



## Experience a Different Kind of Service Management Solution

10 Ways Cherwell Will Transform Your Business

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Your service management aspirations are changing, especially when it comes to:

- Optimizing IT services across the enterprise
- Enriching employee and customer experiences
- Aligning technology to deliver on business goals

With the right service management platform, you'll achieve these goals, accelerating your ability to scale the business, engage your workforce, and deliver performance the business expects from an elite IT organization.

You may be familiar with Cherwell from industry accolades—we consistently score high marks from Gartner, Forrester, IDC, Ovum, and InfoTech—but we bet you don't know the full picture of how Cherwell can provide value to your business.

Flip through for 10 different ways you'll advance your service management practices when you work with Cherwell.

Gain New Insight into Cherwell 





## #1: No Coding Know-How Required

Eliminate reliance on costly developer resources: Create unique applications and customized workflows quickly for different lines of business—on your own. Cherwell's **no-code platform**, with its visual editor and automation capabilities, empowers your staff to take charge when it comes to building and delivering these innovations quickly and without errors inherent when modifying proprietary code.

Pro Tip: Count the days it takes to create and launch a new service

How does your developer staff support demand for custom workflows?

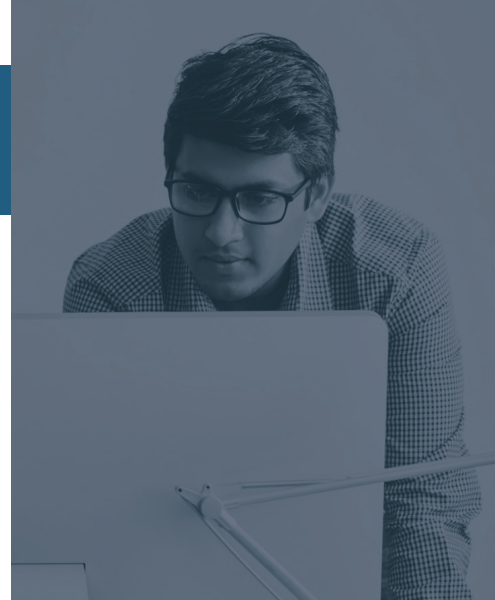
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# HCL Technologies Accelerates Time-to-Market

HCL Technologies (NSE: HCLTECH), a leading global technology company, delivers transformative technology-based products, solutions, services, and IP to its customers, but their average time-to-market was four months. Thanks to Cherwell Service Management and its no-code platform, along with HCL's DRYiCE™ Gold Blue Print for Service Management, HCL was able to accelerate deployment time for its ITSM customers to four weeks. As a result, HCL now uses just four staffers to maintain service management—instead of the 16 developers previously required. This shift has enabled the company to deploy those valuable employees toward strategic projects.

*“We are pleased to offer Cherwell’s advanced service management platform for delivery within our industry-leading ITSM process ecosystem with DRYiCE™ GBP and also provide our customers with rapid flexibility and choice to deploy the product on a codeless platform.”*

–Kalyan Kumar, Corporate Vice President and CTO - IT Services



**HCL**





## #2: Make Smart, Data-Driven Decisions

Do you want centralized dashboards that offer not only deep insights into operational and business performance, but also enable you to answer queries on the fly, automatically trigger workflows, integrate with third-party data sources, and aggregate data for compliance? Cherwell's **platform intelligence** can act as a data broker. It enables integrations, for example with PowerBI and Tableau, and generates reports from any data source—all with no additional licensing cost. Now, with information at your fingertips, your organization can take action on accurate, real-time insights without delay.

How would end users describe their level of satisfaction with your dashboards?

Pro Tip: Estimate the time spent on reporting, analytics, and audits

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# Having Data at Their Fingertips Helps Laramie County School District Work Faster and Smarter

The school district was preparing to implement a new ERP system to better serve its 13,000 students in 34 different schools spread over 1,592 square miles. However, this ERP system lacked a ticketing system for managing facilities work orders. Cherwell's ITSM and Facilities Management solutions, with sophisticated reporting and out-of-the-box ITIL processes, enabled the school district to completely transform all of its operations. For example, during registration, the district's busiest time of year, automated service desk processes empowered the IT team to close 3,400 incidents and requests. The team also analyzed data and made significant improvements for the following year's registration.

