

34

Schools Supported

34

Day Implementation

3,400

Incidents and requests closed in 6 weeks

Wyoming's largest school district improves facilities management and service desk processes



## Business Challenge

As Laramie County School District prepared to implement a new enterprise resource planning (ERP) system, SunGard®, they turned to Cherwell® Service Management to complement the new system with a ticketing solution for managing facilities work orders. Cherwell Service Management turned out to be so robust that the school district decided to replace its existing service desk solution at the same time.



“Cherwell service management is so easy to configure without writing code that the possibilities are endless. We’ll implement Cherwell service management in more and more departments... I can’t find anything I can’t do.”

Ed Finch, Service Desk System Analyst

## The Cherwell Solution

The Cherwell Service Management platform launched on the first day of the calendar year. Initial efforts focused primarily on creating a work order management system for the facilities department. The platform was configured to manage fleet vehicles, playground inspections, custodial equipment, vandalism reports, preventative maintenance plans, and more. Process configuration was completed in a mere 34 days, and facilities staff are now able to manage and close their work orders throughout the day instead of bringing paperwork back to the office.

On the service desk side, with the help of Cherwell OneStep™ business automations, the IT team is now well-equipped to track and manage the spike in incidents and requests (an estimated 3,400) typically seen during the 6-week online student registration period. In addition, the ITIL-trained IT staff are implementing Knowledge, Change, and Configuration Management.



### Business Impact

- Accelerated service desk response times with Cherwell One-Step™ actions
- Streamlined business processes in multiple departments
- Modernized the way the school district conducts business, saving time and resources