

# Microsoft/Cherwell Technology Integrations



## Challenge: Lack of ITSM Integration with Key Microsoft Automation Solutions

Your IT environment is complex and made up of numerous Microsoft software solutions that meet a variety of business needs. IT service management (ITSM) automation is promising, but how can it be accomplished when you've acquired numerous best-in-class solutions that contain relevant data, but lack seamless communication and collaboration?

## Solution: Cherwell and Microsoft Integrations

Together, Cherwell Software and Microsoft provide a completely unified solution with powerful integrations for Microsoft System Center Operations Management Suite, Azure, Exchange, Active Directory, and more. The result: improved operational efficiency for Microsoft-centric organizations.

Cherwell Service Management delivers a single pane of glass that supports data exchange, workflow automation, and bi-directional interoperability.

## Key Microsoft Integrations

- Microsoft Active Directory - Automate account management
- Microsoft Azure - Automate the provisioning of Azure VMs
- Microsoft Exchange - Enable seamless communications
- Microsoft System Center Configuration Manager (SCCM) - Transform inventory information into actionable data
- Microsoft System Center Operations Management (OMS) Suite - Identify and resolve issues faster



### Cherwell + Microsoft Active Directory

Automate the flow of data between Cherwell Service Management and Microsoft Active Directory with the ability to import end user address book data, manage user access, enable single sign-on, and perform actions such as password reset, enabling and disabling accounts.



### **Cherwell + Microsoft Exchange**

Connect with Microsoft Exchange environments for seamless communication between all services, including email routing of tickets within Cherwell Service Management.



### **Cherwell + Microsoft Azure**

Improve the management of Azure workloads with the ability to automate the provisioning of Azure VM service requests.



### **Cherwell + Microsoft System Center Configuration Manager (SCCM)**

Transform SCCM's raw hardware and software inventory data into reliable, actionable reports that include license compliance statistics. Reconcile inventory data with purchasing information for greater visibility into costs, contract expirations, and other procurement details.



### **Cherwell + Microsoft System Center Operations Management Suite (OMS)**

Integrate your IT service and operations management solutions to provide enhanced insights and analytics, automation and control, backup and disaster recovery, and improved security and compliance within your hybrid cloud environment.