It’s never been easier for you to elevate the everyday experiences of cross-departmental teams in ways that bring positive change to the whole enterprise.

A Compelling Vision for Positive Change Across The Enterprise

IT has a unique opportunity to become the leader for process improvement and cost savings across the enterprise, finally proving out your true value to the business. By applying ITSM best practices to teams beyond IT, you become a catalyst for change that increases efficiency and end-user satisfaction—a win-win for bottom line improvements.

Modern Users Demand Modern Service

With Cherwell Enterprise Service Management (ESM) solutions, you can leverage your ITSM toolkit to help HR, project management, IT security, and facilities teams make the move to advanced service, delivering even more with the same self-service portal you already use. With an integrated portal for service delivery, it’s so much easier for employees to find what they need, removing the frustrations associated with encountering one process for one department and an entirely different one for another.

Not only that but with an integrated ESM platform, you can automate and streamline operations—and maintain all data in a single next-gen system for cross-functional delivery, reporting, and optimization. As a result, silos break down and everyone’s productivity improves.

Unifying shared services on a single platform also creates significant value, lowering administrative burden and computing costs, as well as license and maintenance costs.

If you already use Cherwell ITSM, you are exceptionally well positioned to extend service delivery beyond IT. You already have an automated solution to manage complex IT services—and a self-service portal for employees to access them—all built to keep you out in front of change. Adding ESM solutions will be seamless for you.

Make work flow and everyone wins.
Make Work Flow

You can quickly unite previously independent services, communications, and activities by integrating—rather than replacing—the choice solutions that other groups in the business rely on.

Once folded into the Cherwell Service Management environment, work can flow freely, from anywhere. Employees will be able to access multiple services from a single, shared portal and omni-channel service request capabilities ensure that they can interact with the services they need on whatever channel or device they choose.

“Cherwell service management is so easy to configure without writing code that the possibilities are endless. We’ll implement Cherwell service management in more and more departments...I can’t find anything I can’t do. It just works.”

-Ed Finch, Service Desk System Analyst, Laramie County School District

Extend Service Management Beyond IT—Without Breaking the Bank

The Cherwell Service Management Enterprise bundle includes the CORE platform, IT Service Management, HR Service Management, Project and Portfolio Management, Information Security Management, and Facilities Service Management in a single license. With the no-code Cherwell CORE platform, you can seamlessly configure and administrate your existing ESM environment and automate new workflows to extend service management even deeper into the organization. And remember, with Cherwell, there’s no need to purchase additional licenses for approvers, requesters, portal users, or report viewers—so your total expense does not increase unexpectedly or exorbitantly, which is a common issue with service management platforms.
More than 50% of Cherwell customers rely on Cherwell Service Management to support non-IT processes.

**Project & Portfolio Management** provides visually intuitive, real-time collaboration tools for instant insight. Project status can be seen at a glance—displaying the most pressing items and actions—or with drill downs into the details. With cross-company and cross-project views, it becomes clear which ideas to fund and how to allocate the right resources. Managing project proposals is far simpler, using a central repository that integrates cost, benefit, resource, and risk data and provides flexible scoring matrices for prioritization. Executive-level reports, financial analysis and planning and evaluation tools optimize project staffing allocation and utilization.

**HR Service Management** automates and simplifies employee on-boarding, off-boarding, and role changes based on best practices from The Society for Human Resource Management. HR services are easily integrated with employee provisioning from other teams like IT, facilities, and security. Automation streamlines employee onboarding and transitions with intuitive dashboards that prompt staff using role-based workflows. Omni-channel access provides consistent, on-demand response to a wide range of employee requests, filtered for personalized retrieval by employee status, location, and role. A knowledge base powers the self-service portal and teaches HR about how, when, and why employees make HR-related decisions.

**Information Security Management** unifies risk, compliance, and incident management for swift and effective response to avoid the massive costs of data breaches. Data and processes across IT, security, and risk teams are integrated by marrying the capabilities of typical GRC tools with the real-time operational benefits of security-centric incident handling. Built-in risk assessment automation helps improve risk anticipation and mitigation. GRC management is simplified when authority documents, citations, controls, and risks are imported and can be tracked and mapped in a single system. A security-specific lifecycle, based on industry best practices, links security events to IT incident and change management processes to speed up remediation and improve outcomes.

**Facilities Service Management** helps managers and supervisors increase decision-making accuracy and regulate expenses with visibility into real-time information about projects, work orders, property status, scheduled maintenance, space utilization, and costs. With out-of-the-box communications and workflow tools, on-the-go field staff can respond to service requests faster by receiving work orders from anywhere, at any time, using a mobile app or web browser. They can easily access the details needed to perform their work, update assignments, and close work orders when complete. For the few who remain tech wary, it’s also possible to work the old way—via e-mail— but now these communications are tracked and stored against corresponding work orders and projects in the system.
When you help non-IT teams move to an advanced service lifecycle and shared service delivery, everyone wins; everyone is working better and smarter and faster. The benefits to the enterprise are manifold:

- Reduce service delivery costs
- Standardize reliable service delivery
- Eliminate service duplication and business unit silos
- Optimize cost savings with economies of scale through a single point of contact
- Centralize service data to promote efficiency
- Increase productivity
- Scale up over time to increase functionality

Forrester has recognized Cherwell for its enterprise service management (ESM) leadership with a next-gen solution that allows IT to drive new levels of digital workflow automation across departments.

With ESM, The Enterprise Wins Because Everyone Wins

Cherwell Can Help

Cherwell ESM solutions provide powerful and flexible tools for teams that need to move fast and can’t afford to be constrained by technology. With exceptional ease of customization and use, flexible licensing and deployment options, and a superior customer experience, ESM solutions empower teams across the enterprise to streamline operations, lower costs, and become engines for business growth and innovation. To learn more, check out our ESM online resources or contact us for a demo.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software. The Colorado based company is rated as a top employer state and nationwide, with its customer-first approach. Find out more about Cherwell products and services at Cherwell.com.