Digital Clarity.

G-CLOUD 15 · CLOUD SUPPORT · SERVICE DEFINITION

Process Automation

Governed process and workflow automation on ServiceNow

Service overview

Digital Clarity delivers process automation on ServiceNow, replacing manual, error-prone tasks with reliable, governed automated workflows. We automate operational and support processes across departments and applications, orchestrate work end to end, and accelerate delivery with our governed AI engine. From bespoke workflow automation to enterprise-wide orchestration, across cloud and on-premise systems, with RPA integrated where appropriate.

Features

- Workflow and process automation on ServiceNow
- Orchestration across departments and applications
- Bespoke and enterprise-scale automation design
- AI-accelerated, governed automation delivery
- Integration with cloud and on-premise systems
- Automation of operational and support processes
- Redeployment of resource to higher-value work
- Compliance-by-design automated processes
- Real-time management information
- RPA integrated with ServiceNow where appropriate

Benefits

- Reduce operating costs and increase throughput
- Get more done in less time
- Minimise manual, error-prone processes
- Free people for higher-value, customer-facing work
- Increase compliance and consistency
- Scale your virtual workforce quickly
- Improved quality and customer service
- Enterprise-wide benefit realisation
- Faster delivery through governed AI
- Better management information generated automatically

Pricing

Fixed-price automation quick-start packages, or time-and-materials at SFIA-aligned day rates.

A full pricing document accompanies this service on the Digital Marketplace. SFIA-aligned day rates by role.

Onboarding

Engagements begin with a short mobilisation: a kick-off and discovery workshop to confirm scope, outcomes, roles and the delivery plan, followed by environment access, a prioritised backlog and a governance cadence. We work to ServiceNow's Now Create method and integrate with your programme governance. Typical mobilisation is one to two weeks from contract.

Offboarding

At the end of an engagement we provide full handover: configuration and technical documentation, update sets and code, knowledge-transfer sessions and support runbooks where applicable. Your data and configuration remain in your own ServiceNow instance throughout, so there is no data extraction or lock-in on exit.

Support and service levels

Support is available during UK business hours as standard, with extended and managed-service options by agreement. Response and resolution targets are set by priority (P1 to P4) and agreed in the statement of work, with regular service reporting, a named contact and clear escalation routes.

Why Digital Clarity

We are a UK-based ServiceNow specialist with certified consultants, architects and developers, delivering for public sector, financial services and other regulated organisations. We combine deep ServiceNow expertise with recognised service-management and risk credentials, and accelerate delivery with our governed AI engine. References available on request.