

Customer Success Story

Government Technology organization Modernizes Asset Discovery with ServiceNow

The Customer's Challenge

A large government technology organization, faced major challenges in managing IT assets and integrating data across multiple systems. Their existing processes were fragmented, resulting in data inconsistencies, incomplete asset visibility, and operational inefficiencies. Asset discovery relied on several third-party systems without a unified interface to feed data into ServiceNow, creating gaps in asset tracking and decision-making. This lack of standardization led to wasted operator time and limited the accuracy of insights for both operational and strategic decisions.

Windward Solution

The implementation team developed and deployed a comprehensive solution leveraging ServiceNow's Integration Hub and Enterprise Asset Management capabilities. The engagement focused on consolidating asset data sources and enhancing key integrations to create a unified and automated asset management ecosystem. High-value integrations—such as for unified communications and endpoint management systems—were prioritized, while redundant or low-value data sources were decommissioned. The team worked collaboratively with the customer to design, test, and implement improved integration workflows, resulting in a more reliable and efficient data exchange process within ServiceNow.

Results Achieved



Successfully automated discovery and synchronization of over 4,500 communication assets, ensuring timely and accurate data updates



Improved reliability of asset imports through enhanced integration with endpoint management systems



Streamlined data management, increasing operational efficiency and reducing manual intervention



Established a scalable integration framework to support future asset discovery and system enhancements