

University's mission is 'students first,'
Cherwell ITSM enables that



The Challenge

Baldwin Wallace University (BW) is an independent, liberal arts and sciences university located in Berea, Ohio, offering bachelor's and master's degrees, certificates, and professional education programs.

The seemingly endless proliferation of technology on any college campus makes the delivery of IT services challenging, to say the least. But at BW, the IT department had been dealing with a revolving door of help desk products for years. It had deployed solutions ranging from very small to very big that were managed both on- and off-premises. The university needed to standardize on a more robust, cloud-based ITSM solution and found its ideal platform in Cherwell.

The Solution

BW chose Cherwell over competitive ITSM solutions for its expandability. The IT team is now able to run everything from simple help desk ticketing to administrative computing through Cherwell, including the safeguarding of sensitive student data. Silos have been all but eliminated within IT, allowing networking colleagues and instructional technologists to create and track tickets and manage their projects through Cherwell.



"BW's mission is 'students first,' and we use Cherwell to push our initiatives for students forward. We've created a one-stop-shop where students can quickly find answers."

-**Stephen Coyne**, Cherwell developer,
Baldwin Wallace University

Much of the success of the Cherwell deployment can be attributed to its ease of use. BW IT relies heavily on student workers, with new employees starting every semester. In most cases, those students are up and running within 30 minutes, because with Cherwell programming language knowledge isn't required. The prompt screens that are easily built within the Cherwell platform guide student IT staff members to ask the right questions, and they direct users to the most relevant resources, resulting in quicker resolutions and happy end users.

The support of the Cherwell user community has also been a boon to IT operations at BW, routinely providing answers to varied question within a day.

Members of BW IT team characterize their Cherwell use as "barely having scratched the surface" in taking advantage of all of the functionality the platform provides. The IT team expects the Cherwell solution will grow with them, and, as they're required to do more work with fewer resources, fill in the gaps.

"I think Cherwell serves higher education well. We've had no hiccups or problems."

-Stephen Coyne, Cherwell developer, Baldwin Wallace University



- Comprehensive ITSM strategy that eliminates silos, improves communication
- Empowered student workforce thanks to intuitive nature of Cherwell ITSM
- Faster request responses and incident resolution, resulting in happy end users