

Customer Success Story

Transforming ServiceNow IT Service Management (ITSM) with AI-Powered Automation and Self-Service

The Customer's Challenge

A global organization sought to maximize the value of its ServiceNow IT Service Management (ITSM) platform by activating advanced AI, automation, and analytics capabilities. While the technology was already in place, the organization needed a strategic implementation approach to improve service request routing, streamline approvals, enhance self-service experiences, and equip internal teams to successfully adopt and sustain these new ServiceNow capabilities.

Windward Solution

Windward partnered with the organization to implement and operationalize ServiceNow IT Service Management (ITSM) capabilities, including AI-driven automation and self-service, tailored to its highest-impact workflows. The engagement included deploying ServiceNow Virtual Agent, AI Search, predictive automation, service performance analytics, and workflow enhancements that improved the employee experience while reducing manual effort. Windward also provided comprehensive documentation, knowledge transfer, and hands-on enablement to ensure long-term success and continued innovation..

Results Achieved



Activated ServiceNow IT Service Management (ITSM) AI capabilities to automate service delivery and enhance the employee support experience.



Improved self-service and request fulfillment through ServiceNow Virtual Agent, AI Search, and automated workflows.



Enhanced service efficiency with predictive routing, streamlined approvals, and actionable performance analytics.



Enabled long-term success through comprehensive documentation, knowledge transfer, and production-ready ServiceNow solutions that empowered internal teams to expand capabilities independently.