

servicenow

A Business Critical Situation:

A change in strategic direction caused an international financial services organisation to retire BMC Discovery and switch to ServiceNow Discovery.

After two years and four unsuccessful attempts to migrate from BMC Discovery to ServiceNow Discovery with various partners, the London based stock exchange was experiencing ongoing data issues, failed integrations, and a lack of discovered assets.

The stock exchange had attempted to deploy ServiceNow Discovery, but the new tool had identified only 7% of the IT infrastructure BMC Discovery had originally detected upon its earlier implementation.

As a result, most of the stock exchange's IT infrastructure remained hidden and unmanaged.

This case study discusses how TekWurx assisted the stock exchange in implementing ServiceNow Discovery and enhancing the coverage and quality of the discovered assets.

A STOCK EXCHANGE

A complex ServiceNow migration delivered by TekWurx



KEY CHALLENGES:

 **Low coverage:** ServiceNow Discovery was finding only 7% of the expected assets.

 **The low coverage and current strategy** meant it wasn't possible to model business applications and services within ServiceNow Discovery.

 **Four previous partners** had been unable to deliver a workable solution.

 **The customer had to retire BMC Discovery**, which required rapid adoption of ServiceNow Discovery to avoid additional licence costs.

 **Consisting of thousands** of servers, storage and network devices, applications, and databases spread across on-premises and cloud.



 **FOR MORE INFORMATION, CONTACT TEKWURX**

 sales@tekwx.com |  www.tekwurx.com

CASE STUDY



Why The Stock Exchange Selected TekWurx:



Tekwurx's selection to deliver the ServiceNow Discovery program was based on a **proven history of success** in previous discovery initiatives within the stock exchange.



Tekwurx had previously delivered a highly successful BMC Discovery & TekWurx uControl deployment, providing the stock exchange with the **visibility needed to begin their ITOM journey**.



The experience established Tekwurx as a **trusted asset discovery specialist**, capable of handling complex environments and driving measurable outcomes.



The extent of TekWurx's subject-matter expertise, our proven track record of success, and our reputation for reliability, meant that the Tekwurx had already **earned the key stakeholders' confidence**.

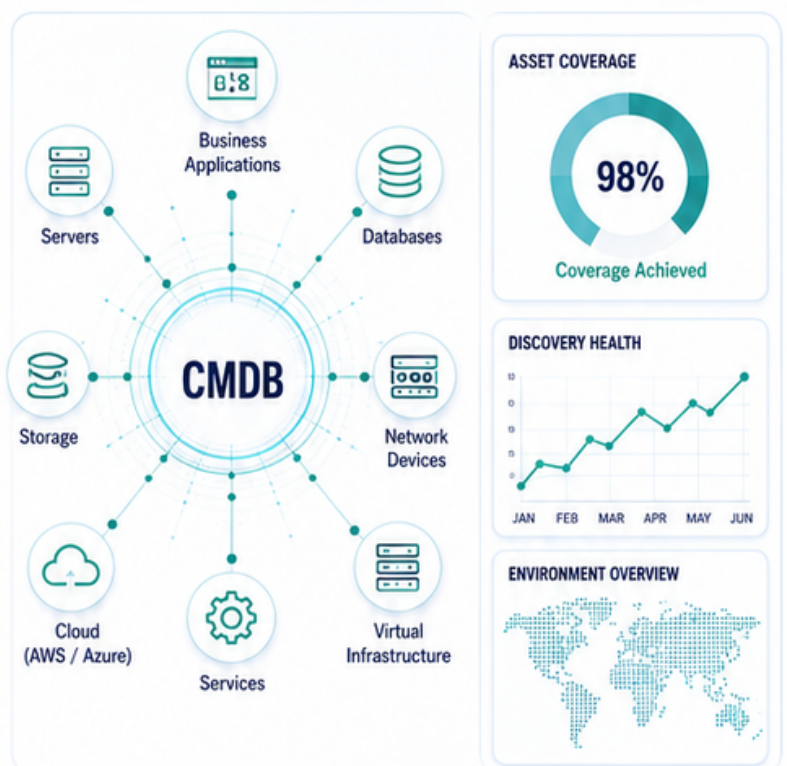


Ultimately, the TekWurx team were trusted with the critical task of implementing ServiceNow Discovery, and we immediately established a **clear plan to deliver the project**.



