CUSTOMER SUCCESS STORY

Centralizing Event Management for an Energy Leader

Industry **Energy** | Platform **ServiceNow**

The Customer's Challenge

A leading energy generation company wanted to advance its ServiceNow ITOM and AIOps capabilities to improve resilience and reduce alert fatigue. Signals from multiple monitoring tools, including AppDynamics, VMware Aria, Commvault, and Agent Client Collector (ACC), created fragmented visibility and inconsistent incident response. Alert noise and missing CI context made root causes hard to identify, so the organization needed a centralized solution to correlate events, add business context, and lay the groundwork for predictive operations.

Windward Solution

Windward implemented a phased ServiceNow ITOM and AIOps solution that centralized event processing, reduced noise, and turned monitoring data into actionable intelligence.

1. DESIGN
   Integration Strategy
   Assessed the monitoring landscape and designed a phased, standardized approach for centralizing events in ServiceNow.
2. INTEGRATE
   Modernized Integrations
   Built integrations for AppDynamics, VMware Aria, Commvault, and ACC with event normalization and CI binding.
3. CORRELATE
   Correlation & Enrichment
   Configured and validated alert correlation, incident automation, and CMDB-based event enrichment.
4. SCALE
   Foundation for Growth
   Delivered documentation and a phased rollout approach to support furture AIOps and predictive operations.

Results Achieved

Centralized Visibility:
Telemetry from multiple tools consolidated into one platform.

Automated Incident Reponse:
Events auto-correlate, generate incidents, and handle recovery

Reduced Alert Noise:
CI-based correlation makes root causes easier to find.

Consistent Operations:
Standardized event processing across technology domains

Reusable Integrations & Documentation:
Designs and guides support deployment and expansion.

Predictive Operations Ready:
Positioned for future AIOps and automated remediation.

THE INTEGRATED PLATFORM

The final solution connected ServiceNow Event Management and CMDB with the customer's application, infrastructure, and backup monitoring tools to create a single, centralized AIOps platform.

ServiceNow Event Management | CommVault | ServiceNow CMDB | Agent Client Collector | AppDynamics | VMware Aria