

# Enterprise Service Management

**cherwell**

## Modern Users Demand Modern Service

The benefits of IT service management (ITSM) are well understood among IT teams, the internal customers they serve, and executive leaders throughout the enterprise. But what is the process for requesting services outside the scope of IT? Users are fanatical about on-demand, accessible, and personalized service, but trying to remember who to contact in what department or which system to use is a non-starter for today's end users.

At the same time, as organizations grow, inefficient systems such as freeware, spreadsheets, and email increase risk that requests go unfulfilled, compliance mandates aren't met, and staff become overwhelmed by the backlog of work.

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## Extend Service Management Beyond IT—Without Breaking the Bank

The Cherwell Service Management platform enables you to apply ITSM best practices to departments outside the traditional boundaries of IT, improving the end-user experience and satisfaction. Cherwell's straightforward approach to configuration provides a cost-effective method for extending and automating service management across your organization and tailoring it to meet the needs of multiple departments and their internal customers.

Cherwell Service Management enables you to consolidate services for multiple business units into a unified self-service portal. By providing a single, streamlined system of record, you can reduce overhead, administrative costs, and longterm maintenance.

Your enterprise can also take advantage of Cherwell's complete, pre-built solutions for HR, facilities, information security, PPM, and additional integrations and extensions which can be downloaded from the Cherwell mApp Exchange and easily customized to suit your organization's specific needs.

## Industry Statistic:

Cherwell was named as a Leader in Forrester's first-ever 2018 ESM Wave report.

## Cherwell Fact:

Over 70% of Cherwell customers rely on Cherwell Service Management to support non-IT processes.

"Cherwell is a highly adaptable platform that can be adjusted to virtually every service management need. CSM comes with great out-of-the-box content that allows you to get up and running without having to spend a month configuring it beforehand. If you needed the customization, however, it's simple to do and can be accomplished rather quickly with no development experience."

Robin Jacobs  
Cherwell Administrator and  
Developer for the City of Wichita

# How Cherwell Service Management Extends Beyond IT:

## HR Service Management

Human resources (HR) departments, just like IT, engage with employees on a regular basis. But unlike IT, they often rely on outdated systems, including email and spreadsheets, to track and communicate information. Cherwell's HR Service Management (HRSM) solution enables HR teams to streamline and automate common HR requests, and provides focused knowledge to proactively address issues—often before cases are even created. With Cherwell's HRSM solution, you can simplify the onboarding process to make day one productive, without taxing the behind-the-scenes fulfillment and services teams. Automate onboarding workflows and checklist tasks to support activities, including benefits activation, equipment procurement, and systems access, using a central source of truth.

## Facilities Management

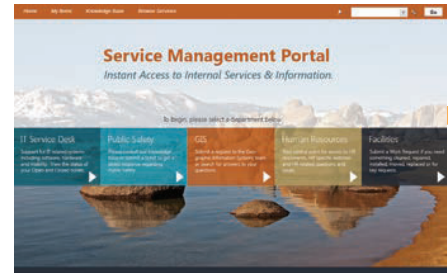
Facilities departments have traditionally relied on spreadsheets, email, and manual processes to manage maintenance requests and work orders—a complex and unsustainable approach for both facilities staff and end users. Cherwell's Facilities Management solution provides you with out-of-the-box workflow automation for common facilities, property management, and field services processes, including initiation of work requests, time and inventory tracking, recurring maintenance, resource and work assignment, and more.

## Information Security Management

Security governance and risk management are best served by powerful and flexible technology that automates security management processes. Cherwell's Information Security Management System (ISMS) solution delivers risk management assessments, provides a comprehensive view across governance, offers risk and compliance (GRC) functions, and monitors policy effectiveness by automating and tracking compliance efforts. Moreover, with Cherwell's ISMS solution, you'll be managing security incidents using NIST (National Institute of Standards and Technology) guidelines, accelerating security event and incident handling and effective remediation.

## Project and Portfolio Management

IT projects are complicated by multiple layers of data, a variety of requirements, resource availability, and numerous stakeholders. Managing these projects requires reliable and effective communication channels. Cherwell's Project and Portfolio Management (PPM) solution provides a single system of record for managing portfolio priorities, demands, and projects, plus associated assets, sub-tasks, approvals, and resource allocation. By centrally managing demand, projects, and resources, you can ensure the right people are working on the right projects, improving project success rates, meeting expectations, and delivering continued value to your organization.



## Customer Use Case:

### Parkview Health

In order to provide the highest quality healthcare to their patients, Parkview Health personnel rely on readily available medical products and supplies.

Cherwell Service Management has enabled Parkview to expand their current ITSM capabilities into a comprehensive inventory solution that ensures Parkview's supply chain and warehouse delivers safe, high-quality, patient-centered supplies at the right time, and effectively manages inventory across the network.

"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