

# Migrating from HPE Service Manager to Cherwell® Service Management

**cherwell**

## Background

This document explains how Cherwell Software can assist with a transition from HPE IT Service Management (ITSM) solutions based on HPE Service Manager to Cherwell® Service Management.

Cherwell Software is a growing, privately held company that's fully committed to providing the best service management platform in the industry. Cherwell Software is profitable with a solid financial foundation for pursuing this strategy that we are entirely and solely focused on.

Leading industry analyst firms such as Gartner, IDC, and Forrester present an unbiased view of the IT Service Management (ITSM) market. Reports by these leading firms all present Cherwell positively. Additionally, Gartner and IDC track revenues which demonstrate Cherwell's strong positive growth. While we are proud of these reviews, what is more important is their reflection of the value that Cherwell delivers to our customers, which is also demonstrated in peer review sites such as Gartner's Peer Insights for ITSM and G2 Crowd service desk reviews.

We strongly encourage any HPE Service Manager customer to carefully review the market reports and peer reviews. The market reports are accessible from Cherwell.com, and the peer reviews are hosted on their respective websites.

## Cherwell Service Management Differentiators

- Easy-to-customize dashboards, reports, forms, and workflow automation
- HR, Facilities, Project Tracking, Security and additional non-IT solution content delivered via the Cherwell mApp™ exchange
- Common platform and licensing across SaaS, on-premises, or hosted (including public cloud options)

## Benefits of Cherwell Migration Services

- Accelerate the time to value, from deployment through organizational adoption
- Leverage Cherwell expertise from multiple successful migration projects
- Accelerate the time to value, from design through to deployment and organizational adoption
- Get the most value from your new Cherwell solution, leveraging expertise gained from multiple successful migration projects
- Integrate and extend to meet your organization's requirements and strategy consistent and efficient service delivery

## Migration Services

Cherwell Professional Services and certified service partners have extensive experience successfully migrating HPE Service Manager customers to Cherwell Service Management.

These projects can vary tremendously based on HPE platform and version the customer is moving from (Service Manager or Service Anywhere), the required integrations, number and level of process customization, automations, and other desired capabilities such as dashboards, reports, and self-service portal. For example, a Service Anywhere to Cherwell migration tends to be very straightforward, as they share several common design approaches. And the HPE UCMDB is a typical integration that is carried forward to the new Cherwell Service Management solution.

Given the increasing importance of workflow automation, many tasks that have been done with HPE Operations Orchestration (OO) can be done with Cherwell One-Steps™ on a common platform and with no additional licensing required. As needed, Cherwell supports many techniques including REST APIs for integrating HPE and non-HPE technologies or products.

Once migrated, customers have benefited from Cherwell's ease of configuration and customization across processes and supporting capabilities such as subscriptions, journaling, and multi-channel alerts. Customers can also extend the non-IT services they offer via the Cherwell mApp Exchange without having to build these themselves.

Many HPE Service Manager migrations begin with implementing Cherwell Service Catalog, Self-Service Portal, Request Fulfillment with Incident Management, and Knowledge Management. Given the ease of customizing the Cherwell Service Catalog and Self-Service Portal, this can be a good approach for getting started with Cherwell. As Change Management tends to be a heavily customized process, this can be migrated with Incident and Problem Management in a later second phase. Cherwell's non-IT solutions are also often delivered in a phased manner.

While there are numerous benefits associated with Cherwell's technical capabilities, Cherwell and our service partners provide design workshops, implementation services, customer support, and robust educational services to assist with migrations. Furthermore, the Cherwell user community provides a vibrant environment for peer-to-peer advice and guidance.

## Get a Demo

To see and better understand Cherwell's ease of configuration, customization, administration and maintenance, contact Cherwell to get a demo, or visit [www.cherwell.com/demo](http://www.cherwell.com/demo).

