

Customer Success Story

Transforming ServiceNow Hardware Asset Management (HAM) Through Centralized Visibility

The Customer's Challenge

A government organization struggled to manage tactical hardware assets across multiple programs due to fragmented data, inconsistent asset standards, and disconnected processes. Limited visibility into equipment, software, and configuration data made it difficult to respond quickly to information requests, optimize inventory, and support effective operational planning. The organization needed a centralized ServiceNow Hardware Asset Management (HAM) solution to standardize hardware management while accommodating unique operational requirements.

Windward Solution

Windward implemented a centralized ServiceNow Hardware Asset Management (HAM) solution that consolidated asset data from multiple sources into a single platform. By standardizing asset data, automating integrations, streamlining configuration management, and tailoring workflows to the organization's operational environment, Windward delivered greater visibility, improved data quality, and more efficient hardware lifecycle management. Comprehensive training, documentation, and change management ensured successful adoption across multiple teams while establishing a scalable foundation for ongoing asset governance.

Results Achieved



Centralized hardware asset data within ServiceNow Hardware Asset Management (HAM) to improve visibility across multiple programs and stakeholders.



Standardized asset and configuration management through normalized data, automated integrations, and consistent governance.



Accelerated response times for operational information requests with accurate, connected asset data and streamlined reporting.



Improved operational readiness by providing reliable insights into hardware, software, and configuration relationships to support planning and decision-making.