

Today's IT Teams Need Efficient Cloud Services Management

Managing a hybrid cloud environment with its multitude of services, applications, and users is one of the more complex tasks IT teams face today. Alongside the many benefits that come with distributing workloads across public and private clouds, there are real concerns about how to shore up security, compliance, and governance throughout the hybrid infrastructure. Adding to the challenge is executive pressure to control costs and achieve greater operational efficiency – all of which increase the demand for a less complicated, more streamlined way to manage cloud services.

But even with the proliferation of cloud computing these days, many IT teams are still restricted to slow, manual processes as they work to configure both on-premises and cloud resources. And a lack of visibility and control across the entire hybrid cloud environment puts everyone at a disadvantage when it's time to add or change services, or an application or server incident occurs. Without a centralized location to access and monitor all cloud resources, IT teams are much less productive and efficient.

As hybrid cloud becomes increasingly necessary to compete in today's business world, you need a simple yet reliable way to manage cloud resources while being able to rapidly respond to events and incidents.

Cherwell's AWS Integration Unifies and Simplifies Cloud Services

Cherwell now integrates with Amazon Web Services (AWS) to enhance your enterprise investment in cloud. Cherwell's ITSM self-service portal provides your users a simple way to request AWS resources while giving IT Ops a single source of truth for managing all of your AWS-hosted applications and services, eliminating the need for multiple portals and access points, and reducing overall ITSM complexity.

"The integration between AWS and Cherwell ITSM has allowed us to deliver more cloud services faster, with greater impact across the entire company."

The portal makes it easy to request, automate, customize, and change AWS resources as the needs of the business evolve, allowing IT teams to be more productive and strategic in the realization of business goals. As a result, organizations have a much more efficient way to manage and deploy resources that allows them to further capitalize on the flexibility and scalability of the cloud without leaving gaps in security, compliance, or governance. Speed, transparency, and control increase while wasted time, effort, and spend decrease.



How Cherwell's AWS Integration Supports ITSM

Speed & Efficiency

- Cherwell's self-service portal provides users all the tools they need in one centralized location to provision, access, filter, change, and manage AWS services, saving time and headaches when having to search and work across many portals.
- The Cherwell portal's service catalog lets you see and access AWS' full suite of available, personalized services – including server provisioning – based on a set of curated, approved templates.
- Automated approval processes and standardized computing templates speed up and streamline everyday workflows, freeing your IT team to focus on higher-value and critical tasks.

Visibility & Control

- Instead of giving users direct access to AWS, you can set up the right level of role-based permissions within the portal for users to access any available AWS service.
- Stakeholders and decision-makers are afforded a comprehensive view of all of your AWS services to track usage over time.
- All new services and instances are registered in the CMDB, giving you broad visibility at the application and service level to rapidly resolve any events or incidents that arise.

Security & Compliance

- Integration with AWS' monitoring services creates an automated system of incident alerts and tickets so you can quickly investigate, diagnose, and resolve events in the AWS environment.
- Cherwell's single CMDB automatically updates when your AWS environment is created or modified, improving dependency and change analysis.

For more information about the AWS integration, [request a demo](#) or contact your Cherwell account team.



About Amazon Web Services (AWS)

In 2006, Amazon Web Services (AWS) began offering IT infrastructure services to businesses in the form of web services – now commonly known as cloud computing. Today, Amazon Web Services provides a highly reliable, scalable, low-cost infrastructure platform in the cloud that powers hundreds of thousands of businesses in 190 countries around the world.

Visit aws.amazon.com to learn more.



About Cherwell

Cherwell empowers organizations to transform their business through the rapid adoption and easy management of digital services. Cherwell's adaptable platform has enabled thousands of organizations to modernize their business operations with customizable service management, automation, and reporting across the enterprise.

Visit cherwell.com to learn more.