

Challenge: Complex, Time-Consuming ITSM Technology Implementations

Getting a new IT service desk into production quickly and cost effectively can be daunting—regardless of how easy it is to deploy and configure the technology itself. Compounding this is the need for integrations and the temptation to initially over-engineer IT service management (ITSM) and ITIL® core processes, resulting in an ineffective and costly first experience that's not aligned with best practices.

Solution: Cherwell GO!™

Cherwell GO! is for customers who want to get started quickly with Cherwell Service Management using a simplified, out-of-the-box (OOTB) approach. It is a fixed-price, fixed-scope option to get Cherwell Service Management installed, configured, and live in your environment quickly with Cherwell's recommended workflows. Implementation is based on industry best practices and ensures your organization receives quick value at a cost-effective price point.

Cherwell Go! includes OOTB configuration of Incident, Problem, and Knowledge Management processes, as well as the Cherwell Self-Service Portal. It also includes training and product walkthroughs for each module. In addition, a Cherwell consultant will load your employees from Active Directory and your computer and server data from Microsoft SCCM, Cherwell Asset Management, or a CSV file.

Cherwell GO!™ Benefits

- Establish a solid ITSM foundation based on industry best practices that you can easily expand as you grow
- Realize the value of Cherwell Service Management quickly and cost effectively
- Accelerate adoption with feature demonstrations, walk-throughs, reviews, and live/virtual library education
- Leverage existing data by integrating with solutions such as Active Directory, Microsoft System Center Configuration Manager (SCCM), and Cherwell Asset Management

Cherwell GO!™ Approach and Activities:

Following are the high-level activities which are part of Cherwell GO! The Cherwell consultant works hand-in-hand with you to develop Cherwell Service Management skills and knowledge most effectively.

- Cherwell Service Management Installation - Install and configure Microsoft Active Directory integration, out-of-the-box security capabilities, teams, technicians, user permissions, email and event monitoring, and process scheduler.
- Incident Management and Request Fulfillment Configuration - Review the Incident Management and Request Fulfillment processes, configure service level agreement (SLA) targets, priority matrix, services, categories, subcategories, and automation processes.
- Problem Management Process Review - Review the Problem Management functionality within Cherwell Service Management.
- Configuration Management Integration - Integrate Microsoft SCCM, Cherwell Asset Management, or import a CSV file for up to two configuration items.
- Knowledge Management Process Review - Review the Knowledge Management process, and configure knowledge base approvers.
- Self-Service Portal Configuration - Prepare your self-service portal for customer use by configuring with a custom logo/header, default dashboard, service desk hours of operation, and contact information. In addition, gain essential knowledge on how to add and remove classifications from the service catalog.
- Dashboards and Reports Review - Review OOTB technician dashboards and reports, and learn about Cherwell Video Learning Library classes that cover dashboard and report building.
- Customer Satisfaction Survey Configuration - Review the customer satisfaction survey functionality, and configure survey distribution frequency.
- Train the Trainer/End-User Training - Review the training agenda and end-user guides, and work with your training team to perform direct training in order to prepare end users.
- Transition from Test to Production Environment - Assist in the transition to the live production environment in preparation for Cherwell Service Management go-live.
- Growth Planning Review - Review plans for future ITSM process growth to ensure Cherwell Service Management continues to support the business goals.

Pre-packaged add-on options include password reset, go-live support, Security Assertion Markup Language (SAML) integration, Change Management configuration, and on-site consulting to help ensure a successful, but rapid client implementation.