Customer Success Story

Leading Energy Organization Streamlines Data through Strategic Data Clean Up

The Customer's Challenge

Following a corporate divestiture, the customer inherited a cloned ServiceNow environment overloaded with legacy data from its former parent organization. This created significant operational and compliance challenges, with more than 3.9 million records across ITSM, ITBM, ITAM, GRC, and HRSD modules. Under separation agreements, the customer was required to remove all parent-company data, but overlapping integrations and historical records made ownership difficult to distinguish.

Windward Solution

Windward implemented a phased approach to meet both technical and compliance needs. A data disposition framework classified records for removal, retention, legal hold, or purge requests, using automated scripts and cross-team validation. The team then executed a controlled archiving and deletion process—testing in lower environments, validating in production, and permanently deleting data after verification. Inactive workflows, obsolete knowledge bases, and outdated event rules were also removed, streamlining the platform and reducing technical debt to support future ServiceNow enhancements.

Results Achieved

Dispositioned and validated over 3.9 million records, with 1.17 million deleted and 2.76 million retained

Archived legacy data and safely deleted it following a two-week validation period

Reduced technical debt and improved overall platform performance

Enabled future ServiceNow initiatives through a more efficient, compliant environment

windward | servicenow

servicenow
ELITE
Partner

Consulting &
Implementation