



Empowering the future of ERP operations with ServiceNow

An Enterprise Resource Planning (ERP) system is essential for modern-day financial and supply chain operations. Organizations depend on it for the financial record-keeping of all operational data to complete end-of-month reconciliation, close books, and ensure legal compliance. They also rely on it to track and procure materials, optimize supply, identify and find stock, control production schedules, and minimize production waste.

At the same time, finance and supply chain operations are frequently underserved when it comes to digital transformation initiatives. Despite efforts to automate, today's back-office processes are still largely manual and rely too heavily on emails and spreadsheets. Organizations can, and should, do better for their financial and supply chain teams—and their processes.

Companies using SAP as their core ERP have a bright future. SAP S/4HANA Cloud is a complete ERP system with built-in intelligent technologies that help companies adopt new business models, manage business change at speed, and orchestrate internal and external resources—all using the predictive power of AI. However, to take advantage of these new innovations, customers on older SAP releases must first move to S/4HANA. For SAP ECC customers, this is particularly complex due to the dramatic differences in software architecture and technical differences between ECC and S/4HANA.

But, with ServiceNow, there is good news. SAP ECC customers have options that can balance today's need for innovation with the long-term strategy of moving to S/4HANA. With ServiceNow's expertise in automating and optimizing business processes, delivering great end-user experiences, and unifying the technology landscape, ServiceNow® Creator Workflows help customers maintain their speed of innovation while supporting a seamless transition to S/4HANA when they are ready.

Organizations are empowered to make the most out of their investment with SAP and move towards more modern finance and supply chain operations with ServiceNow Creator Workflows.

Challenges

- Poor end-user experiences when interacting with SAP information
- Inefficiency in ERP operations when SAP records are disconnected from end-to-end processes
- Slow innovation due to unmanaged and ill-conceived SAP customizations
- Poor value from SAP and an inability to conduct timely upgrades

Solution

Creator Workflows:
App Engine
IntegrationHub

Results

- Elevate productivity with upgraded experiences from modern UX and self service components.
- Drive greater operational efficiency by automating workflows across SAP and other enterprise systems.
- Deliver agile innovation more quickly with new digital workflows that don't require major investments or depend on risky changes to your SAP systems.
- Future-proof your SAP value by building new workflow functions outside of SAP for easier upgrades and migrations.

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ServiceNow enables lasting SAP success

Reimagine experiences

A seamless user experience can separate smooth operations from the bad. While SAP is great for ERP users, it may not always provide a great experience for casual SAP users. ServiceNow Creator Workflows can serve as the missing engagement layer—providing unified and modern, multi-channel experiences. Through innovations like a central finance service portal and quick information access via self-service options, you can drastically improve ease-of-use for employees and customers.

Consider a rigid data-entry form simplified. Instead of an SAP form with 30 fields, provide five fields for the end user, while ServiceNow workflows intelligently form-fill the rest. With the flexibility of custom branding, accessibility through all channels, and the option to embed into an existing employee service portal, you can rapidly design and develop new omnichannel experiences that employees and customers will be excited to use.

Improve ERP operations

SAP is known for its core ERP functionality with modules for financials, supply chain, and logistics—but non-core processes that go across SAP and other systems of record are often harder to support. When SAP records are disconnected from end-to-end processes, it leads to siloed processes, inefficiencies, and a lack of business visibility.

To meet business modernization needs sooner, maintain your core ERP processes in SAP, while augmenting them with cross-system ERP processes in ServiceNow—a low-code platform leader in [Gartner's Magic Quadrant](#) and [Forrester Wave™](#) research reports. This allows you to streamline ERP processes beyond SAP. The trusted ServiceNow platform of platforms seamlessly aligns front-end experiences with back-end processes—connecting data between SAP and other systems. With digital workflows that operate on a single platform, using a single data model and architecture, you can unify SAP and other data sources—automating manual ERP tasks to drive efficiency and achieve complete visibility across processes.

Drive agility at speed

Even with seemingly well-built implementations, innovation is slowed when SAP becomes taxed by unmanaged and unnatural customizations. By injecting speed and flexibility into the existing SAP landscape with ServiceNow, you can leverage the full potential of SAP while leveling up operations and transforming business processes.