Employees in the field can manage and close work orders during the day instead of bringing paperwork back to the home office.



[Read the full case study](#)



Pro Tip: Determine resources required to build and maintain integrations

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## #3: Innovate IT Services That Can Drive More Business Results

You want to put IT in a position where it can offer new services that drive incremental business value. Ideally, you can build these services easily and deploy them quickly without increased overhead. Cherwell's **extensible platform** integrates with third-party applications and enables you to automate workflows for a variety of business processes, reducing the risk of human error, and, more importantly, improving productivity for both service staff and employees. Cherwell grows with your business and won't hold you back from implementing future ideas.

What's your process for integrating with other platforms?

# Munich Airport Is Ready for Future Challenges

In a single year, this transportation hub's capacity grew more than 10 percent to 50 million airline passengers annually. Their legacy solution was costly to modify, configure, and customize and could no longer keep up with the airport's growth. Enter IT Service Management, which provided Munich Airport with an extensible, flexible platform that easily integrated with the airport's other IT systems. Munich Airport has since expanded the platform—without help from consultants—and integrated systems such as SAP to manage core business processes. Plus, they no longer need to leverage third-party software for analytics.

“Cherwell is an excellent solution for mid-sized companies that need the flexibility to be able to scale up as demands on their business grows.”

—Jörg Westermair, Head of Operations, Munich Airport



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Pro Tip: Uncover  
how many hours  
your team needs to  
manage a platform

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## #4: Bring Your Systems Together

IT has become a complex and diverse set of technologies. You already have tools, systems, repositories, and other solutions in place that need to be integrated with any service desk you implement. Cherwell's platform, with its **flexible integration**, supports multiple integration methods, all included in Cherwell Core functionality, which sits at the metadata layer. Plus, thanks to the visual editor, configuration and administration of integrations does not require complex coding abilities or take up an outsized amount of time.

How has the cost of individual transaction and API calls from your current vendor limited you from fully integrating your data?

## Dartmouth-Hitchcock Brings 14 Apps Online in a Single Day

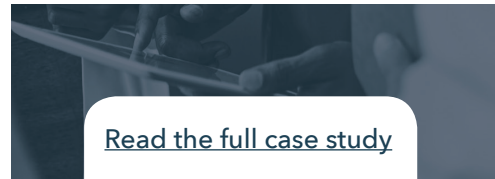
Government regulations mandated healthcare provider Dartmouth-Hitchcock move from its paper-based record-keeping system to Epic, an electronic suite of applications. But the organization anticipated a massive spike in incidents around this launch, which its current IT service management solutions—a patchwork of applications—couldn't handle. After launching Cherwell's ITSM solution, Dartmouth-Hitchcock supported the simultaneous, single-day go-live of 14 Epic applications—all on schedule and without disruption to patient care. Furthermore, Cherwell's solution led to a 50 percent reduction in administrative burden and a 35 percent uptick in customer satisfaction.

“Cherwell's technology and adherence to standards proved out for our whole implementation cycle.”

- Bill Weyrick, Director Information Systems User Support, Dartmouth-Hitchcock



Dartmouth-  
Hitchcock



[Read the full case study](#)



## #5: Go Live–Quick and Realize Fast Time to Value

We've all heard—or witnessed—implementation horror stories with projects that go over-budget and take months (or half a year) longer than anticipated. Avoid that outcome. Cherwell guarantees a **short implementation cycle** with our codeless configuration, out-of-the-box capabilities, pre-packaged library of best practices, and services focused on your go-live date. Compared to other solutions in the marketplace, Cherwell can deliver a design to go live journey 30 to 50 faster, helping you deliver on your promises.

Pro Tip: Scope the work involved to deploy a new solution into production

What consequences would you face if an implementation exceeded the timeline and contracted services support?

