

Leidos: Modernizing Defense Operations on ServiceNow

Faced with increasing security demands and operational complexity, Leidos partnered with TEKsystems Global Services (TGS) to modernize legacy systems for a federal defense agency using ServiceNow—accelerating progress across mission-critical telecommunications operations.





Leidos, a technology and industry leader, embarked on a multiphase effort to transform telecommunications operations for a federal defense agency using ServiceNow's platform.



What We Did

[Application innovation,](#)
[AI, ML and automation](#)



Industry

[Public sector](#)



Results

Improved data quality,
security and end-user
experience



Key Integrations

[ServiceNow](#)

The Challenge

When Operational Demands Accelerate

Designed Without Compromise

Leidos delivers technology designed to enhance readiness across national security programs. For one federal agency responsible for defense communications, growing complexity and evolving demands began to outpace legacy systems—impacting their ability to support Department of War (DoW) objectives with the necessary speed, visibility and reliability.

The operating landscape needed continuous availability, adherence to strict federal standards and support for specialized telecommunications capabilities. Meeting these demands required a large-scale modernization effort through the implementation of ServiceNow telecommunications modules within a classified environment. This effort would follow a very aggressive timeline for implementation, raising expectations for execution discipline, technical precision and delivery rigor.

The objective was clear: Modernize critical systems while maintaining continuity. Success depended on modernizing the environment without disrupting established procedures or introducing technical debt, ensuring the platform could support evolving needs over time.

Our Solution

Implementing a Secure ServiceNow Platform

Reliability Built To Serve

Leidos selected ServiceNow as their enterprise platform and engaged TGS to assemble a delivery team capable of operating at scale within a highly regulated federal setting. TGS rapidly deployed cleared ServiceNow specialists with deep telecommunications domain expertise, enabling Leidos to move forward without compromising security, compliance or established procedures. This ability to field specialized, cleared experts early proved critical to managing execution risk and addressing the complexity of replacing a legacy system that has been operational for over 20 years.

With the team in place, Leidos and TGS led critical analysis and design efforts at the outset of modernization. This included detailed requirements definition, gap analysis across legacy systems, and development of an architectural framework and minimum viable product aligned to federal requirements and future scalability.

Leidos and TGS established an accredited classified hosting environment and then migrated essential tools to ServiceNow. Multiple telecommunications modules were implemented, tested and deployed to support complex operational needs.

As capabilities transitioned into production, the engagement expanded to include Tier 2 and Tier 3 support and application sustainment. TGS continues to support the ServiceNow platform and hosting infrastructure, providing ongoing stability and performance while positioning the environment for continued evolution.





Powerful Partnership

Delivery Expertise in Secure Federal Environments

A Trusted Partner for Modernization

Leidos selected TGS as their delivery partner based on a proven combination of deep ServiceNow expertise and experience operating within federal and public sector programs. As a ServiceNow Elite Partner with the ability to deploy cleared specialists, TGS is uniquely positioned to support secure execution within a highly regulated environment while meeting demanding technical and compliance requirements.

Built on a longstanding relationship, the collaboration of the TGS and Leidos teams extended from early design to implementation and ongoing sustainment, aligning delivery decisions with broader program objectives and operational realities. This joint approach provided continuity, mitigated risk and ensured modernization efforts remained tightly aligned to evolving requirements.

Real-World Results

By migrating core applications to ServiceNow, Leidos accelerated critical satellite and network communications delivery essential to national defense. The modernized platform replaced manual and fragmented processes with automated workflows, enhanced visibility, and improved system reliability. With support from TGS, Leidos gained greater agility for time-sensitive demands while maintaining the compliance posture required by highly regulated federal programs. The project delivered measurable results, including:

- **Accelerated efficiency:** reduced key process timelines from more than a month to days—or even hours—improving speed and responsiveness
- **Real-time visibility:** enabled faster, more informed decision-making through access to reporting
- **Enhanced security and resilience:** implemented a modern platform that strengthened system stability and overall security posture
- **A platform built for what's next:** standardized automation and established a scalable foundation for continued modernization, including AI-enabled decision support

Leidos and the agency are now positioned to meet today's mission and prepared for what's ahead.

“TEKsystems Global Services has consistently met our expectations. As our trusted ServiceNow partner, they play a critical role in supporting the complex mission requirements of our defense customers and enhancing our ability to deliver secure, effective mission outcomes. Our partnership with TEKsystems Global Services is built with strong operational support and disciplined execution, advancing our customer's transition from siloed legacy systems to a fully integrated, modern ServiceNow platform. Through this collaboration, we have accelerated mission velocity and readiness by replacing manual, redundant processes with automated, real-time workflows. This enables operators to concentrate on mission execution while strengthening the resilience, security and reliability of the defense enterprise digital backbone.”

—**David Garza, Senior Director**, Special Projects Portfolio for the DoD Enterprise Cyber and Operations Division at Leidos

About TEKsystems and TEKsystems Global Services®

We're a leading provider of business and technology services. We accelerate business transformation for our customers. Our expertise in strategy, design, execution and operations unlocks business value through a range of solutions. We're a team of 80,000 strong, working with over 6,000 customers—including 80% of the Fortune 500—across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change and master the momentum of technology. We're building tomorrow by delivering business outcomes and making positive impacts in our global communities. TEKsystems and TEKsystems Global Services are Allegis Group companies.

Learn more at [TEKsystems.com](https://www.teksystems.com).