Maintain a clean ERP core in SAP, while building new low code workflows and additional SAP extensions quickly in ServiceNow. Innovate frequently without relying on SAP market skills—augmenting SAP and boosting business value without creating additional friction. Realize greater business efficiency and maximize the impact of SAP, while reducing operational and compliance risk—all without any major investments or risky system overhauls.

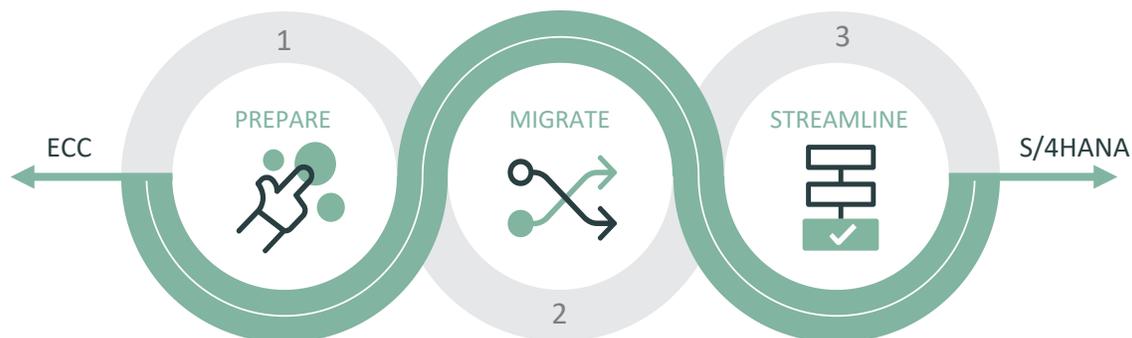
Future-proof SAP

Multiple SAP instances and system integrations can become confusing to manage. Introducing upgrades and migration requirements layered across such complexity can be both daunting and disruptive. With ServiceNow you can simplify SAP for a clean ERP core and safely migrate at your own pace. In the face of transitions, like those to S/4HANA, ServiceNow helps you reimagine larger migration efforts by building and supporting non-core ERP functions outside of SAP—providing faster time to value, reduced risk, and added flexibility.

With ServiceNow as the experience and engagement layer, on top of SAP and other systems, you can immediately improve organizational processes as the migration is in-flight. By building extensions and localizations outside of SAP, so they operate without disruption as the underlying ERP platform undergoes radical change, you can provide an agile platform to improve the experience for end users. The result is increased ease in managing existing system processes and painlessly launching future updates.

The journey to S/4HANA: Three paths to take

As the enterprise platform of platforms, ServiceNow enables you to make progress towards the SAP S/4HANA transition at your own pace, and in your own way, limiting any migration barriers. Take the opportunity to improve your overall business operations, while transforming the user experience and accelerating innovation.



Not quite ready for the S/4HANA migration?

Let ServiceNow simplify and transform your old, cumbersome non-core business logic and customizations in ECC to modern experiences and scalable workflows that are easily configured to support the needs of all ERP stakeholders and end users. This enables you to modernize immediately, while preparing to migrate to S/4HANA on your own timeline.

Ready to begin your full migration to S/4HANA?

Prepare for a seamless transition through a streamlined approach with the scalable workflow platform from ServiceNow. You can simultaneously clean up existing data and processes from ECC and flow that into the new implementation. The new modern experiences introduced in step 1 continue to serve business needs without friction or disruption.

Already migrated to S/4HANA?

Keep your SAP implementation efficient and future-proof by integrating with ServiceNow. IT and ERP stakeholders can work collaboratively across systems to gain the most efficiency in driving business outcomes.

No matter where you are in your SAP migration journey, our streamlined approach with Creator Workflows helps you to:

- Build simple, modern, and intuitive user experiences for all employees across every platform
- Improve operational efficiency by connecting SAP across your enterprise on the platform of platforms.
- Increase speed and agility with new digital apps/workflows and real-time data access
- Play to the strengths of each technology to ensure seamless SAP upgrades now—and in the future

ServiceNow makes it possible to plan a migration on your terms while modernizing to meet existing business needs. Creator Workflows complement existing SAP instances, help you maintain your speed of innovation, and support a seamless transition to S/4HANA. The ultimate outcome is more efficient operations that deliver transformational experiences as a competitive advantage and ongoing success with SAP.