//TEAM WINNERS!!!

Here's a detailed use case for the ServiceNow NextGen Final Project involving Global Logistics Inc.:

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#### **Use Case:** Inventory Management with ServiceNow Workflow Studio

\*\***Company:** Global Logistics Inc. *(Whatever name the group decides on)*

\*\***Objective:** Implement an automated workflow to manage inventory levels efficiently, ensuring optimal stock levels and timely notifications for relevant personnel.

#### **Background**

Global Logistics Inc. operates in a fast-paced environment where maintaining the right inventory levels is crucial for operational efficiency. Fluctuations in stock can lead to delays in logistics, increased costs, and customer dissatisfaction. To address these challenges, the company has decided to implement ServiceNow Workflow Studio to automate inventory management processes.

#### **Key Stakeholders**

- Inventory Managers

- Warehouse Staff

- Procurement Team

- IT Support Team

#### **Workflow Overview**

1. Inventory Monitoring: ServiceNow will continuously monitor inventory levels for specific items stored in the warehouse.
2. Threshold Setup: Predefined thresholds for each item in the inventory will be established. These thresholds will be set based on historical usage patterns and demand forecasts.
3. Threshold Notification: When the inventory level of an item falls below the predefined threshold, ServiceNow will trigger a notification to relevant personnel.
4. Actionable Alerts: Notifications will include details such as item name, current stock level, and suggested actions (e.g., reorder quantity).
5. Workflow Automation: The workflow will automate the process of generating purchase orders or requisitions that can be sent to the procurement team for action.
6. Reporting and Analytics: ServiceNow will provide dashboards and reports that allow stakeholders to visualize inventory levels, track trends over time, and make data-driven decisions.

#### **Benefits**

*\*\*Improved Efficiency:* Automating inventory notifications reduces manual monitoring and allows staff to focus on strategic tasks.

*\*\*Timely Restocking:* Ensures that stock levels are maintained, preventing stockouts and overstock situations.

*\*\*Enhanced Collaboration:* Streamlines communication between inventory management, procurement, and warehouse teams.

*\*\*Data-Driven Decisions:* Provides insights into inventory trends and usage patterns, helping to optimize stock management practices.

#### **Implementation Steps**

1. *Define Inventory Items:* Collaborate with inventory managers to identify critical items and set appropriate thresholds.

2. *Configure Workflow Studio:* Use ServiceNow's Workflow Studio to design the inventory monitoring workflow, including notification triggers and purchase order generation.

3. *Testing:* Conduct thorough testing of the workflow to ensure that notifications and actions are triggered correctly.

4. *Training:* Train relevant personnel on the new workflow and how to respond to notifications effectively.

5. *Go Live:* Roll out the workflow to the production environment and monitor its performance.

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This use case provides a comprehensive overview of how Global Logistics Inc. can leverage ServiceNow Workflow Studio to enhance their inventory management processes.