

IBM Consulting



G-Cloud 15
IBM – Intelligent Workflows

Service Definition Document

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IBM Intelligent Workflows

Service Overview

IBM Intelligent Workflows combines **process mining**, **user research** and **design thinking** to give NHS organisations a complete, data-driven view of how processes truly operate. By making the invisible visible and enabling qualitative and quantitative discoveries, it helps hospitals **target high-value improvements**, **reduce waste** and achieve **real return on technology investment**.

Features

- Digital twin of processes to guide diagnostics and improvements
- Hybrid approach combining process mining, process mapping and user research
- Forensic analysis of delays, variation and repeated activity
- Visibility of non-digital steps missed by process mining alone
- Enterprise design-thinking used to co-create impactful interventions
- Aids the adoption of process automation and Generative AI
- Tool-agnostic with support from Celonis, IBM Process Mining and others
- Supports the analysis of end-to-end clinical and operational pathways
- Clear quantification of waste, opportunity and potential ROI
- Rapid prototyping of interventions using user centred design approaches

Benefits

- Accelerates improvement initiatives to deliver value 2x faster
- Reveals what is actually happening through qualitative and quantitative insights
- Makes invisible process steps visible by combining data with observation
- Prioritises interventions using data rather than opinion
- Improves user and citizen experience
- Increases productivity and efficiency of your staff
- Delivers sustainable savings that can scale
- Reduces administrative waste and operational inefficiency
- Prevents automating inefficiency when adopting AI or automation
- Provides rapid, actionable insights in 6–12 weeks

Key Differentiators

- Qualitative and quantitative discoveries driven by data, not opinion
- Hybrid approach combining process intelligence, in-person research and user-centred design
- Proven ability to turn insights into improvements - not just reports
- Library of templates and accelerators to accelerate time to value
- Deep healthcare expertise across outpatient, surgical and ICS pathways
- Fast delivery cycles producing actionable results within weeks
- Combines operational, digital and clinical insight for richer diagnostics
- Strong focus on sustainability of change, not one-off fixes
- End-to-end capability from discovery to digital solution implementation
- Vendor-agnostic process mining approach aligned to customer preference

IBM Intelligent Workflows

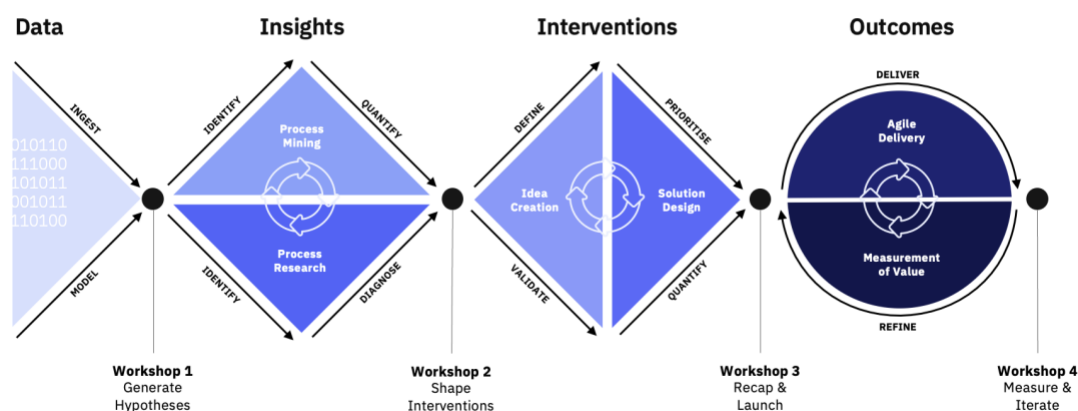
Additional Service Detail

IBM Intelligent Workflows is a consulting-led approach that helps NHS organisations improve productivity, reduce waste and enhance patient pathways by combining the complementary strengths of process mining and process research.

This hybrid method enables teams to make qualitative and quantitative discoveries, using data – not opinion – to understand what is really happening across clinical and operational processes and to prioritise the improvements that will deliver the greatest value.

Process mining uses time-stamped system logs to create a forensic digital twin of a process, revealing variation, bottlenecks, repeated activity and delays. But not all process steps happen inside digital systems. Likewise, traditional process mapping captures intent but often cannot visualise real-world complexity. By blending process mining with in-person user research, IBM makes the invisible visible, providing a complete view of the end-to-end process at multiple levels of detail.

An iterative approach to delivering improvements



Having analysed a process, we generate insights that form the basis for identifying interventions. The approach embraces agile and design thinking, bringing together a mix of staff to suggest and refine solutions.

This approach ensures organisations achieve a return on investment from their technology spend. Process mining alone can underwhelm if it simply confirms what staff already know, but when paired with design thinking, agile delivery and digital expertise, it becomes transformative. Interventions are co-designed with staff, ensuring improvements are not only identified but realised and sustained. Delivered over 6–12 weeks, the approach scales from single departments to ICS-wide pathways.

Interventions identified using the Intelligent Workflows approach helped University Hospitals Coventry and Warwickshire (UHCW) achieve a 6% drop in wasted appointments releasing >700 appointments outpatient per week.

<https://www.ibm.com/case-studies/uhcw-nhs-trust>

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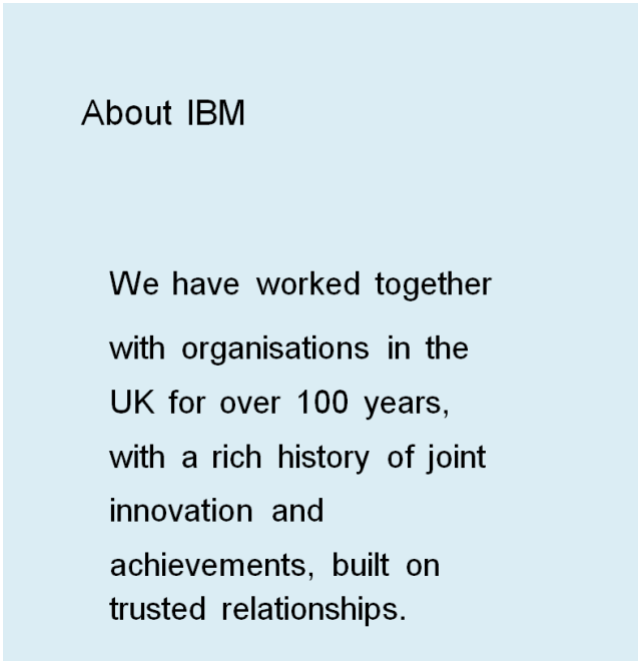
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