

# The Executive Guide to Supply Chain Logistics in ServiceNow

An Expert Guide

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# The Executive Guide to Supply Chain Logistics in ServiceNow

Supply chain logistics are the backbone of any business. Your supply chain's efficiency, reliability, and visibility can significantly impact your bottom line.

In this guide, we'll explore how ServiceNow can transform your supply chain logistics, addressing the common pain points, leveraging modern workflows, and guiding you on where to begin.

ServiceNow? You likely know ServiceNow as a cloud-based platform for IT workflows. What the heck do they have to do with the supply chain?

ServiceNow has invested significantly in supply chain logistics and other back-office functions, firmly entrenching itself in the enterprise resource planning (ERP) market. In short, ServiceNow aspires to be the defining enterprise software company of the 21st century.

In the context of supply chain logistics, it offers a suite of tools and applications designed to streamline processes, enhance visibility, and improve collaboration across the entire supply chain ecosystem.



# Stats You Should Know

To appreciate the importance of optimizing supply chain logistics, consider these compelling statistics:

- According to Gartner, supply chain disruptions cost companies an average of \$184 million annually.
- McKinsey reports that companies with advanced supply chain capabilities achieve 15% lower supply chain costs and 7% higher customer service levels.
- A recent survey by Deloitte found that 79% of organizations with high performing supply chains achieve revenue growth significantly above their industry average.
- While specific ServiceNow statistics are limited, case studies have shown that organizations implementing ServiceNow for supply chain management have reported up to 30% improvement in operational efficiency and 25% reduction in process cycle times.

These statistics highlight the critical role of supply chain logistics in driving operational efficiency and business growth. As we delve deeper, we'll explore why many organizations are still struggling and how ServiceNow's innovative workflows can help overcome these challenges.



# Why You're Stuck Today

Many organizations find themselves stuck despite the recognized importance of an optimized supply chain. Here are some common reasons:

## 1. Legacy Systems

Many companies still rely on outdated systems that lack integration capabilities, leading to siloed operations and poor visibility.

## 2. Manual Processes

Manual processes are prone to errors, delays, and inefficiencies, making it difficult to respond swiftly to market changes.

## 3. Data Silos

Fragmented data across different systems and departments hinder holistic decision-making and real-time insights.

## 4. Lack of Scalability

As businesses grow, their supply chain processes often fail to scale accordingly, resulting in bottlenecks and inefficiencies.

## 5. Global Complexity

The increasing complexity of global supply chains, coupled with geopolitical uncertainties and regulatory requirements, adds layers of challenges that traditional systems struggle to address effectively.

ServiceNow addresses these pain points by providing a unified platform streamlining workflows, integrating disparate systems, and offering real-time data visibility.





**ERP modernization is not a project but rather a **mind-set** that the entire company must adopt. How can **“we”** continually to leverage technology advances (user experience, mobile, AI, ML data insights, etc..) to unlock **trapped value** across the landscape of all enterprise processes.**

– Rick Wright  
CEO, CoreX



# Where to Start

Embarking on your journey with ServiceNow requires a strategic approach. Here are some steps to get started:

1

**Assess Your Current State.** Conduct a thorough assessment of your existing supply chain processes, systems, and pain points. Identify areas that need improvement and set clear objectives.

2

**Define Your Vision.** Outline your long-term vision for supply chain logistics. Determine what success looks like and how ServiceNow can help you achieve it.

3

**Prioritize Initiatives.** Identify key initiatives that align with your vision. Prioritize them based on their potential impact and feasibility.

4

**Engage Stakeholders.** Involve key stakeholders from across the organization to ensure buy-in and collaboration. Clearly communicate the benefits of adopting ServiceNow and how it aligns with business goals.

5

**Implement in Phases.** Start with a pilot project to demonstrate quick wins and build momentum. Gradually expand the implementation across other areas of the supply chain.

6

**Manage Change Effectively.** Recognize that implementing new technology can be met with resistance, especially from employees who have had negative experiences with previous implementations. Develop a comprehensive change management strategy that includes clear communication, training programs, and ongoing support to ensure smooth adoption and maximize the benefits of ServiceNow.


# Conclusion

In today's rapidly evolving business landscape, optimizing supply chain logistics is no longer a luxury—it's a necessity. ServiceNow offers a powerful platform to transform your supply chain operations, addressing longstanding challenges and unlocking new opportunities for efficiency, agility, and growth.

By leveraging ServiceNow's innovative workflows, organizations can break free from the limitations of legacy systems, streamline processes, and empower their workforce with the tools they need to succeed in the digital age. As you embark on your ServiceNow journey, remember that success lies not just in the technology itself, but in how you implement it and bring your people along for the transformation.

The future of supply chain logistics is here, and ServiceNow powers it. Are you ready to take the next step towards a more efficient, agile, and resilient supply chain?

If you need help getting started –or you've started and need guidance on how to achieve your vision for ServiceNow in your organization –please contact CoreX.



**"Procurement has come a long way in the last decade and the pandemic has elevated the function to mission critical in most organization. But most organizations still are hamstrung with a complex web of processes and technologies to support their overall purchasing landscape. This complexity leads to extended procurement cycles, significant rouge spend, lack of visibility to inform supplier and purchasing strategies .... all costing the organization significant hard dollars and labor inefficiencies."**

–Rick Wright, CEO, CoreX





# The Core of CoreX

CoreX is the first and only consultancy 100% exclusively focused on connecting and streamlining ServiceNow Customers' core Business Operations, Finance, Procurement and Supply Chain processes.

With decades of experience driving thousands of global ServiceNow transformations behind us, we're on a mission: To empower customers to harness the power of ServiceNow, unlocking trapped value in their Business Operations.

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