

## Customer Success Story

# Global Hospitality Company Streamlines ServiceNow APM Processes

### The Customer's Challenge

A global hospitality company faced challenges with management and ownership of its business applications which affected various stakeholder groups, such as IT Customers, Security, Architects, Operations, Engineering, and Business Continuity. Business processes used by these stakeholders are therefore impacted including application onboarding, lifecycle management, decommission, project management, asset management and procurement. These challenges forced the customer to expend more resources than is optimal to manage its applications estate and encounter uncertainty during decision-making.

### Windward's Solution

Windward first conducted a comprehensive assessment of how the customer was managing its business applications. This included an examination of intake mechanisms and maintenance processes. Based on that assessment, the team provided recommendations regarding ownership structures and proposed cleanup efforts to enhance their inventory management.

### Results Achieved



Enhanced ease-of-use and data quality for end-users submitting catalog requests.



Improved the Business Application Onboarding process and streamlined ServiceNow catalog items and workflows.



Designed enhancements for data quality and consistency between Fusion and ServiceNow platforms.



Enhanced governance and sustainability of Business Applications data.



Established automated measurement and presentation of health metrics, KPIs, dashboards, and reports.



Improved ease of use and accuracy for end-users submitting catalog requests, writing reports, and viewing data in lists or forms.