

Small Business Computer Services Company

Introduction

This case study of a small business computer services company is based on an October 2017 survey of Cherwell Service Management customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“Cherwell Service Management revolutionized our service department and gave us a system that we could build upon.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Cherwell Service Management:

- Used the following ITSM solution before switching to Cherwell Service Management:
 - JobLogic
- Primary reasons for replacing the previous ITSM tool with Cherwell Service Management:
 - Their previous ITSM solution was difficult to integrate with other applications
 - They needed to implement/improve processes
 - They needed to improve reporting
 - They needed to extend process automation into the business
- Organizational impact of not getting the desired results from the previous ITSM solution:
 - Missed/breached SLA's
 - An inability to move at the pace the organization required
 - Low IT customer satisfaction

Use Case

The key features and functionalities of Cherwell Service Management that the surveyed company uses:

- Chose Cherwell for the following factors:
 - Ease of configuration and customization
 - Relationship and culture
 - Ease of upgrade
 - Customer focus
 - Ease of Integration with 3rd party solutions

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Small Business

Industry:
Computer Services

About Cherwell Service Management

Cherwell Service Management™ is a powerful IT service management (ITSM) solution that provides IT organizations the flexibility needed for rapid configuration and customization, minimal overhead, and frictionless upgrades.

Learn More:

[Cherwell Software](#)

[Cherwell Service Management](#)