

# Case Study: Fortune 500 Insurance Company

## Introduction

This case study of a Fortune 500 insurance company is based on a March 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.”

“Moving to Cherwell has allowed us to revisit, streamline, and standardize our ITSM processes. As a result of mergers and acquisitions, we are able to use different solutions for some ITIL processes. The move to Cherwell has allowed us to re-focus as an organization and ensure that we build out the processes based on best practices across our organization.”

## Challenges

- Used HP Service Manager’s ITSM solution prior to Cherwell.
- ITSM solutions evaluated in addition to Cherwell:
  - ServiceNow
  - CA Service Desk Manager
  - HP Service Manager

## Use Case

- Chose Cherwell for the following product features:
  - IT self-service portal
  - Reporting and dashboard capabilities
  - Mobile app for IOS and Android
  - Service integration and management
- Chose Cherwell for the following factors:
  - Ease of configuration and customization
  - Flexible licensing model
  - Price for value
  - Ease of Integration with 3rd party solutions

## Results

- Reduced their administrative burden by 10-24% with Cherwell Service Management.
- Reduced time spent on configurations and customizations by 10-24% 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:  
**Fortune 500**

Industry:  
**Insurance**

### 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:

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