Cherwell Emergency Response Management Solution

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Companies around the globe must be equipped to swiftly respond to changes and emergencies, as we've seen with the striking and disturbing example of COVID-19.

You may be asked to implement—or dramatically expand—your remote employee management infrastructure in response to rapid-fire government directives. At the same time, you'll need to track the status and location of your employees and the newly off-site assets you've provided to them.

Communications will also become more critical, with company updates and safely procedures changing day by day. You'll need a simple way for everyone in the company to "self-report," while handling a significant increase in IT incidents and requests. When the crisis is over, you'll need to have kept extensive and accurate reporting and tracking data to restore normal operations.

Cherwell is here to support you with a comprehensive, automated emergency response management solution that is fully integrated with Cherwell IT Service Management (ITSM). Two new capabilities are available immediately—at no charge: Remote Employee Management and Crisis Management.

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Remote Employee Management

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Crisis Management

If you've already deployed Cherwell ITSM, you are well positioned to meet the demands imposed by an emergency situation. You already have an automated solution to manage complex IT services and a self-service portal for employees to access them, all built to keep you out in front of change. Adding the Emergency Response Management solution will be seamless.
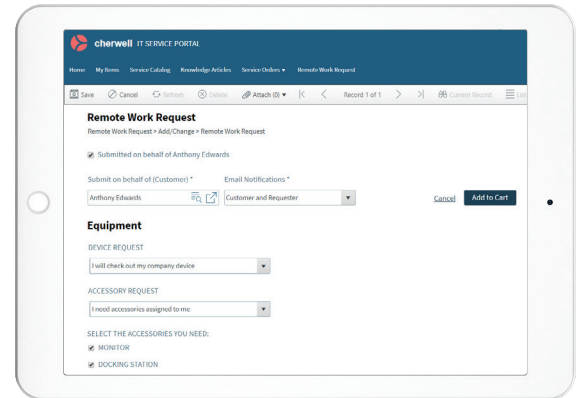
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Remote Employee Management

In an emergency, it is essential to ensure that the employee transition to working at home is smooth and drama-free removing as many obstacles to productivity as possible. Cherwell Remote Employee Management efficiently manages this transition by providing:

- Simple and intuitive processes for employees to initiate work from home—directly from the self-service portal they are accustomed to using

- Clear, concise ways to communicate best practices, policies, and how-to guides needed to promote efficiency in an unfamiliar work mode

- A streamlined equipment and application request process, along with automated tracking and reporting, so you can more efficiently restore normal operations when the time comes

- A simple and fast way to broadcast updated knowledge and announcements that will help you reduce service request and incident volume

When critical events like pandemics or natural disasters occur, slow response can be expensive. Consider the hourly cost of an employee who cannot be productive due to outage, then multiply that cost across all those effected.

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Crisis Management

Transitioning employees to remote work is one part of the solution. During a crisis, they also need to feel connected, engaged, and productive for your company to power through the situation. Working with your counterparts in HR, you can leverage technology to efficiently track the welfare, safety, and status of your workforce. Cherwell Crisis Management supports the process by providing:

- A simple way for employees to check in and self-report their status and location, right from the IT self-service portal

- Automated processes that filter employee self-reporting results by employee status, response, or lack of response—the latter of which could indicate an employee in distress

- A management dashboard with at-a-glance or deep-dive visibility into the welfare of the workforce, overall and by individual

- Easy ways to notify employees of policy updates and safety procedures, send requests for employees to check-in, and respond quickly to employee concerns
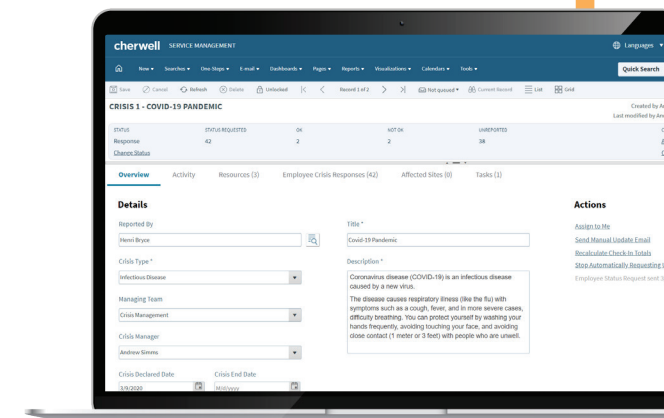
Cherwell Can Help

Cherwell ITSM provides a powerful and flexible solution for teams that need to move fast in an emergency situation, while providing ease of customization and use, flexible licensing and deployment options, and a superior customer experience for the long run.

If you find you need to extend more remote services to employees—including functions like HR, security, program management, and facilities—Cherwell offers a full suite of Enterprise Service Management (ESM) solutions that do just that. In addition, we're offering a temporary expansion pack for Cherwell ITSM licenses to support an increased remote workforce. To find out more, take a minute or two to check out Cherwell's resources for weathering the COVID-19 crisis.

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.

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