How would you feel if you could make a profound impact on the quality of your colleagues’ daily work experiences? It’s never been easier for you to elevate the everyday experiences of cross-departmental teams in ways that positively impact the whole enterprise.

A Streamlined Approach to Facilities Service Management

Cherwell Facilities Service Management capabilities are integrated with the Cherwell CORE no-code automation platform and our IT Service Management solution—so you have the tools already in place to help the Facilities team make the move to agile service delivery. With Cherwell Facilities Service Management, you can help them:

- Automate workflows with pre-configured tools tailored to Facilities’ everyday needs.
- Streamline the request process with an omni-channel self-service portal.
- Increase productivity and drive down overhead with work order management and recurring maintenance tools.
- Analyze project costs, operational performance, and more with robust reporting tools.
- Optimize operations from anywhere, anytime via a mobile app or web browser (or, for technophobes, with print outs and e-mail that are tracked in the system).

Facilities wins
with optimized operations and reporting to measure progress—from anywhere, any time.

IT wins
by leveraging a single system of record for streamlined cross-functional service delivery.

Employees win
with increased productivity by leveraging IT’s consumer-like self-service portal for Facilities requests too.

The Enterprise wins
when work flows smoothly across departments, operations costs decrease, employee satisfaction is high, and staff are free to pursue strategic goals.

Make work flow and everyone wins.
Facilities Wins With an Optimized Approach to Service

Executive leaders are looking to Facilities to embrace the digital age so they can serve more employees with fewer resources. Cherwell Facilities Service Management helps them make the move away from spreadsheets, email, and manual processes to a simpler, more efficient approach. It’s purpose-designed to:

- Automate project workflows
- Manage the team’s time, resources, and materials
- Simplify recurring maintenance schedules and much more.

Facilities managers and supervisors can increase the accuracy of their decision-making and regulate expenses with visibility into real-time information about projects, work orders, property status, scheduled maintenance, space utilization, and costs. Time and expense reporting makes it easy to spot trends, identify bottlenecks, and target areas for improvement.

With out-of-the-box communications and workflow tools, on-the-go field staff can respond to service requests faster by receiving work orders anywhere, anytime using a mobile app or web browser. They can easily access the details needed to perform their work, update assignments, and close work orders when completed. For the few who remain tech wary, it’s still possible to work the old way—via e-mail—but now these communications are tracked and stored against corresponding work orders and projects in the system.

“Because of its ease of use, configurability, flexibility and scalability, we expanded our use of Cherwell in our Supply Chain and Warehouse to track item updates and maintenance contracts. We are able to track all changes related to an item, including descriptions, price, unit of measure, activation, and deactivation.”

– Matthew Thomes, ITSM System Administrator, Parkview Health

While the IT team can help get the system up and running, no special developer or coding resources are needed to get started. The most commonly-used facilities workflows are already pre-configured out-of-box, there are more pre-configured tools available to download from the Cherwell Marketplace, and creating customizations is straightforward thanks to the core functionality of our no-code automation platform.
IT Wins With a Compelling Vision for Positive Change Across The Enterprise

You have the unique opportunity to become a leader for process improvement and cost savings across the enterprise, thereby dramatically improving the visibility of your contributions and overall value to the business. By collaborating with your colleagues in Facilities, you can leverage a system you already trust to deliver more services, with an even greater return on investment. And remember, with Cherwell, there’s no need to purchase additional licenses for approvers, requesters, portal users, or report viewers.

The advantages don’t just stop there. When using a single system of record for streamlined cross-functional service delivery, silos are broken down and possibilities open up. For example, let’s say a team that’s been scattered across locations is moving to a new site where they will all be together. These employees will need support from both IT and Facilities: secure network access, computers, office space, furniture, and other functional necessities. Now these service requests can be integrated in the same trusted and always-current information source, the Cherwell Configuration Management Database (CMDB), for cross-checking and timeline coordination. This kind of synergy makes it easier for everyone—the IT team, the Facilities team, and the employees making the move—and stimulates better and more productive daily work experiences.

Employees Win With Boosted Productivity and The Self-Service Experience They Prefer

If Cherwell Facilities Service Management helps drive better and more productive daily work experiences for the Facilities team, it has perhaps an even more dramatic effect for the employees who use their services. Business users are fanatics when it comes to on-demand, accessible, and personalized service. When they need help, they find few things more frustrating than encountering one process for one department and an entirely different one for another—when all they really want is to get their work done.

More than 50% of Cherwell customers rely on Cherwell Service Management to support non-IT processes.
By consolidating services from IT and Facilities into a consumer-like self-service portal, users can quickly request services or report problems in both their physical and virtual environments. You most likely already have a portal in place for employees to submit IT service requests and incidents. This same portal can be easily extended to include facilities service requests, with facilities-specific drop downs in which necessary details can be included. There is even an area for proactively announcing scheduled maintenance or building-related issues—enabling employees to avoid downtime and plan accordingly.

The Enterprise Wins Because Everyone Wins—Making Time for Innovation

When the enterprise unites around a shared services portal, everyone wins; everyone is working better and smarter and faster. Now employees can access a single system to manage and monitor requests across all departments, from their desktops or mobile devices, making the process simple, easy, and streamlined. Diverse lines of business are in sync and working together toward common business objectives. Rapid service response means efficient business operations, saving time and money. And with efficiency comes more time, which allows for strategic thinking and fosters a spirit for innovation—and that is unquestionably a win-win for bottom line improvements.

Forrester has recognized Cherwell for its enterprise service management (ESM) leadership with a next-gen solution that allows IT to drive new levels of digital workflow automation across departments.

Extend Service Management Beyond IT—Without Breaking the Bank

Cherwell Facilities Service Management is available as part of the Cherwell Service Management Enterprise solution suite, which includes the Cherwell CORE platform and the IT Service Management, HR Service Management, Project and Portfolio Management, and Information Security Management solutions in a single license.

Interested in learning even more? Find out how our solutions can help your organization flourish. Take a look at our An Essential Guide to Facility Management Software or request a live, personalized demo.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software. 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.