



## With Cherwell's Built-In IT Support, you can:



### Showcase the Value of IT

Cherwell Service Management arms IT leaders with comprehensive ITIL-defined KPIs and flexible dashboards and reports that highlight key accomplishments, outcomes, and areas for improvement in ways that non-IT stakeholders and executive leaders understand. For example, you can create dashboards that capture true budget impact of your team's initiatives, such as reductions in unplanned work, gains in productivity, improvements in response and resolution times, and more. You can also easily demonstrate value to business stakeholders via improved customer satisfaction, visibility into service costs, and fewer service disruptions.



### Enhance Employee Productivity and Satisfaction

Your internal customers may not know or care about ITIL, but they do care about performance and availability of IT-delivered applications and services. Extending a well-designed and easy-to-access Service Catalog to your end users is at the core of IT service delivery. Cherwell provides a flexible Service Catalog that is backed by automation and associated ITIL processes such as Request Fulfillment, Change Management, and Configuration Management. The Service Catalog is presented to end users through Cherwell's intuitive and easily configurable self-service portal. purchasing decisions.



### Reduce Time to Value, Improve Operational Efficiency

ITIL provides the guidance you need to identify the processes that will help you manage day-to-day IT operations according to industry best practices; Cherwell Service Management helps you quickly implement those processes and provides the tools you need to tailor processes such as Change and Release Management to meet unique IT and business requirements. With Cherwell's straightforward, non-programmatic configurations, you will experience quicker time to deployment and rapid delivery of all the benefits ITIL has to offer.