

Large Enterprise Real Estate Company

Introduction

This case study of a large enterprise real estate 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 were able to implement Cherwell Service Management in less time than our previous ITSM solution.”

“Our last version upgrade of Cherwell Service Management took less time than the last version upgrade of our previous ITSM solution.”

“We chose to find a new solution because our previous solution was outdated and no longer supported.”

“Cherwell Service Management provided an easy path to ITSM adoption beyond the service desk.”

Challenges

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

- Used HP Service Manager’s ITSM solution prior to Cherwell.
- ITSM solutions evaluated in addition to Cherwell:
 - ServiceNow
 - HEAT / FrontRange Solutions

Use Case

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

- Chose Cherwell for the following product features:
 - IT self-service portal
 - Reporting and dashboard capabilities
 - One-step actions
- Chose Cherwell for the following factors:
 - Ease of configuration and customization
 - Flexible licensing model
 - Flexible hosting / deployment model
 - Price for value

Results

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

- Reduced time spent on configurations and customizations by > 75% 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:
Large Enterprise

Industry:
Real Estate

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.

Learn More:

[Cherwell Software](#)

[Cherwell Software IT Service Management](#)