



AUTOMATING CHANGE VALIDATION AND VULNERABILITY MANAGEMENT FOR





About ICE

Intercontinental Exchange (NYSE: ICE) is a global operator of regulated exchanges and clearing houses, serving financial and commodity markets worldwide. Founded in 2000 with an electronic trading platform for OTC energy markets, ICE quickly expanded into futures, cleared OTC products, and data services. The acquisition of the New York Stock Exchange in 2013 cemented its position as a leader in global finance.

With customer trust and regulatory compliance at the heart of its operations, ICE invests heavily in a secure, resilient IT infrastructure. To achieve this, the organisation embraces platform-driven solutions that deliver scale, automation, and continuous improvement.



Driving Compliance and Security with a Platform-First Strategy

To strengthen its IT compliance and security posture, ICE leveraged its **ServiceNow ITSM** platform and integrated **Guardian by Cloudhouse**, the vendor-agnostic SaaS platform that provides real-time visibility, automated compliance, and change tracking across complex IT estates.

According to Chuck Adkins, Vice President of Technology at ICE:

“Our strategy is to invest in platforms, not point tools. By bringing together ServiceNow and Guardian by Cloudhouse, we significantly enhanced compliance and security capabilities. The seamless integration between the two platforms gave us a major head start.”

Automating Change Validation

Change validation was ICE's first priority.

Historically, IT teams manually checked that planned production changes were executed correctly—a process that was time-consuming and limited in scope.

Now, **ServiceNow** drives change management workflows, while **Guardian** scans ICE's servers for detailed configuration changes. ServiceNow automatically queries Guardian and attaches verified change data to the corresponding Configuration Items (CIs) in the CMDB.

Bretlan Fletcher, Director of IT Development at ICE, highlights the impact:

“We can now instantly confirm changes within the change window and identify any unauthorised changes. What once required an army of people is now an automated, scalable process.”

This has strengthened regulatory compliance, expanded coverage, reduced operational risk, and improved the efficiency of IT operations.

Automating Vulnerability Management

Guardian also plays a key role in vulnerability management. The platform continuously scans ICE's environment for misconfigurations and vulnerabilities against thousands of benchmarks, including CIS controls. Results are automatically uploaded to **ServiceNow's** CMDB, enabling ICE to tie vulnerability data directly into remediation workflows.

This closed-loop process ensures that vulnerabilities are detected, validated, and resolved in alignment with governance and compliance requirements.



Expanding the Value of Guardian

What began with change validation has expanded into broader use cases. Guardian now supports configuration compliance checks, policy validation, and overall resilience scoring. By adopting a platform-first strategy, ICE gains the flexibility to scale without adding complexity.

Adkins concludes:

“Guardian allows us to do more with less. We started with change validation, but the platform’s capabilities extend much further—helping us automate compliance, strengthen governance, and continuously improve resilience across our IT estate.”

Key Benefits Delivered by Guardian by Cloudhouse

- Automated, scalable change validation integrated with **ServiceNow**
- Real-time visibility into authorised and unauthorised changes
- Continuous vulnerability scanning and **CIS** compliance reporting
- Automated remediation workflows tied directly into **ServiceNow** CMDB
- Strengthened regulatory stance and reduced operational risk
- Platform-first approach enabling expansion into policy compliance and resilience scoring