

- ✔ Unified request management through Cherwell Service Management's single self-service portal
- ✔ Successfully decommissioned old, disparate request management systems
- ✔ Enabled a consistent, university-wide request management process
- ✔ Improved efficiencies and user adoption across numerous business units

The Challenge

Charles Sturt University (CSU) is a regional university in New South Wales, Australia, with multiple campuses, facilities, and study centers spread over several locations. For more than 20 years, the university has strived to instill a sense of community and responsibility in its students, by building both skills and knowledge in the regional areas in which CSU has a presence while also acknowledging the treasured culture, insight, and values of indigenous Australians.

CSU prides itself on offering choice and flexibility in learning to its large student population. With over 44,000 students – 19,000 on campus and 25,000 online – and more than 2,000 full-time staff members, CSU's goal is to be a top provider of higher education in the region and a leader in flexible learning opportunities.

Running a thriving, sophisticated higher education institution requires administering, managing, and upgrading a variety of software tools and applications. But CSU's IT team lacked an effective way to handle the myriad of IT service requests it received. The legacy tool being used to manage service requests was critically outdated and slow, and staff throughout the university had lost confidence in it.

CSU's IT team knew they needed to replace their aging IT service management (ITSM) tool to provide better service to students, staff, business units, and other key stakeholders across the university. Inconsistent and inefficient request management processes coupled with decreasing utilization of the existing system were getting in the way of a quality user experience and hindering the university's ability to meet its commitment to its students and goals.



Charles Sturt
University

“Cherwell's time to implement and easy API integration shine through. And the user interface is intuitive, leading to greater adoption and customer satisfaction.”

Brian Roberson

Director, Infrastructure and Client Services

The Solution

Charles Sturt University's IT team undertook an extensive market analysis of several ITSM tools, utilizing research and business analysis to shortlist candidates and assess the pros and cons of each. They chose Cherwell Service Management because of its flexibility and scalability to meet the vast majority of their requirements. Cherwell's ITSM solution, with support for 11 ITIL® processes, provides CSU with an enterprise-level, complete service desk platform at an attractive mid-market price. CSU chose Service Quality, Cherwell's leading APAC partner for delivery with implementation and replacement completed in 9 weeks.



The Cherwell platform requires no dedicated IT engineers or special programming skills to implement, enabling quick setup and codeless configuration. Cherwell also offers key features that allow end users to simplify and streamline their service requests, like a user-friendly self-service portal, One-Step automated workflows and forms, and a powerful search engine. Last but not least, CSU's IT team appreciates Cherwell's simple licensing model and regionally based support network, as well as the many extensions and integrations available through Cherwell's mApp exchange.

The Results

Through leveraging expertise from Cherwell Certified Partner, Service Quality, CSU's IT service delivery now lives up to the university's mission and requirements. They've unified their service request management on the Cherwell platform, eliminating the bespoke systems and processes that previously plagued them. Users across the university are happy to have a single, self-service portal and a consistent request management process. Brian Roberson, Director of Infrastructure and Client Services, explains "Feedback from end users has been very positive. The speed to load and navigate through the different screens, as well as the flexibility of Cherwell's tool have been advantageous to everyone."

Though initially established for the Division of Information and Technology, Cherwell's ITSM platform is now being leveraged by other teams. The university's Student Administration, Student Services, Learning and Teaching, and Finance divisions are all using the Cherwell platform. And as a result, they're better positioned to meet key performance indicators (KPIs) essential in providing a quality experience for students. Says Roberson, "Cherwell's institutional-level licensing has improved overall efficiency and increased utilization of the platform. The sheer number of different business units now using the platform's request management, workflow, and reporting capabilities is evidence that the implementation of Cherwell has been beneficial to the entire institution."



The Future

CSU's IT team looks forward to helping even more business units realize the benefits of the Cherwell platform, most notably Human Resources. They also plan to expand their own use of Cherwell Service Management's extensive features and customization options, as well its Configuration Management Database (CMDB) functionality.