

Process Mining Analysis

Process mining and optimisation for ServiceNow

Service overview

Digital Clarity delivers process mining and optimisation for organisations on or moving to ServiceNow. By extracting knowledge from event logs across your information systems, we discover, monitor and improve how work actually flows, then turn the findings into improved, automated ServiceNow workflows and measurable efficiency gains. Objective, fact-based insight to audit, analyse and enhance business processes for both compliance and performance.

Features

- Process discovery and mining from system event logs
- Objective 'as-is' process visualisation
- ServiceNow workflow optimisation and automation
- Bottleneck, rework and waste identification
- Compliance and conformance analysis
- Data-driven decision making
- Faster, cheaper process auditing
- Holistic view across all business areas
- Roadmap to automation on ServiceNow
- KPI and performance measurement

Benefits

- Eliminate waste and resolve bottlenecks
- Turn insight into automated ServiceNow workflows
- Move from reactive to predictive management
- Objective, complete picture of how work flows
- Improved compliance across the organisation
- Data-driven decisions and better reporting
- Standardisation across the organisation
- Improved reaction times
- Cheaper, faster auditing
- Measurable efficiency gains

Pricing

Fixed-price process-mining assessment 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.

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