

7

ITIL processes implemented

200

Features added in first month

22,000

Students, staff, applicants, alumni, and others supported

World-class university improves service quality with better visibility and highly configurable ITSM platform



Business Challenge

To increase support of the Texas Christian University's (TCU) continued growth—including multiple campus renovation projects—the TCU Information Technology department required a more comprehensive and powerful IT service management (ITSM) SaaS solution that could scale efficiently as the university expanded. TCU's previous ITSM solution lacked flexibility and a platform that sufficiently supported the need for innovation and allowed them to make changes "on the fly" without waiting six to eight months for a developer. In addition, not all IT groups were using the same software, which created communication, coordination, and accountability issues. The university was in need of a comprehensive, flexible ITSM SaaS platform that could put control where it belongs—on the front lines at the service desk.



"We like Cherwell's concurrent licensing model, affordable SAAS pricing, and self-service portal capabilities—and the codeless platform that allows the service desk to build everything we need to do our jobs without expert developers."

Joshua Tooley, Associate Director of IT Support

The Cherwell Solution

Using a rigorous selection process that included an expert search committee, a 200-question request for proposal, and detailed requirements, TCU selected Cherwell Service Management for its comprehensive, holistic approach to ITSM, along with its powerful, interactive self-service portal, built-in dashboards and business intelligence, and complete family of mobile apps.



Business Impact

- Transformed the service desk with integrated communication and coordination across the university
- Decreased total cost of configuration, administration, and ownership with a low-code platform
- Streamlined service delivery with the expansion of Cherwell Service Management to departments across the organization