windward

USE CASE

MEET ARJUN
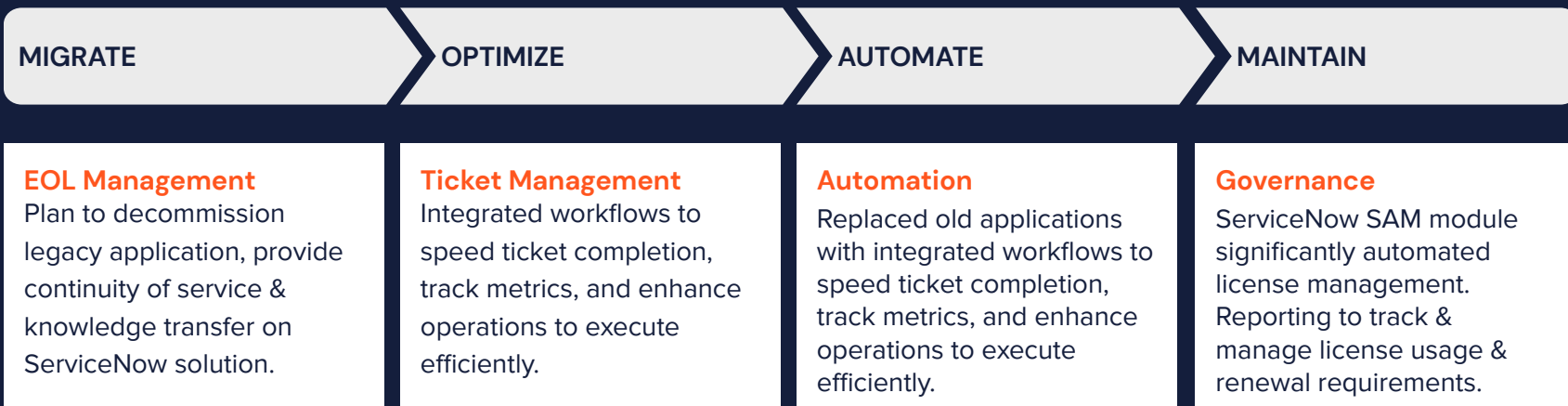
SVP, Information Technology

Lack of integrated solutions for configuration management, network monitoring, reporting, forecasting, and capacity planning **significantly impacted operations**

Needs **process and workflow automation** to manage a **complex IT environment** at an **on-premise data center** and **in the cloud.**
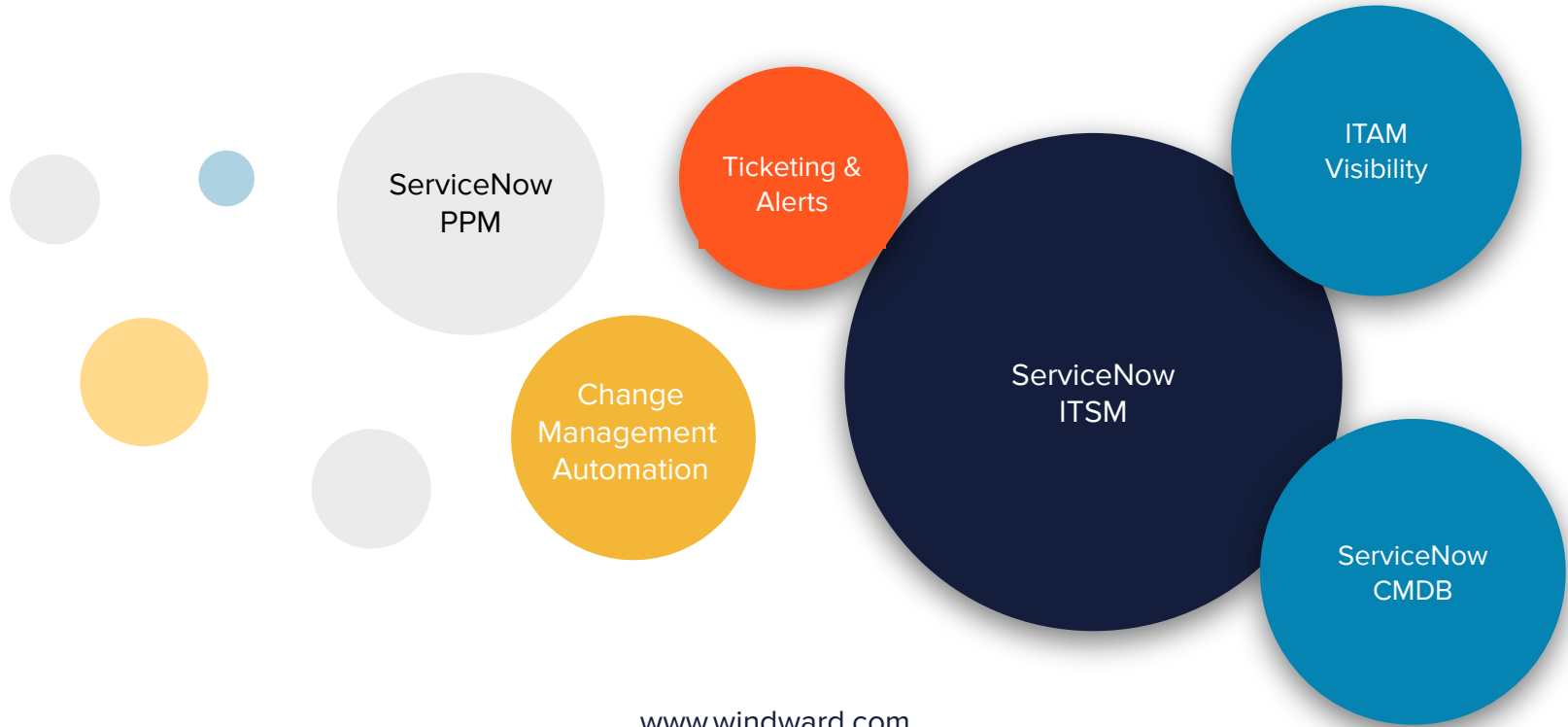
USE CASE

HOW WE HELPED ARJUN WIN.

12–14 week process:

MIGRATE	OPTIMIZE	AUTOMATE	MAINTAIN
EOL Management Plan to decommission legacy application, provide continuity of service & knowledge transfer on ServiceNow solution.	**Ticket Management** Integrated workflows to speed ticket completion, track metrics, and enhance operations to execute efficiently.	**Automation** Replaced old applications with integrated workflows to speed ticket completion, track metrics, and enhance operations to execute efficiently.	**Governance** ServiceNow SAM module significantly automated license management. Reporting to track & manage license usage & renewal requirements.

USE CASE

SOLUTION SCOPE

ServiceNow PPM

Ticketing & Alerts

ITAM Visibility

ServiceNow ITSM

Change Management Automation

ServiceNow CMDB

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Confidential Information

OUTCOME

A World–Class Automated ITSM Solution

A powerful centralized ITSM platform for improved management and reporting across the enterprise

Find Flow in your ITSM operations & observability

- Visibility to a much larger breadth and scope with more impactful information & operations insight.
- Tailored dashboards provide focus and situational awareness
- Better tracking & visibility into all assets and equipment to respond to customer needs
- Automated workflows enhance operations, reduce response time for customer demands & ensure consistent performance

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