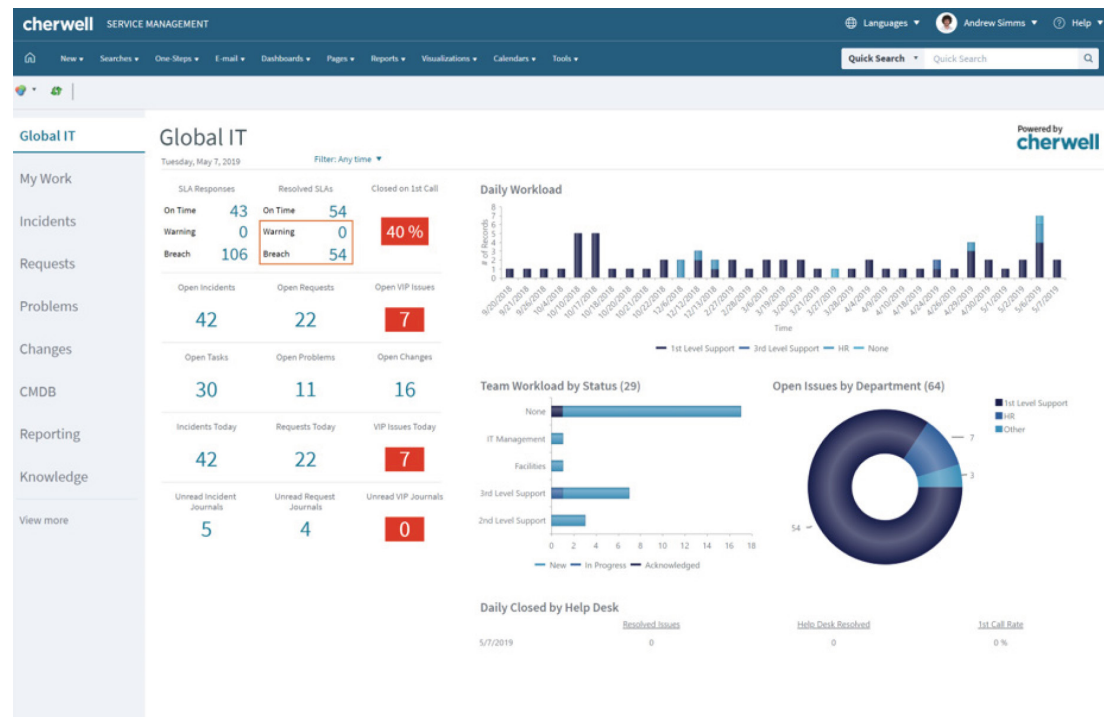# Cherwell Service Management

In Business and IT, Change is the Only Constant

IT organizations worldwide are transforming the way they deliver services to the enterprise. This transformation — brought about by rapidly evolving competitive environments, a continually changing technology landscape and employees who expect a modern digital experience in the workplace — brings new challenges for service desk leaders.

Your IT team, like many others, is at an inflection point. Do you continue struggling to keep up with escalating ticket volumes and the constant changes introduced into the environment? Or do you embrace a new service management paradigm that helps you get out in front of the 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

Cherwell Service Management provides a powerful and flexible IT Service Management (ITSM) platform for service desk teams that need to move fast and can't afford to be constrained by technology. Cherwell Service Management offers the tools needed to adapt quickly and cost-effectively to new IT and business needs, while delivering extraordinary service to internal customers.

Use Cherwell Service Management to enjoy unprecedented ease of customization and use, flexible licensing and deployment options, and an unparalleled customer experience — while empowering your team to become an engine for business growth and innovation.

Features

- One-StepTM actions for simple and complex task and workflow automation
- Out-of-the-box ITIL® best practices, including workflows, process models and KPIs
- IT self-service portal that can be easily customized and branded
- Advanced knowledge management to enable employee self-service
- Reporting and dashboards that highlight KPIs, trends and bottlenecks
- mAppsTM ("merge-able application") solutions to add new capabilities easily

Benefits

- Adapt quickly to new business needs with rapid and easy configuration
- Reduce administrative burden and optimize costs with IT self-service and automation
- Show business value, and target areas for improvement with dashboards and KPIs
- Improve customer satisfaction through more streamlined, consistent and effective service delivery
- Extend service management capabilities to other departments
- Enjoy simple licensing and flexible deployment options

Key Features and Capabilities

Out-of-the-Box ITIL Best Practices

Cherwell Service Management is PinkVERIFY-certified for 11 ITIL processes, offering standard classifications, sample workflows and process models to simplify implementations, as well as standard metrics and key performance indicators. Any out-of-the-box process can be further configured to support unique service desk or organizational requirements.

IT Self-Service Portal

Administrators can set up an interactive, branded self-service portal — or multiple portals for different lines of business — reducing the overall cost of IT support while elevating customer satisfaction. The Cherwell Self-Service Portal can be configured to provide role-based access. Business users don't require licenses for common IT self-service tasks such as opening incident records, checking incident status, requesting services, or viewing dashboards.

One-Step Actions

One-Step actions initiate one or more defined actions (such as creating an incident, sending an email notification, changing a record status), letting you create simple or complex workflows without coding or scripting. By automating common and/or repetitive tasks, you improve quality and consistency of outcomes, reduce costs and boost productivity.

Advanced Knowledge Management

Cherwell's Knowledge Management capabilities let you capture and leverage organizational knowledge and make it readily available within the self-service portal — enabling users to resolve their own issues, improving IT service support and boosting customer satisfaction. Cherwell consolidates multiple knowledge sources into a single knowledge base, so that users (both business and technical) can quickly find relevant information.

Reporting and Dashboards

Cherwell Service Management offers insightful, interactive, configurable dashboards. You can receive real-time and at-a-glance information and also to initiate actions and commands. Cherwell's powerful reporting lets you monitor critical metrics, analyze trends and quickly create custom dashboards for IT teams, individuals or executive stakeholders — including dashboards designed for the self-service portal.

Merge-able Applications (mApps)

Cherwell mApps are pre-built capabilities that can be quickly "merged" into Cherwell Service Management, helping you maximize your Cherwell investments. mApps make it easy to add new IT functionalities, integrate with third-party products and extend the benefits of service management into other departments within the business — without the need for traditional, costly development approaches or professional services. What's more, mApps can be further modified upon download and deployment, and those modifications will remain intact when upgrading the underlying platform.

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