



# Transforming ITSM Customer Experience

Recognized by Gartner, Forrester, and *Forbes*

- Deliver Maximum Business Value with Holistic Service Management
- Offer the Industry's Best Self-Service Portal with 24/7 Access
- Provide Powerful Business Intelligence Dashboards to the Organization
- Access Full Data with Mobile Browser and Native Android and iOS® Apps

  
**CHERWELL**  
SERVICE MANAGEMENT SOFTWARE PLATFORM™

Innovative Technology Built  
Upon Yesterday's Values

# Deliver Extraordinary Customer Experience with Cherwell Service Management

Cherwell Service Management® (CSM) delivers an innovative, award-winning, and holistic approach to IT service management (ITSM), allowing IT and support departments to align strategically and deliver maximum value to the business.

Using CSM's fully integrated modules within one platform, win over your customers with the industry's best collaborative self-service portal experience; work anywhere, anytime via mobile browser and native apps; deliver highly acclaimed business intelligence dashboards and reports; automate your business with powerful interactive workflow automation; provide key ITIL® processes; and implement seamless upgrades via truly codeless configuration.

Recognized by Gartner, Forrester, and *Forbes*, Cherwell Service Management delivers rapid ROI and immediate business value to your organization. And even more, CSM offers a comprehensive, affordable licensing model and a flexible hosting model. You choose what works best for your business—subscription or purchase, hosted on-premises, hosted by Cherwell, or hosted by a third party.



**At Cherwell, we develop brilliant and powerful software;  
your only limitation is how far you can dream.**



"Our users get training and are up and running the same day on Cherwell Service Management. Now our customers are saying, 'We love IT!'"

**– Diane Burton, Seattle Cancer Care Alliance**



Acclaimed by **FORRESTER®** as a Top 3 ITSM Enterprise SaaS Vendor

## The Industry's Best Collaborative Self-Service Portal

Leverage your limited IT resources and increase customer satisfaction with an efficient IT self-service portal—our customers report up to 65% productivity increases. As your organization expands, easily consolidate multiple portals into a single site and drive higher usage levels throughout your customer base.

## Business Intelligence Dashboards and Reporting

CSM delivers premium business value dashboards at your fingertips—the right information at the right time—with automatic updates. Leverage CSM for multidimensional reporting and configurable alerts and drilldowns, generating the right reports for every manager in your organization.

## Truly Codeless and Completely Configurable

Highly configurable, flexible, and infinitely codeless, CSM can do business the way you do business. Design and build your own advanced

system and business processes to fit unique business requirements—or just order CSM out-of-the-box. As your organization grows, CSM can transform your corporate help desk into an IT service management powerhouse.

## Mobile Browser, Native Android and iOS Apps for Best ITSM Data Access

Rely on anytime, anywhere access—via data-rich mobile browser and native Android and iOS applications—to drive decisions and manage your business. With CSM, it's like having on-demand business GPS in your pocket—make decisions and manage by exception from anywhere.

## Flexible Licensing and Hosting Models

CSM licensing delivers a complete solution with intelligent concurrent licensing for all standard clients—no additional client fees, no hidden server fees, and no end-user fees. We're not just your average SaaS provider—with Cherwell Choice™ licensing and hosting, you choose what works best for your business—subscription or purchase, hosted on-premises, hosted by Cherwell, or hosted by a third party.

### How CSM Links Your Business



"The power of Cherwell Service Management makes it easy to create whatever I need to model. I can have working prototypes in a week—or even a day!"

– Tatiana Djidjeva, University of New Mexico

Recognized on **Gartner**® ITSSM Magic Quadrant

# We Understand the Power of Your Organization's Story

We value our own organization's story and how that affects your organization's success. Cherwell Software was founded years ago by experienced ITSM industry leaders focused on company culture, customers, and relationships. Our customer satisfaction rate is a stunning 98%—and it's our goal to keep it that way. Create the ultimate ITSM partnership today for your organization's future.



"We didn't feel like we were just a number—we were real people to Cherwell. Cherwell treats customers differently than other companies we've experienced."

– Jakki Erosky, City of Arvada

## A Few of Our Extraordinary Customers



## 11 ITIL Certified Processes

- Incident Management
- Request Fulfillment
- Service Portfolio Management
- Service Level Management
- Service Catalog
- Problem Management
- Knowledge Management
- Change Management
- Release Management
- Configuration Management
- Event Management

## Meet Cherwell Software—Your ITSM Industry Leader

- Top 3 ITSM Enterprise SaaS Vendor—Forrester
- Best Vendor for Customer Service—SDI
- ITSSM Magic Quadrant—Gartner
- Highest ITSM Product Score—InfoTech
- Best in Class All Tools Request Fulfillment—ITSM Review
- Most Exciting Company in ITSM Industry—Forrester Survey with itSMF

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