

Cherwell for State and Local Government



Modern service delivery: the road to better innovation, security, collaboration, and results.

Simplification is Required to Meet Unique Challenges

Rapidly evolving technologies and tightening budgets present new IT-related challenges for government agencies that are already occupied with keeping cities and states running for its taxpayers. CIOs are eager to incorporate new technologies like AI, cybersecurity, and cloud solutions, creating new budgetary and operational pressures. A push towards technology consolidation across municipalities means IT teams must unite and flex to support additional departments such as police, fire safety, first responders, and other critical groups. The upswing in offering services to support constituents like teachers' pensions demand distinct self-service needs. And the voice of the citizen is getting louder and expectations are growing, as taxpayers will no longer accept a 30-minute wait time to report a dangerous pothole or ice they encountered on their commute.

“Cherwell was intuitive enough that we didn’t need a high-level skill set to do the configuration. I can walk back to one of my Cherwell admins and say ‘We need to change this,’ and they just go do it.”

-Fonda Logston, Information Services Enterprise Programs Director, State of Oklahoma



Scale Sustainably and Reliably with Cherwell

These unique hurdles can make it hard for government employees to complete the honorable work they show up to do every day, especially when their agency has outgrown its existing IT service management (ITSM) solution. Instead of swirling in the vicious cycle of overspending on customizations and not being able to upgrade or using a legacy solution that is no longer supported by the very vendor from which it was purchased, government IT teams need a partner - not a vendor - that’s reliable, innovative, scalable, and affordable, and can provide the modern and flexible foundation on which IT can help its government agency grow for the long-term. That’s where Cherwell can help.



Transform the Citizen, Employee, and Constituent Service Experience

Create self-service portals for every kind of user and department, from unemployment to construction and utilities. Out-of-the-box (OOTB) portals enable you to deliver a catered experience at scale that help boost adoption, retention, and empower faster decision-making – at no extra cost for portal users. With knowledge base and service catalog, employees can get onboarded and offboarded faster than ever before. And with concurrent licensing, your team can provide support no matter the day or time.



Stay Proactive, Protected, and Compliant

The #1 area of technology investment for government agencies this year includes cybersecurity.¹ Keep security and compliance risks at bay with our purpose-built Information Security Management Solution (ISMS). Continuous monitoring enables you to reduce exposure and identify potential data breaches, ransomware, outages, and other threats. Automation and platform intelligence allows you to maintain compliance, respond to audit requirements rapidly, and manage 3rd-party vendor status efficiently.



Discover New Savings Through Modernization and Innovation

Government agencies have spoken, and they all consider AI, analytics, and cloud as the top three game-changing technologies for their industry.¹ Luckily, our cloud-based Enterprise Service Management (ESM) platform can deliver on all three. Incorporate automation and sophisticated reporting into your day-to-day processes to optimize resources and costs. Reinvest time and money saved into other strategic projects.



Support Consolidation and Reorganization Scalably

Our no-code platform and visual builder means you can configure workflows without help from developers, decreasing time to value and creating new efficiencies employees will smile about. Flexible integration capabilities and mergeable applications (mApps) allow you to connect with critical systems and say goodbye to disparate data. 11 built-in ITIL processes and ESM solutions enable you to expand service delivery to other groups with ease. HR? Security? Police? Fire? Emergency Services? No problem.

Major California County Chooses Cherwell to Modernize and Facilitate Upcoming Elections

The Challenge

The Registrar-Recorder/County Clerk serving over 6 Million registered voters in a major county in California was struggling with a paper-based chain of custody and disparate systems, lacked insights regarding high-profile election climates, and was unable to meet SLAs. The office needed a modern solution that could be deployed quickly in preparation for upcoming elections less than four months away.

Why Cherwell Won

- Ease of use and configuration
- Short implementation cycle, rapid deployment, and quick time to value
- Real-time dashboards that could display the health of 1,000+ polling locations
- Barcode scanning capabilities of assets, such as voting equipment and tamper seals
- Chain of custody audit and tracking
- Proven reputation with adjacent counties



¹Gartner, 2019 CIO Agenda: Government Insights, 2019.