

Cherwell Service Management Health Check

Optimize your Cherwell Service Management solution with Cherwell Professional Services



Cherwell Professional Services will evaluate your organization's current Cherwell Service Management implementation and help optimize your solution to your current and future needs.

Challenge

As your organization changes to remain competitive, it can have direct impact on your Cherwell configuration and administrative team needs. Many organizations start their Cherwell implementation with foundational capabilities and new administrators. The solution evolves as administrators learn more about Cherwell Service Management's powerful capabilities and take on new business requirements. If you want to understand whether you are planning properly to exploit new features based on best practices, or you may be unsure if your system has been optimally configured, or perhaps you may be experiencing a product performance issue, an experienced Cherwell consultant will be able to help you identify areas that can be improved.

The Cherwell Solution

The Cherwell Service Management Health Check is conducted by a Cherwell Professional Services Architect and provides the required review and plan to ensure that your CSM Configuration Roadmap includes actionable plans that address all areas of the solution. The Configuration Roadmap ensures that improvements in each area is supported by the others. The Configuration Roadmap can be used by your own team, Cherwell Professional Services or a certified Cherwell partner.

The Configuration Roadmap will prioritize the findings and recommendations in alignment with your defined goals and objectives.

Key Benefits

The Cherwell Service Management Health Check provides many benefits. This service can help you to:

- Understand improvement and operational risk areas as evaluated by experts
- Prioritize improvement roadmap to align with your organization's goals and objectives
- Validate your team is conforming to best practice configuration for improved performance

Contact your account manager today to find out how you can benefit from Cherwell's industry-leading solutions and expertise.

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Comprehensive 14-point Best Practices Evaluation

ITIL & Custom Modules

All Cherwell Service Management and after-market modules will be evaluated against the following:

- ✓ Business Object Relationships
- ✓ One Steps
- ✓ Specifics forms
- ✓ Expressions
- ✓ Localization
- ✓ Dashboards
- ✓ Reporting
- ✓ Integrations
- ✓ Portal
- ✓ Mobile client
- ✓ Responsiveness/Performance analysis
- ✓ Platform infrastructure architecture
- ✓ Routine and adhoc maintenance processes
- ✓ Team support capabilities

About Cherwell Professional Services



Speed your expansion of CSM

Cherwell Professional Services works with you to develop your strategy, configure your CSM solution, and manage your CSM environment.



Train for Success

Cherwell Learning Services gives you the skills you need to successfully configure and use CSM.



Partner with the Best

The Cherwell partner community extends Cherwell's worldwide presence, offers specialization in distinct areas (such as process and strategy consulting), and contributes to the pool of resources available to your organization.