

**Enable fast,
data-driven
improvements with
Process Optimization**



IT leaders are struggling to optimize processes. To do so they need a new level of transparency. Without it, they can't identify opportunities for improvement, or areas suitable for smart automation.

Current Process Optimization methodology is time-consuming, expensive, and bears highly uneven results. That current methodology includes:

- Looking at KPI/Reports
- Holding process mapping workshops
- Hiring consultants
- Attempting to find consensus on where to improve and automate

Such manual process analysis takes an average of 12 weeks and costs around \$120,000 per process, while the accuracy is a low 46%.

Benefit from the new way of Process Optimization

Process Optimization on the Now Platform creates business process flows from the data in audit trails. This allows quick, in-depth analysis of business processes. Armed with complete visibility into process flows, you gain the ability to instantly monitor and analyze performance, check conformance, and continually optimize and improve.

Process Optimization on the Now Platform provides:



End-to-end Process Visibility

Process mapping provides one-click visibility into as-is processes



Performance Analysis

Assess process bottlenecks, weak spots, and find potential areas for optimization



Integrated Continual Improvement Management

Proactively assess and improve ITSM processes based on facts and new initiatives from within the Process Optimization workspace



ITSM Best Practice Content Pack

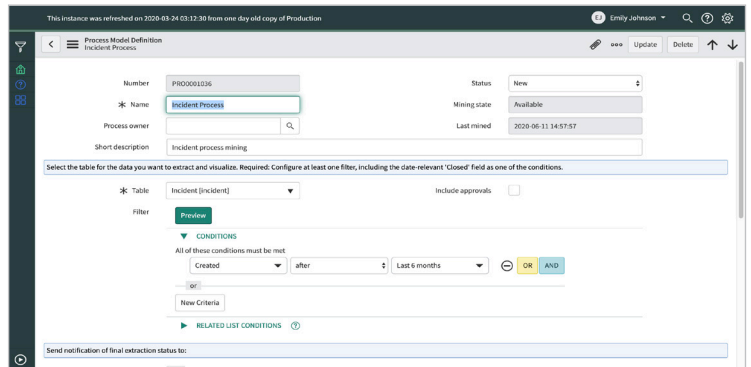
Pre-built process optimization models for Incident, Problem, Change, and Request processes to help achieve continual improvement initiative goals.



Process Optimization Benefits and Features include:

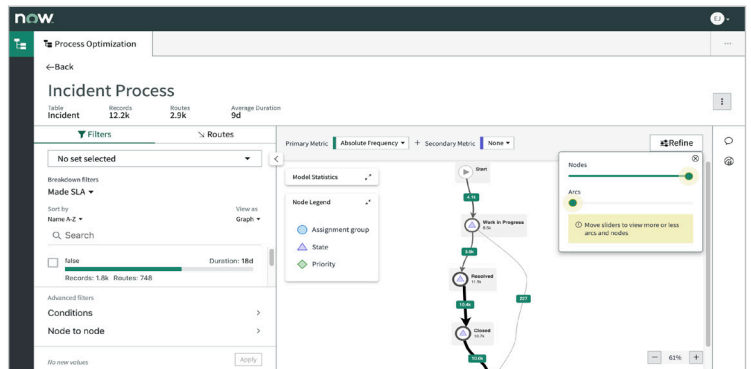
Push-button discovery

- Mine a process from audit log with a push of a button
- Select what specific transitions (like state, assignment group) or breakdown filters you want to explore
- Get email notification when mining is complete



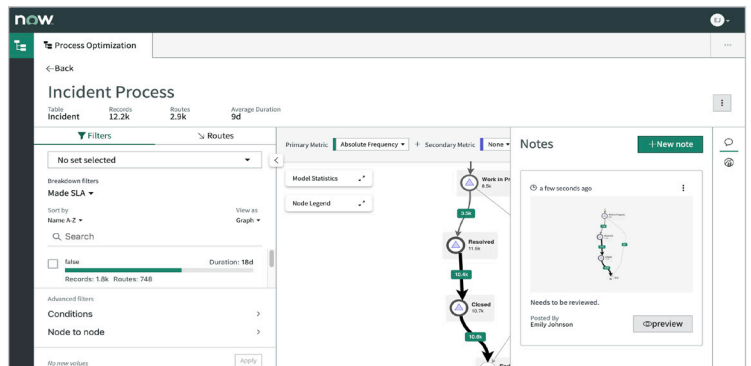
Process visualization

- User-friendly workspace UI with card-based layout
- Interactive process graphs show all executed workflows
- Explorative filter panel lets you inspect specific paths in more detail
- Prebuild metrics jumpstart performance analysis



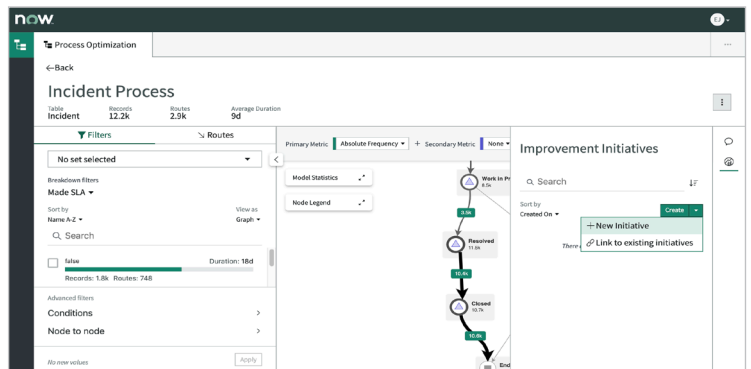
Easy collaboration and sharing

- Side panel options enable note creation and sharing
- Share process map for collaboration and process improvement
- Enable governance and control based on process optimization roles



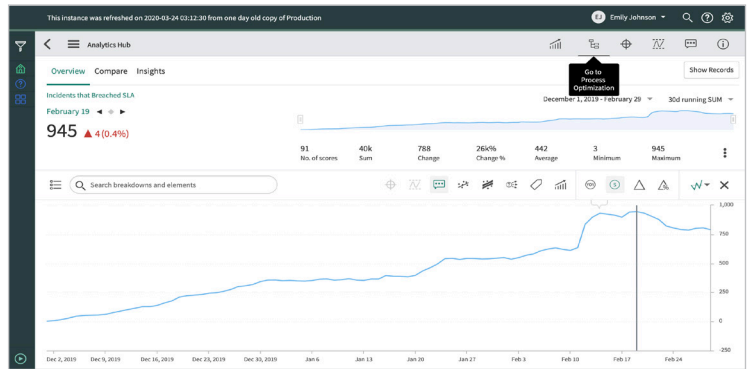
Continual optimization built-in

- Integrated Continual Improvement Management (CIM)
- Easily link to existing Improvement initiative or submit a new initiative
- Maintain visibility into status of previously requested CIM
- Track the business value of process improvements



Integration with performance analytics and benchmarks

- Out of the box integration with Performance Analytics (PA)
- Investigate poor performance metrics via Process Optimization for root cause analysis
- Automatically view process maps associated with specific KPIs
- Link PA KPIs to continual improvement initiatives to track business value achieved



Overcome the expense, time, and inaccuracies embedded in traditional process optimization.

Employ fast, cost-effective, and accurate Process Optimization on the Now Platform. Gain push-button process discovery, end-to-end process visibility, integrated performance analytics, and built-in continual improvement.

[Learn more about the benefits of Process Optimization](#)



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