

Cherwell for Manufacturing

A true service delivery machine for more innovative and resilient production.



The Art of Manufacturing

Manufacturing is a cornerstone of creativity – without it, our new ideas couldn't come to life. This inherent connection to the delivery of innovation is what makes the industry of manufacturing so great...and so difficult at the same time. We don't see the amount of careful design, coordination, and planning it takes to physically build a new product. We just see the final result.

Whether constructing airplanes and furniture or making breads and soaps, manufacturers face numerous challenges every minute of every day that could impact a final product. There's so much to account for operationally, including regulations from the EPA or OSHA, tariffs, the strength of the dollar, supply chain status as well as potential impacts on SKUs, seasonality, and disruptive technologies, like AI and machine learning. To make things even more complicated, layer on top high employee turnover and frequent M&A.

Less Headache, Bigger Margins

The art of manufacturing demands a detail-oriented solution that can accommodate its complex nature – and simplify it – as well as the agility and flexibility it needs to meet market demands quickly without increasing the bottom line. This is where Cherwell can truly help. Our Enterprise Service Management Platform (ESM) as innovative as the minds behind a product, the architect behind the assembly line, and the technology bringing products to life. Read on to learn how Cherwell can help maximize the value of your operations not only in IT, but in Logistics, Assembly, Facilities, Project Management, Front Office, Sales, HR, Finance, Vendor Management, and more.



“Some of the challenges we’re facing at the moment is we’re 11 operating group companies. We’ve got different language barriers to overcome and different maturity levels as well. We’re going through a whole business transformation at the moment to become one BAM. Having a top-quality portal that can be produced is vitally important to us moving forward, and also the integration with other services within our business such as HR or Facilities.”

-Andy Palmer, IT Support Manager &
Caroline Pears, IT Project Leader, BAM





Faster Results, Lower Overhead

Modernize your approach to service management with a no-code, scalable platform that can accommodate your current and future needs, no matter your growth. Create and automate your ideal workflows in just days instead of weeks with a platform that has 11 built-in PINK-verified ITIL best practices and processes that can help you operationalize Incident Management, Asset Management, and more. Outsmart any service disruptions, outages, and upgrades, and lower your Total Cost of Ownership (TCO) with our easy-to-use platform without the need for help from developers.



Improve User Experience = Improve Margins

Free up staff to focus on doing what they do best with slick self-service. Out-of-the-box self-service portals and ESM solutions, including ITSM, HRSM, PPM, Facilities, and Security, allow you to deliver a globalized service management experience quickly. Boost technology adoption while making the onboarding and offboarding process a breeze with a smooth and catered self-service experience. Easily extend support to other groups like Logistics, Facilities, Sales, Marketing, Security, Finance, HR, and more for innovation beyond the shop floor. Optimize your 24/7 support with concurrent licensing at no extra cost to portal users.



Stay Connected from Start to Finish

Connect and truly streamline your operations with a centralized source of truth. The flexibility to integrate rapidly with key systems including Enterprise Resource Planning (ERPs), Manufacturing Execution (MES), Quality Management (QMS), and Customer Service (CS), alongside over 175 mergeable applications help you keep data up-to-date and systems talking to each other round-the-clock – for true IoT enablement. Say goodbye to disparate data or siloed teams and say hello to a truly unified company talking the same language and working towards one goal, from the front office to the shop floor.



Make Better Business Decisions

Empower smarter decision-making with increased visibility and transparency. Sophisticated reporting dashboards provide real-time and actionable insights regarding more than just service delivery insights and asset inventory, but software upgrades, compliance requirements, governance policy controls, predictive maintenance, partner, vendor, and customer statuses, and more. Leverage these new and useful KPIs for expanded and consistent data that allow you to mitigate risk for safer work environments, keep on-schedule, minimize downtime, and improve operational resilience.



“We have expanded Cherwell beyond IT into other areas of the business and are using it for work tracking in our Research Laboratories and our Engineering departments. I cannot recommend Cherwell and this product highly enough.”

-Mike Leeding, IT Quality Specialist, Hollister Incorporated