Leading Energy Provider Optimizes IT Operations Monitoring and Observability

The Customer's Challenge

Following a corporate separation, a leading energy provider engaged Windward to conduct a TechOps Monitoring Tools Assessment. The assessment delivered actionable recommendations to optimize monitoring tool spend, right-size coverage of tool capabilities, and minimize functional gaps and overlaps.

The organization re-engaged Windward to execute four high-priority initiatives aimed at improving the efficiency of its IT Operations Center (ITOC), expanding monitoring and observability capabilities, and optimizing its investment in existing tools.

Windward Solution

To deliver quick wins and build a foundation for future improvements, Windward executed four targeted work streams. The team designed and tested an Azure–ServiceNow integration proof-of-concept, developed a REST API to support an ITOC dashboard for real-time visibility, documented a future service catalog to enable application teams to request monitoring services, and created a ServiceNow ITOM RACI to clarify ownership and close governance gaps.

Results Achieved

Azure Integration Roadmap: Defined and validated an integration plan to bring Azure events into ServiceNow, enabling future real-time notifications and improved operational visibility.

Enhanced Situational Awareness: Built the foundation for an ITOC dashboard to streamline investigations and provide visibility into impacted business services.

Service Catalog Framework: Designed a catalog structure to make monitoring requests more accessible to application teams, improving service transparency and efficiency.

Clear Governance Model: Delivered an ITOM RACI framework that strengthens request handling, ownership, and accountability across monitoring operations.

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ELITE
Partner

Consulting &
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