

How a Top Firm Automated Its Way to Modern Observability

The Customer's Challenge

As part of a broader Unified Observability initiative, this management and technology organization sought to improve how operational events were managed within ServiceNow. High volumes of alerts lacked accurate CI mappings and service context, limiting the ability to prioritize actionable alerts and automate incident response. Teams spent significant time manually triaging alerts rather than resolving issues, creating a need for stronger service visibility and a more proactive operational model.

Windward Solution

Windward brought together senior Dynatrace and ServiceNow specialists to modernize the organization's observability and event management capabilities. The team optimized Dynatrace configurations, strengthened CMDB and Service Graph alignment, and automated incident creation from actionable events, while also delivering reporting, dashboards, AI-enabled use cases, and sustainability guidance.

- Strengthened Dynatrace-ServiceNow integration and CI/service context alignment
- Automated incident creation from actionable alerts
- Delivered observability reporting, dashboards, and AI-assisted insights
- Provided knowledge transfer and guidance for long-term sustainment

Results Achieved



Streamlined Event Management: Faster triage and routing, with clearer alert-to-service context.



Enhanced and Automated Incident Response: Actionable, higher-quality alerts now auto-generate incidents.



Improved Service Health Visibility: Issues surface before they escalate.



Improved Observability Reporting: Clearer dashboards for system and service performance.



Reduced Manual Processes: Routine tasks automated, freeing up support teams.



Increased Operational Consistency: Standardized, repeatable processes across teams.