

# Streamlining the Supplier Life Cycle With ServiceNow Solutions

One of the largest independent natural gas producers in the U.S. streamlines the digital experience for internal and external stakeholders through the ServiceNow platform.





# Mastering Momentum in Energy

Our customer, a premier natural oil and gas company, is focused on delivering a profitable, sustainable future. They wanted to solve disruptions while simultaneously driving business automation and efficiency, therefore improving the digital experience for customers and employees.

The company identified ServiceNow as their platform of choice because of their flexibility and customization options. ServiceNow would create a smoother intake, onboarding and management process for their suppliers, who are critical to their enterprise-wide goal of [producing affordable, lower carbon energy](#).



## **What We Did**

Digital Workplace Services  
Enterprise Applications



## **Industry**

Energy



## **Results**

Shortened cycle times through process transparency and clear ownership  
  
\$500K+ in operational and software costs saved  
  
Built a more sustained SLO process while growing supplier list



## **Key Integrations**

ServiceNow

## **The Challenge**

### **A User-Friendly Platform With Net-Zero Disruptions**

#### **A Natural Approach to Enhanced Customer Experience**

With disparate and manual processes and tools for the supply chain life cycle, our customer knew they could [improve their customer experience](#). By transforming how they collaborated with suppliers, they could identify strategies to solve disruptions to improve efficiencies and reduce burdens on internal teams.

To properly meet customer needs, the company required a centralized, efficient and secure platform where they could manage suppliers and contracts.

Enter TEKsystems Global Services (TGS). As a trusted [ServiceNow Elite Partner](#), we were well-positioned to support our customer's ServiceNow implementation across the organization internally and externally.

ServiceNow was already one of their strategic platforms; however, we still had to listen to their needs and demonstrate the platform's capabilities so they could be confident this was the right approach.

## **Our Solution**

### **Drilling Down Into Governance and Optimization**

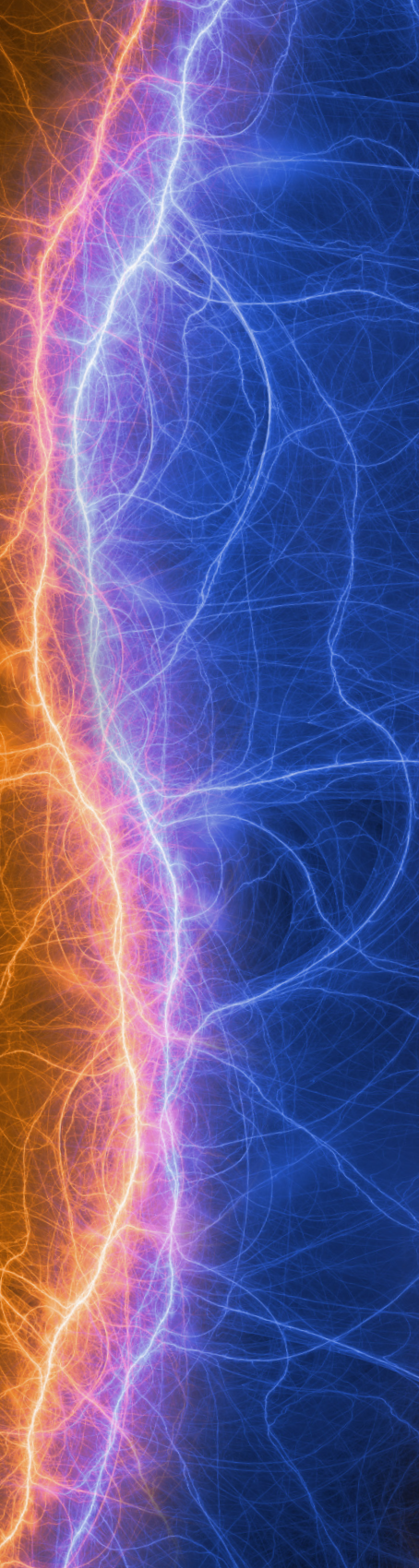
#### **Powering Custom Applications To Streamline the Supply Chain Life Cycle**

By taking advantage of the full breadth of ServiceNow's features post-demo and prior to procuring additional licensing, we created a proof of concept to help build confidence in the workflow capability. This led to our customer's decision to move forward with the product.

The result: a smoother intake process for vendors, allowing suppliers to log into a portal to submit documents and other information. ServiceNow Supplier Lifecycle Operations (SLO) enabled our customer to automate and simplify interactions, allowing managers to refocus on more strategic priorities. With the help of features like SLO Workspace within the ServiceNow platform, our customer can keep up with the demands and speed of business, making sure nothing falls through the cracks.







## Powerful Partnership

### An Environment of Open Communication

#### Producing Better Experiences With Digital Workplace Solutions

Our customer wanted a tailored yet out-of-the-box solution that would evolve with their business needs. As experts in building applications and automating processes in ServiceNow, we excel in helping enterprises consolidate their business within the platform, establishing deeper trust with our customers and our ServiceNow partners.

By maximizing the capability and adoption of an existing enterprise solution, we reduced costs and eliminated technical debt. We continue to collaborate with their leadership team to identify opportunities to improve efficiencies and experiences across the enterprise.

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## Real-World Results

As a ServiceNow Elite Partner, TEKsystems Global Services centralized processes and technologies, creating internal and external business automation.

The ServiceNow platform enhanced the digital customer experience, providing suppliers with seamless access to critical information while also improving internal team efficiency.

Additional solutions across their enterprise included virtual agent enhancements, applications developed in App Engine and Customer Service Management, and major release upgrades.

Providing development and configuration capacity, as well as advisory and architectural best practices, TEKsystems Global Services helped this energy company reach their organizational goals to improve their customer experience, reduce repetitive tasks for employees and consolidate their solutions within the ServiceNow platform.

As our partnership continues, we provide ongoing support to set the organization up for long-term growth.



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### About TEKsystems and TEKsystems Global Services®

We're a leading provider of business and technology services. We accelerate business transformation for our customers. Our expertise in strategy, design, execution and operations unlocks business value through a range of solutions. We're a team of 80,000 strong, working with over 6,000 customers—including 80% of the Fortune 500—across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change and master the momentum of technology. We're building tomorrow by delivering business outcomes and making positive impacts in our global communities. TEKsystems and TEKsystems Global Services are Allegis Group companies.

Learn more at [TEKsystems.com](https://www.teksystems.com).

