

## Medium Enterprise Insurance Company

### Introduction

This case study of a medium enterprise insurance company is based on a January 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.

“In searching for a new solution, we considered several factors: UI and back-end flexibility, non-development configuration/coding and administration up-keep. Cherwell had the best options.”

### Challenges

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

- Used ServiceNow prior to Cherwell.

### Use Case

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

- Replaced their previous ITSM tool for the following reason:
  - The time and cost of upgrading the old ITSM tool was too high

### Results

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

- After switching to Cherwell Service Management, they decreased the amount of time spent on customizations by 80% compared to their previous ITSM solution.
- After switching to Cherwell Service Management, they improved their IT productivity by 50% compared to their previous ITSM solution.
- After switching to Cherwell Service Management, they improved customer satisfaction by 70% compared to their previous ITSM solution.

#### 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:  
**Medium Enterprise**

Industry:  
**Insurance**

#### 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](#)