

Large Enterprise Professional Services Company

Introduction

This case study of a large enterprise professional services company is based on an October 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.

Challenges

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

- Used the following ITSM solutions before switching to Cherwell Service Management:
 - BMC Service Desk Express
 - HelpLine (BadgerNT)
- Primary reasons for replacing the previous ITSM tool with Cherwell Service Management:
 - Their previous ITSM solution was difficult to integrate with other applications
 - They needed to establish IT self-service
 - They needed to implement/improve processes
- Organizational impact of not getting the desired results from the previous ITSM solution:
 - Frequent unplanned downtime
 - An inability to move at the pace the organization required
 - Low IT customer satisfaction
 - Low IT employee satisfaction

Use Case

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

- Chose Cherwell for the following factors:
 - Ease of configuration and customization
 - Flexible hosting / deployment model
 - Relationship and culture
 - Customer focus

Results

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

- Compared to their previous ITSM solution, the company decreased the amount of time spent on configuration and customization by 20% after using Cherwell Service Management.
- Compared to their previous ITSM solution, the company saved 80% of their resources used for preparing and implementing an upgrade after using Cherwell Service Management.
- Since replacing their previous ITSM solution, the company improved IT productivity by 50% after using 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:
Professional Services

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](#)