



ServiceNow Case Study

Industrial Supply Company

Client Profile

\$10B Global Industrial Supply Company

Client Situation

- Client had a long-standing relationship with ServiceNow that was transactional in nature, ServiceNow was perceived as an “IT tool”
- Client was subscribing to a product that ServiceNow discontinued and was being pushed to adopt multiple new solutions in lieu of renewing their current portfolio
- Client was hesitant to grow relationship with ServiceNow after previous renewal process was highly contentious and included purchase of products that Client received minimal value from

Services & Results

UpperEdge empowered the Client with relevant and actionable insights regarding ServiceNow’s objectives and provided a tailored negotiation strategy and communication approach:

- Overcame ongoing relationship challenges with ServiceNow and established a strategic working partnership
- Obtained a favorable and highly flexible commercial construct tied to ServiceNow’s product/subscription changes, aligning the go-forward portfolio to Client’s actual needs
- Client established highly competitive long-term price protections extending beyond the term and volume discount structures
- Reduced initially proposed pricing by over 28% and achieved highly competitive pricing and discounting resulting in **\$3.6M in savings over 3 years**