



Accelerate Federal Transformation with Process Mining and ServiceNow

Pinpoint and address cross-function inefficiencies to drive digital transformation by using process mining technology, process design best practices, and ServiceNow workflows.

What is Process Mining?

Optimizing business processes for any organization is a complex endeavor. Doing this manually requires significant time, resources, and effort to gather insights that run the risk of being incomplete. However, organizations can now invest in process mining to **systematically explore and document organizational processes, leveraging artificial intelligence to analyze digital footprints and extract process data**. This creates a holistic view of end-to-end processes for leadership that they can use to zoom in, analyze, and improve upon.

Tools and Expertise

Accenture knows that the data extracted through process mining is a gold mine of information. With the right expertise, it can transform the way the organization operates.

We use process mining as the tool to aggregate process data and provide clients with full transparency into their organization's processes. Our process engineering experts analyze process data to help organizations address inefficiencies with best practice recommendations.

Our recommendations enable agencies to simplify operations, keep up with federal mandates, and monitor business processes in real-time to drive success. This helps them enhance internal operations and customer-facing processes, ensuring improved citizen services and mission execution.



Process mining and process re-engineering emerge as the streamlined and efficient solution, simplifying the path to achieving mission objectives and unlocking the following values:



Scalability

Data-led assessments are replicable across multiple processes simultaneously with minimal need to conduct labor-intensive workshops.



Harmonization

Process mining showcases process variations and identifies scope of harmonization to provide better ROI of process automation deployment.



Continuous Improvement

Process mining provides the ability to rapidly discover continuous improvement opportunities that can be used to measure time and cost savings.



Visibility

Increased visibility and auditability of processes executed across multiple systems and applications leads to better control over end-to-end process.



Single Source of Truth

As process discovery is derived from system data, it provides an accurate, objective model of the ways of work and creates a performance mindset.

40% cost savings compared to traditional process discovery approaches

20% reduction in time to identify RPA opportunities, leading to accelerated implementation

30% improvement in process performance based on continuous and real-time monitoring



Federal Use Cases

Financial Management

Enhance financial processes by eliminating duplicative transactions, freeing up capital, and refining back-office procedures for cost reduction and auditability.

Supply Chain

Improve shipment timeliness, ensure work order accuracy, and address bottlenecks throughout the end-to-end process.

Case Management

Reduce processing backlogs, understand specific support needs, and streamline case resolution.

Customer Service

Rationalize processes to reduce wait times, enhance customer experience, and standardize procedures across centers for consistent service delivery.

Human Resources

Optimize HR processes, from recruitment to onboarding, ensuring swift transition and engagement in value-added activities.

Why Accenture?

Unrivaled Expertise

We combine our deep understanding of ServiceNow's integration and process mining with our process engineering capabilities to give our clients tailored and actionable roadmaps. Drawing upon our extensive experience with some of the largest federal agencies, we deliver unparalleled expertise at scale.

Premier Partnerships

As the highest-level partner with ServiceNow and leading process mining vendors such as Celonis, UiPath, and Software AG, we provide access to cutting-edge technologies, securing the most advanced and effective solutions for our federal clients.

Federal Process Mining Capability

Accenture Federal Services has strategically developed a capability composed of cross-functional experts to tailor process mining solutions to federal demands and priorities.

Comprehensive Toolkit

Leveraging a suite of tools, assets, and accelerators, we offer a robust foundation to kickstart process mining integration, propelling organizations toward a seamless digital transformation.

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