

## Now on Now

# Finding and fixing inefficiencies with process mining

### Challenge

We've all experienced business processes that were designed one way and are performed another. But it can be difficult to figure out what's actually happening, where problems lie, and how to increase efficiency.

### Solution

Here at ServiceNow, we're using Process Optimization with AI-powered analysis to support both phases of process mining: knowing and doing.

- 1 Knowing: Mapping business processes and identifying bottlenecks
- 2 Doing: Course correcting and improving the process

### Results

Effective process mining can help organizations enhance employee and customer experiences, reduce costs, shorten time-to-value, and refocus teams on strategic activities.

#### Inefficiencies we've uncovered:



22% of employee software requests involved extra steps that added ~3 days to resolution



74% of HR cases were being re-categorized, delaying resolution and lowering NPS



CPU alerts that could be automated were consuming significant IT ops bandwidth



### Go from process to progress

Learn more about how we're using process mining—and how you can too. Contact your account team to arrange a discussion with our practitioners.

Check out these resources:

Process mining at ServiceNow white paper

Inefficiencies found with process mining ebook

Now Community about process mining