

International petrochemical

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Industry &
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INDUSTRY

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DELIVERED AS

• Nintex K2

• ServiceNow

NINTEX PROCESS AUTOMATION

Tightening audit and governance with Nintex K2 and ServiceNow

A Nintex K2 and ServiceNow integration that gave a petrochemical company a full audit trail of every change from development to production.

01

THE CHALLENGE

Our client needed to strengthen its IT General Controls so it could prove exactly what changed across the software lifecycle. The existing K2 audit options fell short: they could not track what developers did, capture detailed change information, or tie deployments back to incident or request tickets. Auditors wanted real transparency and accountability.

02

THE APPROACH

Using Nintex K2 integrated with ServiceNow, we designed and built a system with detailed logging, trace logs for changes to user roles and permissions, stronger version control and full activity history. We worked in an agile SDLC, iterating closely with the client so the solution could evolve with their needs. The focus throughout was on capturing the data points auditors care about: developer identities, the specific changes made, and the matching ticket references.

03

THE OUTCOME

The client significantly improved its auditability and data integrity, with a transparent, well-governed environment and an end-to-end trail of every change from development to production. Auditors can now follow each change with confidence, on a solid foundation for ongoing governance.

04

SUMMARY & BENEFITS

- ✓ A full audit trail of changes from development to production.
- ✓ Stronger logging, version control and role-based visibility for auditors.
- ✓ Developer identity, change detail and ticket references captured together.

CASE REFERENCE · INDUSTRY & INFRASTRUCTURE

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