

\$100M

Savings via IT consolidation

15,000

Government employees supported

1,200

Survey responses monthly

Large government support department sets higher standards for state government IT operations



The Challenge

In 2014 the State of Oklahoma's Office Management and Enterprise Services (OMES) department put out an RFP for a new IT service management (ITSM) solution. They had been trying to use their existing solution to serve all of their IT needs, but encountered challenges because updates could not be made quickly, reporting was non-existent, and they didn't have tools for Change Management workflow, a configuration management database (CMDB), or asset correlation to incidents. Finally, their existing solution couldn't integrate with their PC management tools, discovery and inventory tools, or network management tools.



"Cherwell was intuitive enough that we didn't need a high-level skill set to do the configuration. I can walk back to one of my Cherwell admins and say 'We need to change this,' and they just go do it."

Fonda Logston, Information Services Enterprise Programs Director

The Solution

Cherwell Service Management won the bid based on reporting capabilities and easy configuration, and Cherwell's dashboard capabilities have since become essential to organization-wide operations. IT leadership, strategists, and account executives look at priority cases, aged cases, team metrics, and what cases haven't been assigned. They even have a room called the Information Technology Operations Command Center (ITOCC) that has six monitors on the wall with maps and dashboards that pull information from other systems through Cherwell's APIs to feed those displays.

Another improvement has been a significant increase in customer survey responses. Within two weeks of implementing Cherwell they had more than 600 survey responses, and staff now monitor and take action on survey responses daily so they can better serve customers and boost service desk morale with positive feedback.



Business Impact

- Significant increase in customer survey responses
- Better, more intelligent decision making
- Massive IT consolidation supported by Cherwell platform