

Accelerating ServiceNow IT Operations Management (ITOM) Modernization with a Scalable Foundation

The Customer's Challenge

A global organization was modernizing its IT operations through multiple concurrent initiatives leveraging ServiceNow IT Operations Management (ITOM) to improve monitoring, automation, and operational visibility. With projects progressing at different stages of maturity, the organization needed a structured approach to align stakeholders, prioritize work, integrate cloud monitoring, and establish a scalable ServiceNow ITOM foundation to support long-term operational excellence.

Windward Solution

Windward partnered with the organization to provide strategic guidance and hands-on implementation across its ServiceNow IT Operations Management (ITOM) modernization program. Through collaborative workshops, solution design, technical implementation, and structured backlog management, Windward transformed strategic objectives into actionable plans while delivering scalable monitoring, automation, cloud observability, and operational workflows within the ServiceNow platform. Comprehensive documentation and knowledge transfer ensured alignment across teams and supported continued ITOM program growth.

Results Achieved



Established a scalable ServiceNow IT Operations Management (ITOM) foundation to support monitoring, automation, and operational visibility initiatives.



Accelerated ServiceNow ITOM implementation through prioritized roadmaps, structured backlogs, and phased delivery planning.



Improved cross-functional collaboration with facilitated workshops, shared documentation, and aligned stakeholder engagement.



Validated ServiceNow automation strategies through working demonstrations and implementation guidance, enabling confident adoption of future ITOM capabilities.