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Tekwurx has delivered reliably and consistently, achieving high levels of attainment throughout our five-year relationship.

Peter Drake

(previously) Director of ESM

CASE STUDY



Key Actions:



Every TekWurx solution is built on a foundation of **strong collaboration** between our team and our customer. By fostering trusted relationships, we enabled genuine stakeholder buy-in and ensured alignment at every stage of delivery.



We set **clear expectations** from the outset, with the journey carefully visualised and success marked at each milestone to maintain momentum and confidence.



Tekwurx cultivated a culture that **embraced change and progress**, driving transformation through transparency and shared achievement.



The project was managed with precision, underpinned by the delivery of **high-value skills and expertise**, ensuring that outcomes were not only successful but sustainable.



This approach reinforced Tekwurx's reputation as a partner capable of guiding complex programs with **clarity, trust, and measurable impact**.



Overcoming Challenges:



Aggressive deadline for completion: Tekwurx applied structured project management, set clear milestones, and maintained strict delivery cadence. Agile methods and proactive communication enabled us to complete the project in 152 days without compromising quality.



Fixing customer misconceptions and confidence in successful delivery: Tekwurx fostered strong collaboration, showcased prior success with BMC Discovery, and provided transparent progress updates. Demonstrations and proof points rebuilt confidence and secured stakeholder buy-in.



Complexity of the customer's organisation and identifying roles/responsibilities: Tekwurx conducted stakeholder mapping workshops, clarified CI ownership, and aligned responsibilities across IT and business units. This streamlined governance and improved accountability.



Competition for customer skills and resources due to other projects: Tekwurx supplemented gaps with its expertise, prioritised critical tasks, and coordinated resource scheduling. Knowledge transfer ensured BAU teams could sustain operations without overloading customer staff.



Many complex customisations requiring advanced skills: Tekwurx leveraged its deep technical knowledge and "can-do" attitude to overcome customisations. We designed tailored solutions to integrate seamlessly with ServiceNow, ensuring stability and scalability.



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The team are creative and tenacious at solving challenges with valuable, innovative, and cost-effective solutions.

Peter Drake

(previously) Director of ESM



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 **TekWurx**
Know the Unknown

CASE STUDY



The Results:

ServiceNow Discovery implementation achieved:
Within **152 days**, TekWurx delivered a fully functional ServiceNow Discovery rollout. Automating routine operations, enabling clear visibility and accuracy within the CMDB as the single source of truth.



152 Days

Migration completed in 152 days.



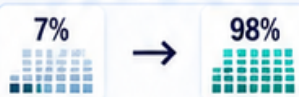
Service mapping

Tag-based mapping for a service aware CMDB



98% Coverage

Asset coverage jumped from 7% to 98%



Cloud integration

AWS and Azure assets integrated into the CMDB.



TekWurx Delivered:



Discovered asset coverage jumped from **7% to 98%**, providing near complete visibility.



Cloud integration with **AWS** and **Azure** assets were seamlessly integrated into the CMDB.



Business applications linked directly to infrastructure via **tag-based mapping**.



A comprehensive picture of all **databases**.



A newly enriched CMDB became a **single source of truth**, utilised by CI owners, ITSM processes, and asset lifecycle tools.



TekWurx oversaw the **transfer of skills, knowledge, and expertise** to the BAU teams for ongoing success.

CMDB AT A GLANCE



ASSET COVERAGE IMPROVEMENT



HYBRID CLOUD VISIBILITY



The team are creative and tenacious at solving challenges with valuable, innovative, and cost-effective solutions.

