



xtype

teradata.



CASE STUDY

# Teradata Scales ServiceNow Delivery and FedRAMP Compliance with **xtype Enterprise**

Driving Governance, Velocity, and  
Resilience Across 14 Instances and  
3,000+ Monthly Update Sets

As shown on Live on ServiceNow Webinar, Apr 24, 2025

servicenow.

**ADVANCED  
PLATFORM**  
Partner

Build

# Challenge:

## Managing Growth Without Losing Control

**Teradata**, a global data analytics leader, faced a pivotal operational challenge as it expanded its **ServiceNow** footprint to support both commercial and FedRAMP (GCC) environments.

### Key Challenges

**14 total instances** split between commercial and government trains.

**3,000+ update sets** and **100+ releases** processed monthly.

Manual operations and cross-boundary constraints created **risk, inconsistency, and delays**.

FedRAMP compliance demanded **strict control, least privilege, and immutable audit trails**.

Updates moved serially across environments, requiring **manual handoffs and rework**.



*"We hit the wall. We realized our manual governance model just wouldn't scale to support both business agility and regulatory compliance."*

**Ken Poddany, Director of IT Business Applications, Teradata**

*Live on ServiceNow Webinar, Apr 24, 2025*

# xtype Transformation: Orchestrated Governance Across All Environments

To support velocity and compliance, **Teradata** adopted **xtype Enterprise** as a governance control plane for **ServiceNow** – centralizing change control and orchestrating update delivery across all environments.

## Before xtype

- ⚠ Manual update sequencing
- ⚠ 10–13 hours to manage updates
- ⚠ GCC/FedRAMP updates manually executed
- ⚠ Limited visibility across instances
- ⚠ Least privilege required workarounds



## After xtype

- ✅ Policy-driven orchestration
- ✅ ~1 hour end-to-end
- ✅ Instance sync with full traceability
- ✅ Central dashboard for 14 environments
- ✅ Granular RBAC built into xtype



# xtype Capabilities in Action



## Multi-Instance Visibility

- A unified dashboard showing all 14 instances in real time
- Teams monitor change activity across commercial and FedRAMP environments without manual tracking.



## Granular Control

- Native RBAC enforcement removes the need for dev/admin access in production.
- Teradata enabled the Principle of Least Privilege (PoLP) without friction or operational delay.



## Policy-Driven Orchestration

- Release execution and synchronization across trains is now governed by policy – not tribal knowledge.
- Elimination of manual handoffs reduces duplication and errors.



## Audit-Ready Compliance

- Immutable logs and boundary-aware syncs support FedRAMP audit requirements.
- Teams no longer rely on Excel checklists or ad-hoc reviews to prove compliance.



*“The wall between commercial and FedRAMP environments used to be a blocker. With xtype, it’s just another routing rule.”*

**Ken Poddany, Director of IT Business Applications, Teradata**

*Live on ServiceNow Webinar,  
Apr 24, 2025*



# Outcomes

**3,000+ update sets**  
governed monthly  
through xtype

**100+ releases/month**  
orchestrated  
via policy

**~90% continuity**  
achieved across  
dual trains

Developers  
deploy autonomously  
**without elevated  
privileges**

Error reduction at  
scale: hundreds of  
pre-release errors  
**caught and  
remediated**

*“xtype didn’t just make us faster –  
it made us more compliant, more  
predictable, and better aligned  
with our long-term SDLC strategy.”*

**Ken Poddany, Director of IT  
Business Applications, Teradata**

*Live on ServiceNow Webinar,  
Apr 24, 2025*

## Conclusion

xtype empowered **Teradata** to reimagine **ServiceNow** delivery across its dual-environment enterprise. With granular RBAC, centralized control, and real-time orchestration, **Teradata** now delivers high-velocity releases with full compliance and confidence.



# Thanks for reading our case study!

xtype is the technical governance platform for ServiceNow, purpose-built to deliver real-time visibility, control, orchestration, and compliance across every environment. Trusted by the world's most regulated enterprises, xtype replaces manual governance workarounds with a built-in control plane that accelerates delivery, ensures audit-readiness, and empowers platform teams to innovate without risk.

[Learn more](#)

