

Challenge: Automating and Modernizing Service Delivery

IT leaders are under extreme pressure to transform the business by providing a modern user experience. Your end users are engaging with consumer solutions such as Amazon, Uber, and Facebook every day, and these technologies are dictating your users' expectations of enterprise technology.

At the same time, IT teams are challenged to reduce costs and increase operational efficiency through "shift left" strategies such as workflow automation, self-service, and knowledge-centered support.

Solution: The Cherwell Self-Service Portal

Cherwell® Service Management offers a powerful and highly configurable self-service portal that provides users with 24/7 access to services and support, automates request fulfillment, and empowers users to resolve their own issues—reducing costs and overhead, and increasing user satisfaction. It's easy to configure distinct and secure portals for multiple business units, providing an intuitive one-stop shop where your end users can find exactly what they are looking for, exactly when they need it.

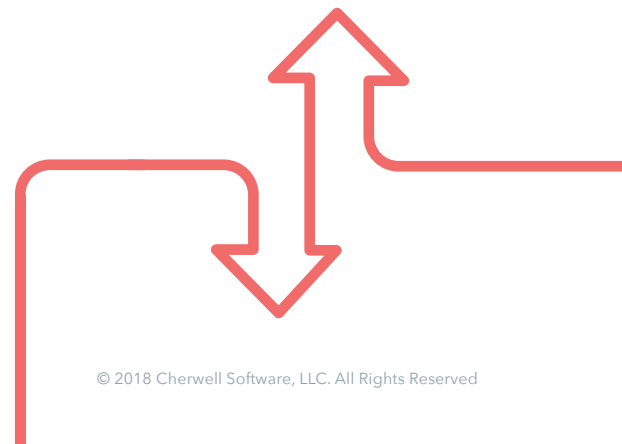
An estimated 60% of issues can be resolved through self-service. With the Cherwell Service Management self-service portal, end users can reset passwords, request services through the service catalog, and browse knowledge articles to solve their own issues—without getting a technician involved. The self-service portal can be configured to match your organization's brand to provide an interface that looks and feels familiar—a key factor influencing self-service adoption.

Features

- Custom branded themes
- Multiple integrated portals
- Robust service catalog
- Advanced knowledge management
- Cherwell One-Step™ Actions
- News and alerts
- Role-based access
- Secure, anytime, anywhere access
- Language localization
- No business user license required

Benefits

- Provide the modern self-service experience users expect
- Increase end user satisfaction through self-sufficiency
- Decrease support contacts and service desk costs through automation
- Provide self-service approach that spans IT and non-IT departments
- Reallocate resources to support strategic initiatives



Key Features and Capabilities



Cherwell One-Step™ Actions

Initiate one or more defined actions (such as creating an incident, sending an email notification, or changing the status of a record), allowing you to create simple or complex workflows without coding or scripting.



Multiple Integrated Portals

Configure and integrate portals for different lines of business—such as Facilities and Human Resources—to provide a one-stop-shop for everything end users need.



Advanced Knowledge Management

Capture and leverage organizational knowledge, and make it readily available within the Cherwell Self-Service Portal with one-click knowledgebase queries. Cherwell consolidates multiple knowledge sources into a single knowledge base, so that users (both end users and technical) can quickly find relevant information.



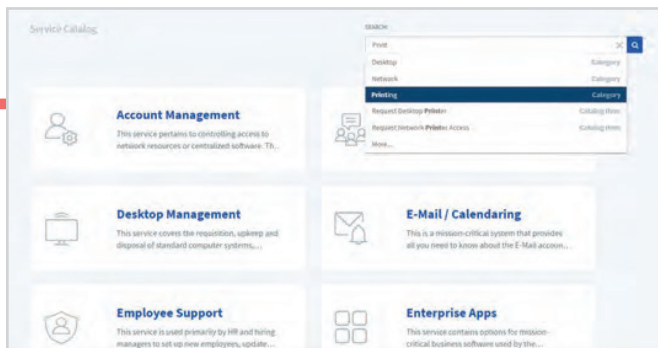
Language Localization

Provide navigation, searching, reporting, and request submission in your end users' native languages.



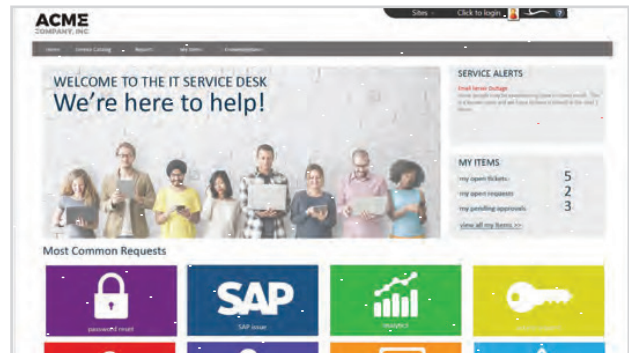
News and Alerts

Deliver timely and contextual announcements to your end users via news and alerts within the self-service portal.



Custom-Branded Themes

Increase portal utilization by creating a customized look and feel that reflects your brand. Integrate your company's logo, change colors, and modify the layout to suit your organization's unique identity.



Secure Anytime, Anywhere Access

Access the Cherwell Self-Service Portal 24/7/365 from multiple devices, including tablets, smartphones, and desktop computers.



Role-based Access

Authorize access to different levels of Cherwell Service Management functionality based on custom role-based permissions.



No End User License Agreements

Allow an unlimited number of end users to access the self-service portal, submit requests, browse the knowledge base, and interact with service desk staff—all without consuming extra licenses.



Robust Service Catalog

Publish business resources and services for easy end user accessibility, including services for account management, conferencing/presentation, desktop management, end user support, enterprise applications, printing, and telephone/fax.