

State & Local Government

Introduction

This case study of a state & local government is based on a January 2017 survey of Cherwell Service Management customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

“Using Cherwell has allowed us to extend our ITSM service capabilities much faster and cheaper than with our previous provider.”

Challenges

The business challenge that led the profiled organization to evaluate and ultimately select Cherwell Service Management:

- Used HP Service Manager prior to Cherwell.

Use Case

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

- Replaced their previous ITSM tool for the following reasons:
 - They adopted a new ITSM process that required a new ITSM tool
 - The time and cost of upgrading the old ITSM tool was too high
 - Their old tool lacked flexibility

Results

The surveyed organization achieved the following results with Cherwell Service Management:

- After switching to Cherwell Service Management they saved 25% on licensing costs compared to their previous ITSM solution.
- After switching to Cherwell Service Management, they decreased the amount of time spent on customizations by 50% compared to their previous ITSM solution.
- After switching to Cherwell Service Management, they reduced the amount of resources spent on configurations by 25% compared to their previous ITSM solution.
- After switching to Cherwell Service Management they saved 75% of the resources used for preparing for and implementing an upgrade compared to their previous ITSM solution.
- After switching to Cherwell Service Management, they improved their IT productivity by 25% compared to their previous ITSM solution.

Organization Profile

The organization 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.

Organization Size:
State & Local

Industry:
Government

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](#)