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# The State of Oklahoma Launches in 3 Weeks with No Developers

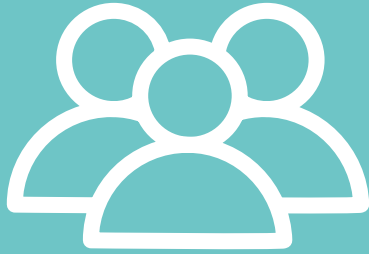
Oklahoma Office Management and Enterprise Services department had an outdated ITSM solution that did not allow them to effectively track incidents or integrate with other tools. Cherwell won the bid based on the reporting capabilities and easy configuration of its ITSM solution. In just three weeks, with help from Cherwell's implementation partner, Excalibur, but without any developers, the state of Oklahoma launched Cherwell. This implementation enabled the state to consolidate its IT, resulting in \$100M in savings.

“Cherwell was intuitive enough that we didn't need a high-level skill set to do the configuration. I can walk back to one of my Cherwell admins and say, ‘We need to change this,’ and they just go do it.”

- Fonda Logston, IS Enterprise Programs Director



[Read the full case study](#)



## #6: No Worries: Upgrade without Stress

When was the last time an upgrade was stress-free, without unexpected disruption, a re-build of critical functionality, unplanned downtime, or functional mishaps? With Cherwell, you'll experience **seamless upgrades**, without re-implementing or adjusting the configurations in place because the platform is separate from your solution content. In other words, because Cherwell has uniquely separated the metadata from its code base the typical problems associated with "customizations" have been eliminated. Bonus: You'll cut down on staff time spent testing forms and workflows after incremental upgrades.

Pro Tip: Quantify the total staffing hours involved in upgrades

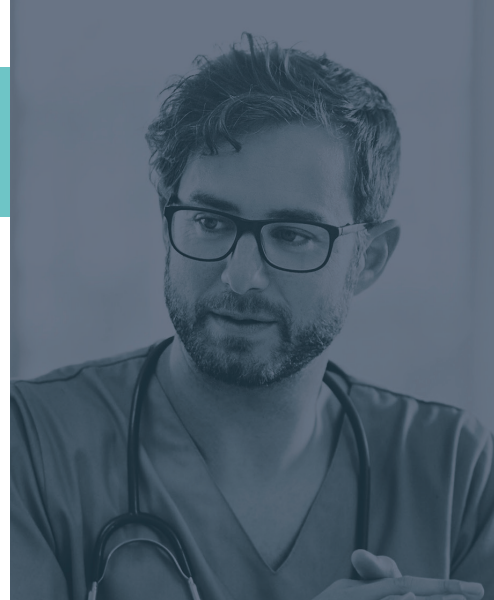
How often have you avoided vendor upgrades or applying patches due to the cost and time to safely implement the change?

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## Seamless Upgrades Save Atlantic Health Systems

The drawbacks to Atlantic Health Systems' legacy solution were all too clear: It was labor intensive, didn't provide ITIL processes, and was unable to integrate with essential applications. Cherwell's ITSM solution was a game changer for the beleaguered IT department, allowing them to implement key ITIL processes and a configuration management database. Plus, Cherwell integrates smoothly with the healthcare provider's other essential IT applications. It allows the IT team to build their own modular applications—all without fear of losing important integrations and customizations during an upgrade. Plus, Atlantic Health Systems was able to save \$100,000 in upgrade, configuration, and maintenance costs.

The IT team now confidently makes application-level changes without breaking the code or losing customizations during upgrades.



Atlantic  
Health System

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## #7: Take Service Management Beyond IT

Service management delivers real value, improving productivity and optimizing service flows. That's why leading organizations are extending its value to enterprise management, automating common workflows across the business including security, human resources, facilities, and the project management office. Forrester recognized Cherwell for its **enterprise service management (ESM)** leadership because its next-generation platform allows your IT department to drive new levels of digital workflow automation across departments.

Pro Tip: Measure customer and employee experience with a net promoter score (NPS)

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Have you been able to leverage your service management solutions in other parts of your business?

# University of Missouri Extends Service Management Beyond IT

At this public university, the 40,000+ students, faculty, and staff found interactions with the IT department frustrating. Their previous service management platform wasn't effectively meeting the higher education institution's needs. After switching to Cherwell, the university was able to take advantage of enterprise service management solutions. Twelve months after implementation, the platform now supports 10 departments, including IT, human resources, facilities, student administration, and academic research, with future plans to support an additional seven teams.

One year after launch, Cherwell Service Management supports nine groups beyond IT with seven others in progress.



