

Cherwell CORE

Quickly and Easily Extend Your Platform with Low-Code Development



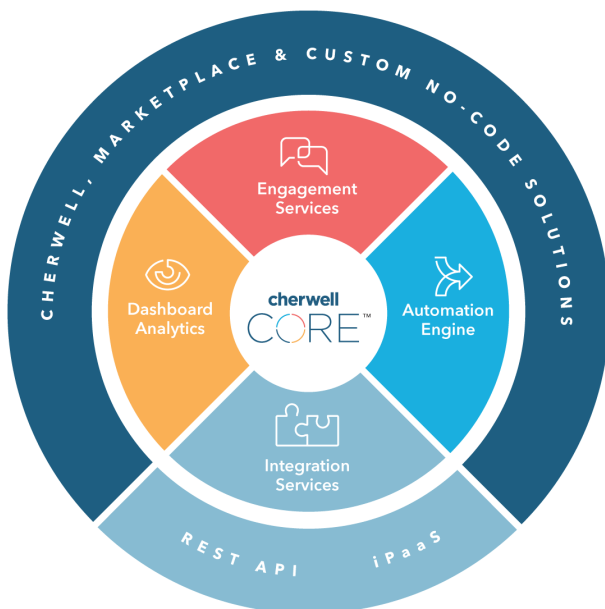
In the digital age, organizations are increasingly looking for ways to boost productivity, elevate employee and customer experiences, and leverage innovation to drive better results for the business. While there are any number of technologies and solutions that address one (or occasionally two) of these objectives at a time, it is rare to find a platform that supports all three.

In order to address these three requirements together, a platform would have to possess some distinct characteristics:

- **Operational maturity**, supporting proven models and industry standards
- **Omni-channel access**, enabling users to choose the channel (and the experience) that works best for them
- **Distributed (democratized) innovation**, allowing those with business knowledge, and little or no programming skills, to have a seat at the table



Cherwell CORE: A Modern Platform



Cherwell CORE is a purpose-built no-code development and delivery platform that serves as the logical foundation for Cherwell’s ITSM solution, Cherwell ESM (enterprise service management) solutions such as HR and Facilities, and custom-built workflow applications. The platform is designed to support any combination of pre-built and custom-built applications to meet your organization’s service management requirements.

Key Capabilities and Features

Low-Code Development

Cherwell CORE is a no-code development and delivery platform, enabling you to create and modify metadata and configuration files to automate workflows via visual editors without requiring coding or programming expertise.

Cherwell CORE's intuitive graphical tools make it simple to configure, edit, and create dashboards, service portals, forms, process workflows, task automations, searches, and more. This easy-to-use approach was designed with a new breed of Citizen Developers in mind. Business analysts and system administrators can easily master these tools with no specialized programming or scripting skills. As a result, administrators are productive more quickly, associated activities are done faster, more time is spent on value-added contributions, and total cost of ownership is reduced.

Integration Services

Accessing APIs enables critical integration operations such as requesting a new virtual machine (VM) from VMware, Amazon Web Service (AWS), Microsoft Azure, or a hybrid provider such as Cisco.

It also enables automating cloud provisioning solutions that require integration with other essential elements through industry-standard web services; in particular, via a RESTful operation. The same Cherwell workflow actions that perform a RESTful operation can also run a PowerShell or other script.

Workflow Automation

Automate simple and complex workflows, common actions, and routine tasks to increase operational efficiency. With Cherwell CORE's automation engine, you can automate processes without relying on costly development resources, so your team can deliver services more quickly and cost effectively. Out-of-the-box automations such as creating problems or new catalog items, canceling service orders, and launching SLA breach warnings make it easy to get started. You can run workflows manually or execute them automatically against individual records or groups of records.



Engagement Services

Cherwell CORE provides a comprehensive set of options for enabling employee and customer experiences to match the needs of your business. Cherwell CORE simplifies and accelerates ITSM and ESM workflows, enhancing the employee experience with the widest possible set of choices for requesting a service, reporting a problem, or checking status of an incident that is underway.



Service Desk

Call into the support desk or visit in person with full walk-up service desk capability



Web Portal

Access CSM using a browser on your laptop or mobile device, with a seamless experience on either



Email

Open a ticket to report a problem or request a service by sending an email to the CSM system



CVA

Access the Cherwell Virtual Agent to launch an incident using natural language



Slack App

Launch an incident, check incident status, or resolve an incident from within Slack



Desktop App

Log and manage incidents, report on status and results, and update/modify workflows as needed

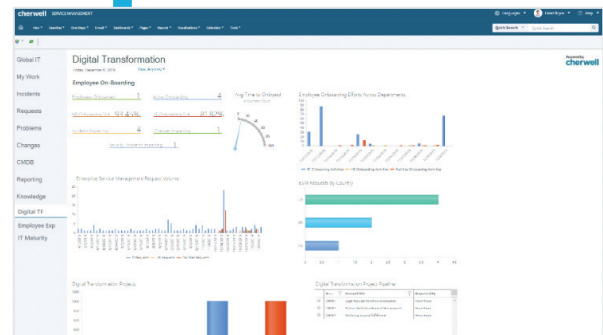


Slack Chat

Create a dedicated channel to resolve an incident

Dashboard Analytics

Cherwell Service Management arms IT leaders with comprehensive KPIs and flexible dashboards and reports that highlight key accomplishments, quantify outcomes, and identify areas for improvement. Cherwell's actionable reporting and dashboard capabilities provide complete visibility across all ITSM and ESM processes, helping service desk teams continuously optimize their service delivery and drive IT initiatives to the next level.



Mergeable Applications

mApp™ mergeable applications are packages of automations and configuration settings that support both simple and complex workflows on the Cherwell CORE platform. This unique approach enables easy reuse and sharing of integrations, extensions, and orchestration packs that complement and enhance the Cherwell ITSM solution, as well as Cherwell HR, Facilities, and Information Security (ISMS). Rather than building capabilities from scratch, you can simply download a mApp application from the Cherwell Marketplace and merge it into your Cherwell environment, saving time and money.