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Customer Overview

A non-profit healthcare organization, employing more than 1,200 people and serving more than 45,000 constituents.

Key Benefits:

- ✓ **Out-of-the-box configuration of key ITIL processes made for a quick and easy implementation.**
- ✓ **Integration with third-party applications harnessed the power of other applications to create a true ‘one-point’ source.**
- ✓ **Codeless Business Application Technology enabled the IT department to be a true ‘business partner’ with other departments.**

The Challenge

Having recently attended ITIL training, Customer’s IT management team was looking to further standardize their processes and internal workflow. Customer determined that its current solution, HP Service Desk, did not have the language or data structure that Customer needed to support significant changes to its workflow. Customer also needed a system with more robust integration capabilities, including fully-automated active directory (“AD”) integration. Customer carefully considered the cost to upgrade their current solution. Their current provider required that Customer use a professional services partner. Moreover, Customer would need to purchase additional modules for problem and change management, more than tripling their cost of upgrading.

The Cherwell Solution

Enter Cherwell Service Management,™ offering enterprise-power at a mid-market price, and ITIL best practices out-of-the-box – the ideal solution for Customer’s requirements. Customer was immediately able to take advantage of Cherwell’s fully-integrated Incident, Problem and Change Management modules, all of which are included with Cherwell Service Management. According to Customer’s CIO, “Cherwell’s integration of these as ‘base features’...champions with companies looking to fully adopt ITIL, not just upgrading and maintaining incident management or ‘helpdesk-only’ functions.”

Using Cherwell’s External Data Wizard, Customer was able to easily integrate with their existing asset management solution, enabling them to implement great time-saving features, such as immediately identifying the machine being used by an end-user. And, with Cherwell’s powerful One-Steps, Customer was able to immediately assist the user via remote control. Customer also integrated Cherwell Service Management with Customer’s active directory and Altiris Deployment Server, which allowed them to integrate user logons, including, in the near future, web-based Self-Service and immediate recognition of incoming e-mails.

Customer also took advantage of the Cherwell Development Platform,™ a Codeless Business Application Technology (CBAT) pioneered by Cherwell Software. Using the Cherwell Development Platform, Customer’s IT department has been able to become a true ‘Business Partner’ with other departments. For example, Customer used Cherwell Service Management, and Cherwell’s professional services team, to build, implement and integrate a Facilities Work Order Management tool with the Service Desk – all in the course of one week.

Now, with Cherwell Service Management, Customer can track everything from preventive maintenance on the water filters, to the number of parking spaces in their facilities’ parking lots, to the fulfillment of work orders. The Facilities Work Order Management System was developed within Cherwell Service Management – without writing any source code, and without programmers. And, because Cherwell Service Management is a metadata (i.e., definitional-data) platform, Customer’s Work Order Management System will automatically upgrade along with new versions of Cherwell Service Management.

“Seeing how this was done opened our eyes to integration of our management systems to our Cherwell platform, and we will continue to use Cherwell for other solutions to our business partners’ needs,” said the CIO.