

CASE STUDY



A BUSINESS CRITICAL SITUATION

FEDERAL RESERVE BANK

A federal reserve bank was operating ServiceNow Discovery to discover storage, on-premise, multi-cloud, and private cloud environments. The organisation decided to retire ServiceNow Discovery and replace it with BMC Discovery due in part, to the licensing costs of the ServiceNow offering.

The bank needed to customise the integration between BMC Discovery and ServiceNow CMDB, complete the migration with minimal business downtime, and deliver the entire project within a 40-day license renewal window.



OVER
£1 MILLION+
IN COSTS AND
INEFFICIENCIES
ELIMINATED.



KEY CHALLENGES



Delivery required within a 40-day license renewal window



High volume of pre-existing data in the ServiceNow CMDB



Large diversity of language and naming conventions within the ServiceNow CMDB

KEY OUTCOMES



**40
DAYS**

Migration completed in 40 days within the license renewal window.



**BESPOKE
FUNCTIONALITY**

Bespoke functionalities for BMC Discovery data to drive ServiceNow SAMPro.



**99.9%
DATA ACCURACY**

99.9% Data Accuracy maintained within the ServiceNow CMDB.



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HOW TEKWURX DELIVERED



**BESPOKE CONFIGURATION
IS THE SAFEST WAY
TO ENSURE DELIVERY
AND PERFORMANCE.**



The volume of pre-existing data in any ServiceNow CMDB, and the diversity, variety of language and naming conventions held within, means that there is a greater risk of causing duplications at the point of merger.



The TekWurx team analysed the asset data held in the ServiceNow CMDB to ascertain both how it was stored, and how it was uniquely identified. The team configured the BMC Discovery to ServiceNow sync bringing all the asset data in line with the ServiceNow CMDB.



Data consumers were aligned throughout the process, and each consumer team were trained to initiate testing as soon as the new data became available.



Bespoke configuration was the safest way to ensure delivery and performance for the Federal Reserve.



"In 2026, successful BMC Discovery and ServiceNow CMDB integrations will depend on careful configuration and data model alignment rather than relying solely on out-of-the-box settings."

Steve Hicks
Chief Technology Officer
TekWurx



ABOUT TEKWURX



By focusing on CMDB accuracy and discovery, TekWurx ensures IT service management works as intended, delivering faster resolution, lower risk, and measurable cost savings.

Our pragmatic approach avoids over-engineering, enabling organisations to scale confidently while maintaining control and trust in the environment that they support.



VISIBILITY

Complete visibility of your technology estate.



TRUST

Trusted data for confident decision making.



TRACEABILITY

End-to-end traceability across all assets.



CONTROL

Control, compliance and governance you can rely on.



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 more), get in touch.



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