

As one of Australia's largest litigation firms, Shine Lawyers are the experts in Personal Injury, Medical Negligence, Aviation, and Family Law, to name just a few. Standing true behind their three core values: Always stand up for the little guy, Ahead of the pack, and Dare to be different. Not afraid to take risks, energized by the opportunity to make our clients' lives better, they take on the impossible and achieve outstanding results.



Having outgrown the limited capabilities of their previous IT Service Management (ITSM) provider and requiring something more customizable, Shine Lawyers, a well regarded ANZ law firm, did their due diligence to uncover the next generation of solutions available. Through thorough research, supported by glowing recommendations, Shine moved to Cherwell Software in early 2017.

“Cherwell’s Service Management capabilities were the best match for Shine. It met all of our requirements and has enabled our IT group to provide rapid support to our end users across Australia and New Zealand”.

Geoffrey Bowman, Acting Chief Information Officer, Shine Lawyers.

Shine has now been using Cherwell Service Management for the past 18 months and have found it to be a “solid approach to Incident, Problem, and Change Management” processes. According to Bowman, Cherwell has been effective because, “It has met all our requirements and has enabled our IT group to provide rapid support to our end users across Australia and New Zealand, vastly improving our incident management and reporting capabilities.”

Part of the appeal of Cherwell to Shine, was the software’s ease of use and its ability to be customized. They also knew Cherwell could scale and expand and support teams other than IT. However, one of the most important requirements of an ITSM solution for this successful law firm was freeing up users’ valuable time.



“The system is straightforward, the ease of use and customization, rapid support, and all management and administration being taken care of by Cherwell, our end users can focus on what’s important, providing legal services and support to their clients.”

Geoffrey Bowman