CUSTOMER SUCCESS STORY

Centralizing Vulnerability Response for a large Energy Provider

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

The Customer's Challenge

A leading energy generation company needed to modernize and centralize its vulnerability management operations. Its process relied on multiple tools and manual handoffs, limiting visibility into how vulnerabilities were identified, owned, and remediated. The company wanted to consolidate this work in ServiceNow, integrate data from Tenable, CrowdStrike, and Checkmarx, and strengthen coordination with security incident response, with a Zero-Day initiative planned as a future phase.

Windward Solution

Windward implemented ServiceNow Vulnerability Response as a centralized foundation, with Zero-Day response planned for an upcoming phase.

1. CONNECT
   Unified Vulnerability Data
   Integrated vulnerability data from Tenable, CrowdStrike cloud and container security, and Checkmarx.
2. PRIORITIZE
   Risk-Based Assignment
   Configured risk scoring, CI matching, and assignment rules to route vulnerabilities to the right owners.
3. REMEDIATE
   Streamlined Workflows
   Built remediation and exception workflows, plus workspaces, notifcations, and dashboards for daily operations.
4. NEXT PHASE
   Planned Zero-Day Response
   An upcoming phase will connect Vulnerability Response to support the company's Zero-Day process.

Results Achieved

Centralized Vulnerability Management:
One ServiceNow platform now supports the vulnerability lifecycle

Integrated Data Sources:
Findings from three security tools flow into a single view.

Faster, Clearer Remediation:
Prioritization and assignment rules route work to the right teams.

Improved Operational Visibility:
Workspaces, dashboards, and reporting track status in real time.

Foundation for Zero-Day Response:
Positioned to link remediation with security incident response.

THE INTEGRATED PLATFORM

The final solution connected ServiceNow Vulnerability Response and Security Incident Response with the customer's vulnerability scanning and application security tools to create a centralized vulnerability management platform.

ServiceNow Vulnerability Response · Tenable · ServiceNow Security Incident Response · ServiceNow CMDB · CrowdStrike

Find flow with Windward.

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