

24

Hour basic implementation

90

Days to live production

8,700

Employees supported

Leading community-based health system delivers rapid time to value and vastly improved visibility with new ITSM platform



The Challenge

Experiencing high growth while implementing a strategic population health management initiative, Parkview Health was struggling with a cumbersome, difficult-to-use, and inflexible IT service management (ITSM) system. Parkview required a comprehensive, configurable ITSM solution that delivered visual executive dashboards, actionable metrics for decision-making, easy-to-extract data, and built-in ITIL® processes.



“Cherwell Service Management offers ease of use, configurability, flexibility, and scalability—and it’s so intuitive. We cut over to Cherwell Service Management and in two weeks, we were creating new functionality. After the first 72 hours, people were asking, “Can I do this in Cherwell Service Management?”

Rick Miller, Director of Information Services

The Solution

Working with Cherwell Solutions Partner, REM Enterprise Solutions, Parkview implemented Cherwell Service Management, rolling out a customer self-service portal, Incident Management, Problem Management, Change Management with automated approvals, Knowledge Management, customer satisfaction surveys, dashboards, actionable metrics, and reporting. With Cherwell, the IT department can easily access data, extract information, and manage by exception. In the future, Parkview envisions the creation of an effective human resources (HR) service request system to measure key metrics and plans to roll out Cherwell Mobile™ in a 50-mile radius around its headquarters.



Business Impact

- Significantly improved customer experience for users served by IT
- Enhanced clients' productivity—relying less on the help desk and more on the services provided
- Increased flexibility to respond quickly to HIPAA audit requirements