

Medium Enterprise Retail Company

Introduction

This case study of a medium enterprise retail company is based on a February 2016 survey of Cherwell Software IT Service Management customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“We needed a solution that could be used by all of the internal divisions within our department.”

“We were able to introduce a new process with little impact, leading to improved service perception.”

Challenges

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

- Used Zoho Manage Engine’s ITSM solution prior to Cherwell.
- ITSM solution evaluated in addition to Cherwell:
 - ServiceNow

Use Case

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

- Chose Cherwell for the following product feature:
 - One-step actions

Results

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

- Reduced their administrative burden by 10-24% with Cherwell Service Management.
- Reduced time spent on configurations and customizations by < 10% with Cherwell Service Management.

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:
Retail

About Cherwell Software IT 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.

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