

Fortune 500 Industrial Manufacturing Company

Introduction

This case study of a Fortune 500 industrial manufacturing company is based on an August 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 automated the change management process which helped application teams for a quicker turnaround.”

“Cherwell Service Management has been a good tool for the organization.”

Challenges

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

- Used Applix prior to Cherwell.

Use Case

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

- Most impactful features of Cherwell Service Management for enabling the Shift Left approach:
 - Reporting and dashboard capabilities
 - Mergeable applications

Results

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

- Primary “Shift Left” approach:
 - Automating tasks/workflows via Cherwell one-step actions
- Achieved the following result with their Shift Left approach:
 - Improved change management success rates

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:
Fortune 500

Industry:
Industrial Manufacturing

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](#)