Cherwell IT Service Management Optimize IT Services

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Are you ready to embrace a new service management paradigm that helps you get out in front of change, so you can focus on higher value activities that drive operational efficiency, digital transformation, and—ultimately—business growth?

Make the Move to Modern, Agile IT Service Delivery

The Cherwell IT Service Management (ITSM) solution is based on a no-code platform that offers an automation engine, dashboard analytics, as well as integration and engagement services. You'll optimize your IT efficiency and advance operational maturity with Cherwell ITSM because:

- You can automate right out-of-the-box by taking advantage of 11 PinkVerify ITIL® processes.

- You can accelerate time to market by leveraging nearly 200 free, pre-packaged solutions and 100s of out-of-the-box third-party integrations.

- You can gain operational insight through 150+ pre-built reports and dashboards on KPIs, trends, and bottlenecks.

Dartmouth-Hitchcock

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

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

50%
Less Administration

35%
Better Customer Satisfaction

Government regulations mandated that healthcare provider Dartmouth-Hitchcock move from paper-based records to Epic, an electronic suite of applications. The organization anticipated a massive spike in incidents with the Epic launch, which its current patchwork of service management applications couldn't handle. After launching Cherwell's ITSM solution, Dartmouth-Hitchcock supported the single-day go-live of 14 Epic applications—all on schedule and without disruption to patient care. What's more, the Cherwell solution led to a 50% reduction in administrative burden and a 35% uptick in customer satisfaction.

Automate Operations for Efficient, Reliable ITSM

Cherwell takes a holistic approach to service management, consolidating and integrating real-time data from all components of our ITSM solution, so it's shared and updated every step of the way. Data automatically flows from all service management workstreams to the Cherwell Configuration Management Database (CMDB), where it is federated, reconciled, and translated into actionable information—with duplications and other human errors resolved.

Now all the information your team needs to stop flurries of incidents, quickly get to the root causes of problems, and minimize the risk of changes going wrong are a click away. Intuitive workflows for any business process—whether simple or complex—can be created without scripting or coding. Using Cherwell workflow automation and drag-and-drop features, built-in dashboards can be customized and deployed in a fraction of the time. And when it's time to upgrade, your team will be able to do so quickly and without friction, since they won't be required to touch any customizations made.

Request & Incident management and problem management capabilities employ an intuitive user interface that prompts staff to collect the data needed to quickly fulfill requests and resolve incidents and problems—without specialized skills. Related incident information is automatically displayed, problems can be created with a single click from existing incidents, and activity panes foster collaboration.

Change management automates and streamlines complex change workflows. Full-strength change management tools provide visibility and control for better change outcomes, so the IT infrastructure is highly available and predictable. With this stability, it's possible to redirect development resources to building new services and innovations that benefit the business.

Knowledge management supports smart ITSM operations with a single, trusted and always-current source for organizational knowledge. It helps IT dig into the root causes of problems and stop them in their tracks, offering the shortest route from problem to solution and making redundant problem solving a thing of the past.

Self-service portals let business users address their own problems, resolving up to 60% of service requests. Relying on the knowledge base, IT staff can quickly create portals, tailor them for different roles, and even customize them to reflect company branding—all of which supports better employee satisfaction and efficient service desk operations.

Asset management takes the guesswork out of what's installed across the network and eliminates wasteful spending. It helps your team gain large reductions in software license spending, IT overhead, and software audit risk, giving them visibility and control over IT investments from purchase, to installation and use, to retirement.

Configuration management is not only foundational for handling service requests, incidents, and problems but is crucial for managing change without collision. With reliable configuration item (CI) information, including all interrelationships, change managers can accurately visualize and control network interactions and speed up delivery of innovative new services.

Accelerate Time to Market

You can easily deploy the Cherwell solution for immediate results, opting to operate Cherwell as a Software-as-a-Service (SaaS) in the public cloud, run the platform on-premises for increased control, or choose from multiple managed service providers (MSPs) to host for you. And if your business requirements change, Cherwell lets you switch between SaaS and on-premise deployment.

We also provide a rich, <u>flexible set of integration interfaces</u>—via APIs, through our out-of-the-box integration library, or in as-a-service mode—that help reduce the time, risk, and cost associated with deploying and maintaining typical point-to-point integrations. Using the Jitterbit Integration Platform Service (iPaaS), staff can integrate with third-party solutions from vendors such as CA, Solarwinds, VMWare, Microsoft, SAP, and Bomgar.

In addition, Cherwell and partner-provided integrations, extensions, orchestration packs, and line-of-business solutions—including cloud service platforms and management solutions such AWS, Microsoft Azure, VMware vRealize, and more—are shared on the <u>Cherwell mApp Exchange</u>, an online marketplace where IT teams can select from hundreds of solutions and deploy them without writing code.

HCL

"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 VP/CTO, IT Services, HCL Technologies

400% Faster

25% Less Staff

HCL Technologies, a leading global technology company, is proud to deliver transformative technology-based products, solutions, and services to its customers—but their time-to-market was averaging out at four months.

Thanks to the Cherwell ITSM solution, along with HCL's DRYiCE Gold Blue Print for Service Management, the company 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.

Gain Insights and Make Better Decisions, Faster

Cherwell provides leading indicators and trend analysis through flexible, easy-to-customize dashboards and reports. Access to real-time, dynamic data expedites better stakeholder decision-making and reveals actionable insights in the details of day-to-day operations.

With more than 150 out-of-the-box reports, your team can identify bottlenecks and areas for improvement and increase visibility across all ITSM processes. They can identify and track the KPIs that are important to your organization, such as true budget impact, reductions in unplanned work, productivity improvements, and response and resolution time, thereby helping them continuously optimize service delivery and drive IT initiatives to the next level. Plus, rich reporting capabilities empower IT to assert its leadership role in innovation, while building closer partnerships and better communications with other departments and business units.

Take Advantage of Inclusive and Economical Licensing

Cherwell's flexible and attractive licensing models are one of the crucial ways we differ from our competitors. Our all-inclusive, concurrent licensing gives you choices: owning licenses, paying annual maintenance, or a subscription model to pay as you go.

Cherwell customers average 3.5 users per concurrent license, contributing to significantly lower TCO, and there is no charge for end user access to portals—and no reporting or analytic software required either. Unlike named licensing, where each assigned user incurs the same cost whether they use the software for 2 or for 60 hours a week, a Cherwell license enables any authorized person to access the software as long as the maximum number of simultaneous users does not exceed the total number of licenses purchased, so value is maximized.

Cherwell Can Help

Cherwell ITSM provides a powerful and flexible solution for teams that need to move fast and can't afford to be constrained by technology. The Cherwell solution offers exceptional ease of customization and use, flexible licensing and deployment options, and a superior customer experience—empowering your team to become an engine for business growth and innovation.

Want to see how Cherwell's flexibility, agility, and affordability empower you to take your service desk to the next level? Take two minutes to look at this demo.

> "Now our executive team has the ability, at the click of a button, to go into Cherwell and see the status of all of the strategic projects that we have going on across the Bank."

-Tim Short, Service Delivery Manager, Information Services, AgriBank IT Group

AgriBank

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.