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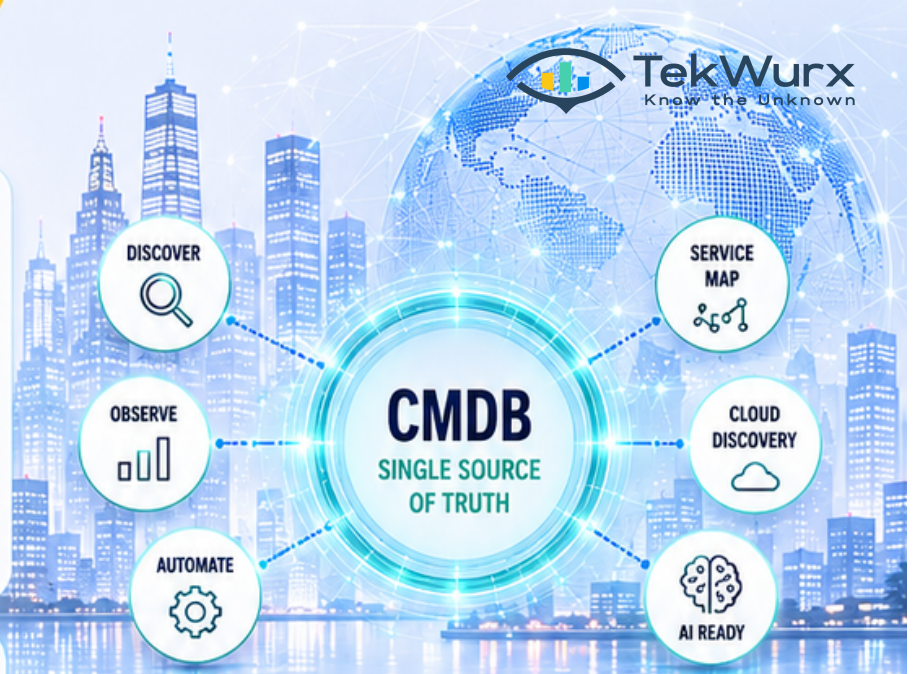
CASE STUDY



About TekWurx:

By retrieving a stalled ServiceNow Discovery program, TekWurx stabilised the migration from BMC Discovery and transformed the CMDB into a strategic asset.

TekWurx are a trusted asset discovery specialist, capable of handling complex environments and driving measurable outcomes.



Business Impact



Enabled Decision-making:

Executives were enabled with a precise lens on infrastructure and applications, empowering them to make better business decisions.



Operational efficiency:

Reduced manual effort and eliminated blind spots in asset management.



Future capabilities:

Service Mapping and Cloud Discovery opened the door to advanced ITOM practices.



Trust and reliability:

TekWurx proved to be a safe pair of hands, delivering value quickly and establishing itself as a long-term strategic partner to the stock exchange.



"I have a high level of trust and respect for the TekWurx team.

We have used them several times to resolve problems created by other partners, as well as to address our strategic challenges at scale.

Peter Drake

(previously) Director of ESM

ENTERPRISE VISIBILITY. STRATEGIC CONTROL.

ASSET COVERAGE



DISCOVERED ASSETS



SERVICE MAP



ENTERPRISE TOOLS



CLOUD ASSETS



COMPLIANCE



STRATEGIC GOVERNANCE

Trusted data for better decisions



COMPLETE VISIBILITY

From infrastructure to applications



HYBRID CLOUD READY

Unified discovery across environments



OPERATIONAL EXCELLENCE

Efficiency, automation and reduced risk



AI READY FOUNDATION

Clean, connected and intelligent data



Contact Us:

For more information about this case study, or to discuss creating trust in your ITSM platform, turning your CMDB into a viable strategic asset for your business, discovery, observability, automation and making your business ready for the adoption of AI, don't hesitate to contact the TekWurx team today sales@tek wurx.com.



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