

## Large Enterprise Health Care Company

### Introduction

This case study of a large enterprise health care 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.

“Cherwell has been very well received. The user interface is much better than the previous ITSM solution.”

### Challenges

The business challenge that led the profiled company 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 company uses:

- Replaced their previous ITSM tool for the following reasons:
  - Their old tool failed to deliver the expected benefits
  - Their old tool lacked flexibility
  - They were dissatisfied with their old vendor support and/or relationship

### Results

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

- After switching to Cherwell Service Management they saved 20% 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 75% compared to their previous ITSM solution.
- After switching to Cherwell Service Management, they reduced the amount of resources spent on third-party integrations by 50% 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.
- 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:  
**Large Enterprise**

Industry:  
**Health Care**

#### 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](#)