University of Missouri







Pro Tip: Evaluate  
service delivery  
performance against  
stated SLAs

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## #8: On-Premises, Hosted, or SaaS—Your Choice

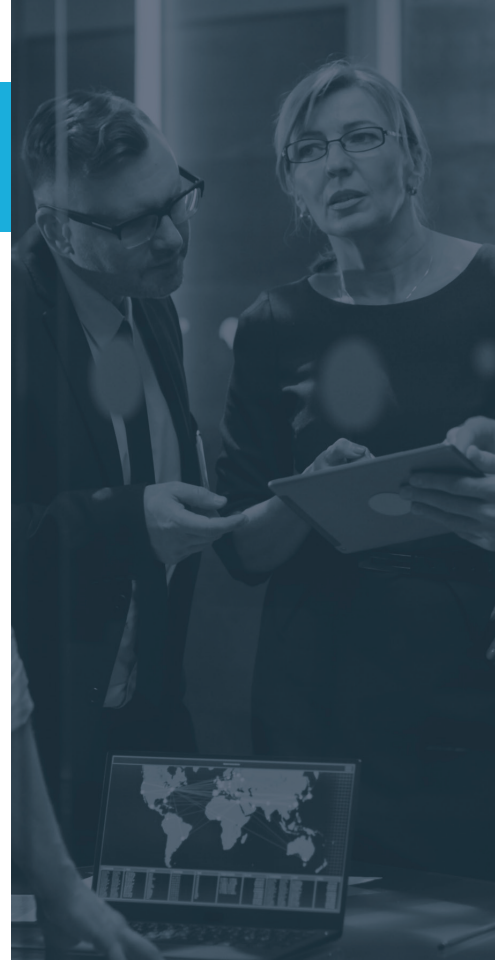
What's your organization's preferred or required deployment strategy? With Cherwell, take advantage of **flexible deployment**—opt for cloud services, on-premises, hosted by third parties, or a combination of these options. This flexibility means you can choose the approach that best meets your needs, whether it's improving operational and cost efficiencies, or strict adherence to internal, governmental, or regulatory mandates.

What level or risk do changes in regulatory, security, and data privacy laws pose to your organization's chosen deployment strategy?

## Defense Contractor Chooses Among an Array of Deployment Options

This UK-based contractor wanted to innovate and expand, but their legacy service desk software did not provide them with the ability to grow and improve efficiency. With Cherwell's ITSM solution, the organization was able to take advantage of flexible deployment. Although this defense contractor deployed on-premises to ensure critical security, they're now weighing the option of an internal public cloud deployment scenario.

When security is your business, choosing isn't just a matter of preference—it's essential.





## #9: Finally, Licenses Designed to Maximize Your Value

You want predictable software license costs—and to never, ever get unexpected bills for routine activities like API calls, cloud provisioning, or custom application extensions. And, you want to take advantage of out-of-the-box ITIL processes and integrations without incremental charges. Cherwell's concurrent, **customer-centric licensing model** enables any authorized user to access the software as long as the maximum number of simultaneous users does not exceed the total number of licenses purchased. Plus, this model doesn't require additional licenses for approvers, requesters, portal users, report viewers, or monitors that display reports.

How important is it to have predictable costs associated with your service portfolio?

Pro Tip: Calculate license costs across users, requesters, report viewers, and displays

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## Students Staff IT at University of New Mexico

How can you deliver more functionality and save money at the same time? For the University of New Mexico's IT department, leveraging part-time student shift workers and retiring two ITSM solutions in favor of one from Cherwell was the answer. Implementing Cherwell's ITSM solution, with its concurrent license model, enabled the university to slash its annual licensing costs and promote knowledge sharing across teams—enabling the university to truly maximize use per license.

The university's IT department can support 290 system users with just 95 licenses.



THE UNIVERSITY OF  
NEW MEXICO.

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Pro Tip: Rate your vendor support experience on a scale of 1 to 5

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## #10: We've Got Your Back

Are you looking for a partner who is easy to work with, puts your needs first, seeks your input into product development, and negotiates contracts with transparency? With a **strong customer focus**, Cherwell leads with heart, hunger, humility, and honesty in all that we do. Our organization shares the risk to ensure that your solution launches successfully. But our partnership doesn't end there: Cherwell supplies technical expertise to further your goals and works to optimize and simplify your third-party ecosystem. Plus, all customers can take advantage of user groups, the customer advisory board, events, and other best practice-sharing opportunities.

