

# Cherwell for Higher Education

Deliver the best service experience from "Accepted" to "Graduated" - and beyond.

cherwell

## Today's Prerequisite: Smarter Service Management

The world of higher education is at a tipping point. More than ever before, institutions are making business model changes to adapt to market demands, including student trends, competitive pressures, and new market opportunities. And these changes call for more sophisticated technology so that universities can support anything from bring your own device (BYOD) programs to expanding curriculums and campuses.

As the foundation on which the institution runs, IT is in a position tip the scale towards service modernization. But challenges like budget cuts, outdated and inflexible legacy solutions, disparate systems and data, and high student turnover leave IT teams in the higher education space falling behind even trailing performers in other industries.

49%

of institutions are making core business model changes to adapt to market demands

-Gartner, The CIO Agenda - Higher Ed, 2019

## Create a More Connected Campus with Cherwell

In order to meet the demands of your ever-changing campus and provide the modern service experience students and other users across your institution expect, embracing innovation is necessary. With help from Cherwell, you can turn challenges into opportunities. Read on to learn how our flexible, easy-to use, no-code platform is built to support the evolving needs of your institution and to help you transform the service experience you deliver, both on-campus and off.



"BW's mission is 'students first,' and we use Cherwell to push our initiatives for students forward. We've created a one-stop-shop where students can quickly find answers."

-Stephen Coyne, Cherwell Developer,  
Baldwin Wallace University

**BW**  
BALDWIN  
WALLACE  
UNIVERSITY



## No-Code = Lower Total Cost of Ownership

Customize, upgrade, and repeat without help from developers. Our visual builder and short implementation cycles means you can launch your ideal workflows in days rather than months. Simple configuration and easy customization allow you to make an impact fast. And a no-code platform flexes and scales with you to match your growth.



## Do Way More with Less

Get up to a **5:1 ratio of users per license<sup>1</sup>** with our concurrent licensing-model . Onboard and offboard employees, including student workers, with ease. Transition shifts without a hitch and provide 24/7 support to day walkers and night owls alike.



## Optimize and Scale

Say goodbye to disparate data, systems, and groups. Improve project outcomes with automated workflows and robust reporting. Keep data up-to-date with flexible integrations and over 175 mergeable applications (mApps) that connect your systems. And increase collaboration with Enterprise Service Management (ESM) platform that can help you extend support to HR, facilities, research groups, and more in a jiffy.



## Boost Security

Got cyber security performance goals? Streamline security compliance policies and activities with Information Security Service Management (ISSM). Integrate Cherwell with your security controls for integrated management and smoother audits.



“Customer self-service, the knowledge base, customer satisfaction surveys, and data availability—all of these have raised our clients’ abilities to be more productive and effective in their jobs, relying less on the help desk itself and more on the services the help desk provides. It has been a transformational shift on our university campus, contributing to a much higher satisfaction rating of our support unit as a whole.”

-IT Director, Western Carolina University



## Improve Self-Service, Increase Satisfaction

**By the end of 2020, 85% of customer service interactions will be automated.<sup>2</sup>** Improve usability and adoption by meeting students, faculty, staff, alumni, and parents on their terms and empowering them with self-service. Set up easy-to-use self-service portals (at no extra cost for portal users) with your ideal service catalog and knowledge base to resolve issues faster than ever before.



THE UNIVERSITY of  
NEW MEXICO

70%

First call  
resolution

5.0

Customer satisfaction  
rating from 4.5

1. Gartner, 6 Smart Steps for ITSM Tool Selection Success, Nov 2019.

2. IBM, 10 reasons why AI-powered, automated customer service is the future, Oct 2017.