is a systems integrator with over 25 years of experience in solving complex digital transformation challenges. Genus has a proven track record of delivering successful projects in digital experience, process transformation, content services, intelligent document automation, and digital asset management for leading organizations across industries including finance, insurance, healthcare, manufacturing, logistics, and government.

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Key Capabilities

- > Modern UX for procurement and AP teams
- > AI Agents for autonomous and assisted S2P tasks
- > Standard integration patterns for rapid deployment
- > Real-time or on-demand data synchronization with SAP
- > Intuitive supplier and employee self-service

Example Scenarios

- > PO creation, edits, and status tracking across ServiceNow and SAP
- > Supplier information updates synchronized across systems
- > Invoice visibility and collaboration for employees and suppliers
- > Virtual Agent queries to SAP or Ariba catalogs
- > Automated credit memo creation when negative receipts occur

Business Outcomes

- > Speed: Faster procurement and AP cycle times
- > Adoption: Users operate in ServiceNow instead of SAP screens
- > Cost: Lower total cost of ownership through consolidation
- > Risk: Better governance with complete audit trails

Reach out to sales@genustechnologies.com to learn more.

