

Challenge: Leveraging IT Intelligence to Optimize Service Delivery

According to Gartner's 2017 CIO agenda, analytics represent as the number one technology investment. This is because IT leaders are under constant pressure to demonstrate business value. The only way to manage activity and gain a true understanding of performance is through purposeful monitoring and measurement. However, sifting through an overwhelming amount of data to extract meaningful insights is a common challenge.

Many IT service management (ITSM) solutions lack comprehensive reporting capabilities and/or require expensive customization by a developer. This severely limits the quality and usability of the data collected by IT, leaving your organization open to potentially risky and expensive gut-driven decisions.

Solution: Cherwell® Service Management Dashboards and Reporting

Cherwell® Service Management arms IT leaders with comprehensive KPIs and flexible dashboards and reports that highlight key accomplishments, quantify outcomes, and identify areas for improvement. Cherwell's actionable reporting and dashboard capabilities provide complete visibility across all ITSM processes, helping service desk teams continuously optimize their service delivery and drive IT initiatives to the next level.

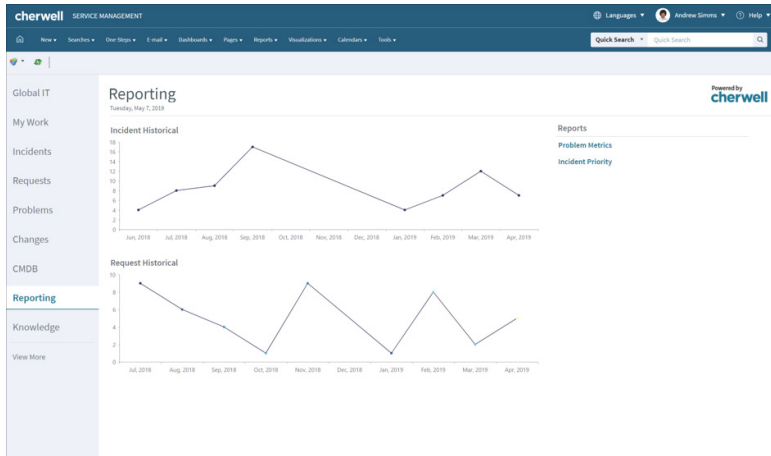
Features

- Custom and pre-configured KPIs and metrics
- Role-based dashboards
- WYSIWYG dashboard configurations
- Dynamic, real-time, actionable dashboards
- On-the-fly and formal report creation
- 100+ out-of-the-box reports

Benefits

- Increase visibility across all ITSM processes
- Improve communication among IT and non-IT business units
- Identify bottlenecks and areas for improvement
- Demonstrate and promote business value
- Improve data-driven business decision making

Key Features and Capabilities



100+ Out-of-the-Box Reports

Access over 100 pre-configured reports that include Average Resolution Times; Top 10 Customer Activities; My Team's Open Incidents; Staff Workloads; out-of-the-box weekly, monthly, and yearly reports; and many more.



On-the-Fly and Formal Custom Report Creation

Create on-the-fly reports based on simple or complex search criteria, as well as more formal reports that can query the Cherwell® Service Management database, be formatted for appearance, and run on a scheduled or on-demand basis.



Dynamic, Real-Time, Actionable Dashboards

Custom dashboards are comprised of real-time, data-driven, command-driven, and/or aesthetic widgets that present critical metrics, predict trends, analyze data, initiate actions, facilitate navigation, or simply present relevant information. self-service portal.



Custom and Pre-Configured KPI's and Metrics

Identify and track the KPIs that are important to your organization, such as true budget impact, reductions in unplanned work, productivity improvements, and response and resolution time.



WYSIWYG Dashboard Configurations

Configure dashboards using a drag-and-drop visual dashboard editor with the ability to select pre-defined widgets, create your own widgets, and move widgets to the most convenient location.



Role-Based Dashboards

Present role-appropriate metrics and KPIs in a customized view to meet the usability needs of a specific user's role, such as executive, end user, IT technician, or non-IT department staff member.

