

## Case Study

# From Visibility Gaps to Proactive Vulnerability Management

How Scotiabank Automated Risk Response with NewRocket and ServiceNow® SecOps



## The Customer

- **Company:** Scotiabank
- **Industry:** Financial Services
- **Location:** Canada
- **ServiceNow Offering:** SecOps Vulnerability Response and Configuration Compliance

Scotiabank, headquartered in Toronto, is one of Canada's Big Five banks and a leading financial services provider across the Americas. Known as "the international bank," Scotiabank offers diverse financial services and digital banking solutions to millions of customers worldwide.



## The Challenge

An internal audit uncovered a major issue: **Risks that Scotiabank's security toolsets identified weren't being remediated consistently and in a timely manner.** Security teams could detect vulnerabilities but struggled to track unresolved ones, creating **dangerous visibility gaps.**

Manual tracking and follow-up processes **burdened limited security resources,** causing delays and creating potential compliance risks. With fragmented workflows and increasing operational strain, Scotiabank needed a **scalable, automated solution** to improve remediation efforts and strengthen its overall risk posture.



## The Solution

### A Phased, Governance-Led Approach to Risk Response

Scotiabank partnered with NewRocket to implement a scalable, automated solution using ServiceNow SecOps Vulnerability Response and Configuration Compliance modules. The goal was to provide clear visibility, improve efficiency, and align with Scotiabank's risk strategy.

#### 01 | Executive Steering and Governance Alignment

NewRocket worked closely with VP- and director-level stakeholders to establish an **Executive Steering Committee**, ensuring strong governance, clear priorities, and strategic alignment throughout the engagement.

#### 02 | Phased Rollout for Early Wins and Long-Term Success

The implementation followed a **three-phase rollout**, starting with early adoption and baseline establishment to build momentum and prepare for broader scaling.

#### 03 | Dedicated Post-Go-Live Support

To ensure sustained success, NewRocket provided **three months of post-production support**, optimizing the solution and driving internal adoption across Scotiabank's teams.

## The Results

Through its partnership with NewRocket, Scotiabank has significantly strengthened its security operations and is experiencing outcomes like:



Fewer manual remediation tasks, with automated workflows that drive discovery, prioritization, assignment, and resolution of vulnerabilities



Higher confidence in risk scoring and prioritization, allowing teams to focus on the most critical threats first



Improved visibility into unresolved risks, with CMDB integration delivering accurate, real-time vulnerability tracking



## Ready to Automate Your Risk Response?

See how NewRocket can help your business boost security confidence and streamline vulnerability management with the ServiceNow platform. Visit [newrocket.com](https://newrocket.com) to learn more.



We were totally impressed with NewRocket's depth and knowledge of ServiceNow SecOps VR, but also the amount of care and effort they applied from an account management perspective to ensure this implementation was successful.

– Chief Project Stakeholder, Scotiabank