

# Cherwell ITSM Solution: Request and Incident Management

**cherwell**

## Challenge

Your business users may not know or care about behind-the-scenes IT functions but they do care about performance and availability of applications and services. That's why handling requests and resolving incidents efficiently is the key to user satisfaction. But do you have the right tools and the context to troubleshoot service requests? If you don't have automated business processes, real-time dashboarding, and other ways to decrease complexity and speed time to resolution, stress levels to meet SLAs will mount and you'll be left with few avenues to drive efficiencies.

## Solution

Cherwell's approach to request and incident management lets you immediately start automating processes, saving time, and reducing costs. Our holistic approach consolidates and integrates real-time data from all components of the Cherwell IT Service Management (ITSM) solution to create a single-source-of-truth for effective ITSM operations. It expands on Cherwell's no-code platform to help you:

- Automate complex yet repetitive tasks for fast and effective response
- Reduce help desk calls with streamlined Incident–Problem–Change workflows
- Enable customers to help themselves with self-service portals
- Demonstrate value to stakeholders with reporting that non-IT stakeholders can understand
- Deliver more and better business solutions instead of fighting fires

## At a Glance

Cherwell request and incident management provides intuitive dashboards and tools that let you quickly deploy automated and standardized request handling and incident resolution based on industry best practices—with real-time visibility and control so you can make smart decisions.

## Advantages

- Improve time to value with operational efficiency
- Reduce operational costs
- Lower administrative overhead
- Increase employee and customer productivity and satisfaction
- Rapidly offer new services and innovations for growth

**"If you can shop online,  
you can use Cherwell's  
ITSM solution."**

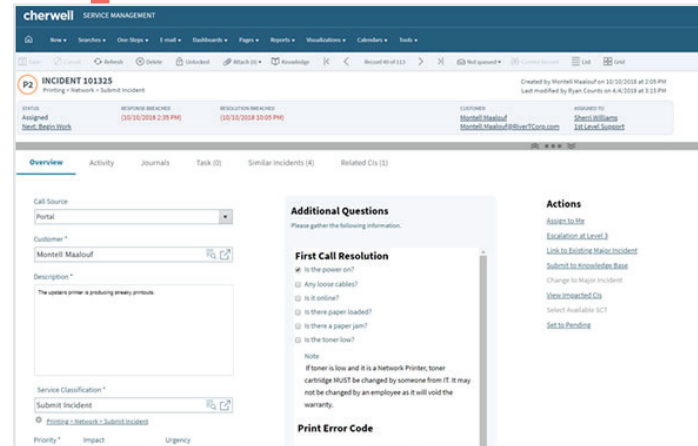
-Laurie Hammond, Computer Operator,  
Laramie County School District #1

## Incident and Request Handling Made Easy

Cherwell makes request fulfillment and incident handling easy—out of the box—with no-code configuration and workflow automation for faster and more efficient service delivery and support. It enhances the [Cherwell ITSM solution](#), which meets 100% of 11 PinkVerify ITIL processes, to accelerate time-to-value and enable streamlined resolution based on industry best practices.

## Improve Visibility and Control With Real-Time Dynamic Dashboarding

Cherwell real-time dashboarding gives you a single, bird's eye view of all incident activities, so you can make effective troubleshooting decisions. Drill downs let you dig deep to examine the specific data required to respond to each incident. Automation workflows help speed up response time, while providing consistent and measurable results, thereby reducing operational overhead. And to keep users and peers in the loop, incident notifications and updates can be sent with the touch of a button.



## Avoid Unplanned Outages With Integrated Incident-Problem-Change Workflows

Incident handling is automatically fed into and integrated with problem and change management workflows to reduce help desk calls by gaining intelligence into cluster and/or recurring incidents. Automated procedures help move incidents through the process quickly—and can be easily customized for specific business rules and SLAs to meet specialized needs. With Cherwell, you can restore service operations quickly when interruptions occur, while minimizing the impact to the business or organization, to achieve the highest possible levels of IT service quality and availability.

## Reduce Ticket Volume with Self-Service Portals

You can offer IT services tailored for different users or roles via easy-to-create [self-service portals](#) that have built-in approval automation and handle requests quickly and efficiently. Cherwell self-service portals empower business users to help themselves and reduce ticket volume, leading to better employee productivity and satisfaction.

## Showcase the Value of IT

Cherwell's out-of-the-box reporting provides visibility to IT staff and management, demonstrates value to stakeholders, and delivers insight to improve service. Incident reports include KPIs like first contact resolution and handling times. Other reports highlight resolution time improvements, increased customer satisfaction, service cost visibility, fewer service disruptions, and more—in ways that non-IT stakeholders and executive leaders can understand. The time saved and the recognition earned allow you to innovate so you can drive better business results through IT.

**Ready to learn more?** Take a look at our [Essential Guide to ITIL Incident Management](#) or review the [documentation](#) to find out more.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software, and is the service management platform of choice for over 100 MSPs. The Colorado-based company is rated as a top employer state and nationwide, with its customer-first approach. Find out more about Cherwell products and services at [Cherwell.com](#).