

Customer Success Story

Global Enterprise Enhances Service Mapping for Oracle EBS

The Customer's Challenge

A global enterprise was using ServiceNow's CMDB populated by Discovery but needed expert guidance and implementation support to perform Service Mapping for its on-premises Oracle EBS back-office system. The organization required an accurate and up-to-date service map representing assets, configuration items (CIs), hardware, network, databases, and related infrastructure supporting the EBS platform.

Windward Solution

Windward delivered a structured approach to ensure a successful Service Mapping rollout:

Discovery Review: Assessed existing discovery patterns related to the Oracle EBS application.

Workshops & Planning: Conducted sessions to evaluate Oracle EBS CIs and define Service Mapping methods tailored to the customer's environment.

Top-Down Service Mapping: Executed a pattern-based approach in a lower-tier "Patch" environment mirroring production.

Technical Support: Provided coaching, knowledge transfer, and documentation to guide the customer in maintaining and expanding their service maps.

Results Achieved



Comprehensive Service Map: Delivered an up-to-date Oracle EBS service map with full infrastructure representation.



Improved Visibility: Enabled the organization to leverage Service Mapping in incident and change management.



Knowledge Transfer: Equipped the customer with As-Built documentation, best practices, and technical guidance to continue expanding service mapping capabilities.