

Customer Success Story

Research and Consulting organization Migrates ServiceNow to a FedRAMP-Compliant Government Cloud

The Customer's Challenge

A leading research and consulting organization needed to migrate its ServiceNow instances from a commercial cloud to ServiceNow's FedRAMP-compliant Government Community Cloud (GCC). The migration was driven by new customer requirements and had to be completed under an aggressive timeline. To meet compliance standards while preserving critical system functionality, the organization required specialized architecture, migration, and project management expertise.

Windward Solution

Windward provided end-to-end support for the successful migration, ensuring compliance, continuity, and minimal disruption. The solution included:

ServiceNow Architecture & Engineering

Leadership: Guided the design and technical execution of the GCC environment.

Integration Support: Developed and advised on requirements to maintain seamless data integrations with the organization's existing systems.

Instance Configuration & Migration: Executed configuration, data migration, and validation tasks for the new GCC instances.

Testing & Validation: Conducted systems, integration, and functional testing to ensure all services—including portals, interfaces, and MFA—remained intact.

User Acceptance Testing (UAT): Coordinated and led UAT to confirm system performance post-migration.

Results Achieved



Successful GCC Migration: Completed the transition from the commercial cloud to a FedRAMP-compliant GCC environment on schedule.



Compliance Adherence: Implemented enhanced security measures, including multi-factor authentication (MFA), to meet federal requirements.



Seamless Functionality: Preserved all existing integrations, client-facing portals, and ServiceNow native interfaces.



Validated Performance: Comprehensive UAT confirmed system stability and functionality post-migration.