What criteria are most important to you for a great vendor relationship?

## And We Value Your Input

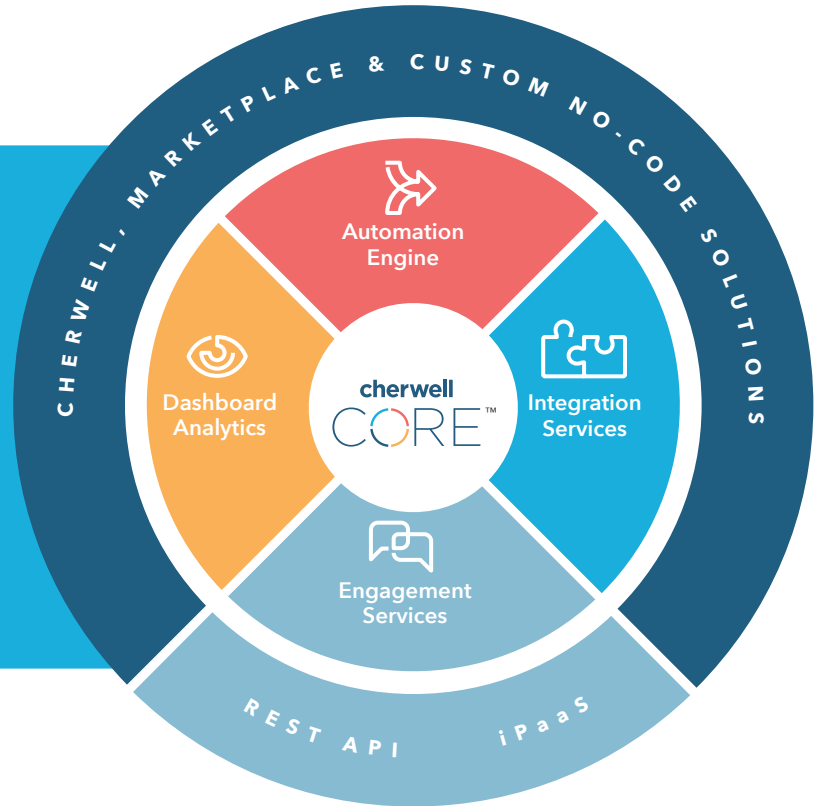
Ideation Station is a crowd-sourced platform that collects enhancement ideas and gauges interest. Cherwell's customers—from America to Australia, and everywhere in between—submit proposals in this simple, accessible tool. Every submission is read and evaluated, and many product enhancements are incorporated into Cherwell's releases. For example, in CSM 9.6, customer suggestions led to development of CSM Administrator Log Viewer, Google Portal Analytics, Anonymous Portal Access, and more.

Customer feedback drives more than 33 percent of Cherwell product enhancements.



[Influence the future of Cherwell](#)

The Cherwell Core Platform is the foundation for solutions like IT service management, human resources service delivery, facilities management, and security & risk management. This platform integrates with 100+ pre-built, standardized, third party applications and orchestration packs for cloud services and management solutions, so you can easily automate workflows for a variety of business processes. In addition, your team can easily configure and customize services rapidly for users across business units and customers—thus improving productivity for service staff—and employees while reducing the risk of human error.





Interested in learning even more?  
Find out how our solutions can  
help your organization flourish.

[Gartner 2019 Magic Quadrant for ITSM Tools](#)

[Forrester 2019 Enterprise Service  
Management Wave™](#)

[Ovum Market Radar Report: Employee  
Support Tools](#)

[Info-Tech Research Group's Vendor Landscape  
for Enterprise Service Desk Software](#)

You have a choice among many service management solutions. At Cherwell, we have something different to offer—and our customers have experienced this difference firsthand.

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Cherwell has consistently ranked as an industry leader in ITSM and ESM software. The Colorado-based company is rated as a top employer state and nationwide, with its customer-first approach. Find out more about Cherwell products and services at [Cherwell.com](https://www.cherwell.com).

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