

## Customer Success Story

# Multinational Food Chain Company Migrates to ServiceNow CSDM Model

### The Customer's Challenge

This multinational food chain company faced numerous challenges supporting its business applications stemming from an out-of-date CMDB model and inconsistent data quality. These included uncertainty regarding which applications were subject to regulatory requirements such as SOX compliance, ineffectiveness in handling stakeholder inquiries and lack of mapping applications to owners for escalation. In addition to these service impacts, the team faced inefficiencies in managing their CMDB.

### Windward's Solution

Windward initiated a solution with a focus on rapid value delivery, emphasizing "quick wins." This included comprehensive understanding of challenges, capturing current state business metrics, designing sustainable solutions approved by the customer, eight weeks of iterative measure-improve-measure implementation, coaching, user acceptance testing, go-live, and hyper care. Windward's comprehensive solicitation and understanding of challenges led to the design and implementation of high-impact, low-overhead, and sustainable remediations.

### Results Achieved



Cleaned and organized Retail and Supply Chain applications data achieved through systematic restructuring, ensuring enhanced data clarity and accessibility.



Implementation of clear tagging mechanisms for applications subject to SOX or other regulatory requirements, enhancing compliance management.



Simplified management processes through the adoption of hierarchical CI attributes, reducing complexity and improving efficiency.



Established clear ownership of each in-scope application, facilitating streamlined data management and accountability.



Automated sustainment of ownership groups minimized overhead associated with organizational changes and staff turnover, ensuring continuity.



Remodeled CMDB data according to the CSDM framework and transitioned to an optimally automated CI group ownership model.