

## Break Free From ITSM Technology Constraints

Cherwell® Service Management is a scalable IT service management (ITSM) solution that is easy to administer, deploy, and maintain. Instead of struggling with labor-intensive, inflexible service desk tools, healthcare organizations can spend more time on value-added initiatives that enable better patient care.

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“The implementation of Cherwell means we can build better, more cost-effective solutions which, in turn, allow everyone to invest in and focus on higher-value activities that result in higher quality care.”

Dan Sisto Information Service & Support Manager Atlantic Health System

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## Protect Patient Privacy

Healthcare entities moving to electronic health records and experiencing consolidation are challenged with ensuring patient privacy, as mandated by regulations such as HIPAA. Cherwell’s robust and flexible capabilities—based on ITIL® best practices—grow with and adapt to individual organizations and their changing needs. As such, healthcare organizations represent one of Cherwell’s largest customer segments, boasting an extensive and vibrant community of users.

## Features

- Comprehensive ITSM capabilities based on ITIL® best practices
- Low code platform with graphical drag-and-drop tools for creating and configuring dashboards, portal, forms, workflows and task automation
- Downloadable solutions for HR, Facilities, Security, and Project teams
- Inclusive, concurrent licensing
- Ability to deploy on-premises, via SaaS, or hosted in a public cloud
- Vibrant healthcare community of users

## Benefits

- Improve quality of IT service delivery and support
- Reduce effort and cost associated with service desk configuration, administration, and maintenance
- Rapidly deploy, introduce new services and enhancements more quickly, and simplify upgrades
- Improve service desk staff efficiency by fulfilling requests and handling tickets more quickly
- Improve employee productivity by extending service management beyond IT
- Contribute to and benefit from the shared experiences and advice of other healthcare providers

## Extend ITSM practices beyond IT

Cherwell provides both IT and non-IT service management solutions that run on a common, low-code platform. Integrations, extensions, and solutions for HR, Facilities, Security, and Project Management can be easily downloaded from the Cherwell application exchange and quickly merged into Cherwell Service Management. Healthcare organizations can also easily create their own workflow applications on the Cherwell platform such as managing employee compliance training. Creating and running custom applications doesn't require additional licenses and can be built at little to no cost with Cherwell's codeless tools.



## Save Money on Licensing

Cherwell's simple, inclusive approach to licensing provides excellent value, while minimizing total cost of ownership—resulting in substantial savings that can further be directed towards patient care. In addition, Cherwell's concurrent licensing model means licenses are shared between service desk shifts, reducing costs compared to named licensing. Concurrent licensing is also advantageous when short term contractors are helping IT deliver services and provide support. Finally, Cherwell doesn't require licenses for end-user service portal access, resulting in further savings.