

Customer Success Story

Wealth Management Firm Builds and Implements Reliability Strategy

The Customer's Challenge

A wealth management firm is driving a cloud and data center modernization effort, which requires critical improvements to their current monitoring & observability capabilities. Some challenges with their current environment are significant time is spent on incident calls by non-critical responders, lack of visibility & adherence to key organization metrics, and not being optimized in using the tools that are owned.

Windward's Solution

Our solution consisted of two key efforts: a monitoring & observability strategy and an MVP (minimum viable product) initial implementation effort. The strategy focused on completing an optimized tools assessment and building an enterprise-wide monitoring strategy for the future state of the organization that would address their key pain points. The MVP built a subset of monitoring capabilities focused on core monitoring for the new data center.

Results Achieved



Reviewed and identified the functional model for how the customer utilizes the monitoring functions and identified business impediments and challenges for how the customer engages in monitoring today.



Developed an enterprise-wide monitoring strategy for the organization's future state, including technology and top business process recommendations to enable that strategy.



Integrated domain level monitoring tools with ServiceNow, providing service impacting alerts at the enterprise level.



Defined previously unknown infrastructure baselines, enabling foundational monitoring capabilities.



Implemented ServiceNow alert enhancements for faster operational response.



Developed monitoring coverage reports providing an actionable list of gaps of coverage.



Coordinated the plans for Service Mapping and Application Portfolio Management between the Monitoring/Tools team and the ServiceNow team sharing requirements and impact to the upcoming changes within ServiceNow.