

Customer Success Story

Large Energy Company Gains IT Cost Visibility with ServiceNow Show-Back

The Customer's Challenge

A large energy company's commercial business solutions team sought to enhance visibility into IT spending across applications, platforms, and shared technology resources. While the organization had already established a solution concept, completed MVP documentation, and developed a proof of concept within a lower ServiceNow environment, it required additional expertise to transition the solution into a production-ready capability. The challenge was not only technical development, but also ensuring the solution was scalable, maintainable, aligned with existing ServiceNow processes, and capable of supporting long-term business decision-making.

Windward Solution

Windward provided dedicated ServiceNow development expertise to accelerate delivery of the IT Cost Show-Back initiative, building a solution that leverages existing CMDB data to dynamically allocate IT costs to applications and service offerings. This gave the organization first-time visibility into the Total Cost of Ownership (TCO) of its applications. Support spanned the full solution lifecycle: development, testing, documentation, deployment, and early-production support, along with a custom workspace to simplify day-to-day use.

Results Achieved



Production Readiness: Completed the activities needed to move the solution toward a production-ready state.



New Functionality Delivered: Developed and integrated new functionality within ServiceNow to extend the solution's capabilities.



Technical Documentation: Created documentation to support long-term sustainment and smooth knowledge transfer.



Testing and Validation: Performed testing and validation activities to improve and confirm solution quality.



Deployment and Launch Planning: Provided support for deployment and launch planning to prepare the solution for rollout.



Foundation for Future Growth: Established a foundation to support future expansion and additional reporting capabilities.