Cherwell Service Management™ Software

Cherwell
Accelerating Organizational Purpose™

11 ITIL® Verified Processes[4]

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

"Leader: Forrester Wave: ITSM SaaS Delivery Capabilities"[5]

Cherwell

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Recognized by Gartner, Forrester, IDC and Forbes

Cherwell Service Management™ software empowers IT organizations to easily manage their infrastructure at a fraction of the cost and complexity associated with traditional, legacy IT service management software. Designed with a metadata-driven approach, the Cherwell Service Management platform can easily be configured to meet process and integration requirements without writing or touching a single line of code. Furthermore, configurations will never break during version upgrades.

Powerful and intuitive technology. Deliver business value with flexible software, licensed and deployed the way YOU choose.

Get Both Power *and* Flexibility

Cherwell Service Management utilizes modern, metadata architecture, which enables organizations to configure without Java®, Jelly, SQL or data-level programming skills. Configurations are stored as metadata and abstracted from the core Cherwell Service Management database, reducing maintenance and administration, and providing seamless version upgrades.

Share and Exchange Configurations

Awarded Pink Elephant's "Innovation of the Year" award for mApp™ solutions and the Cherwell mApp Exchange, Cherwell empowers customers and partners to build new functionality and capabilities in the form of configurations, and share them with members of the Cherwell community.[1] With patent-pending mApp solutions and the mApp Exchange, Cherwell Service Management customers can quickly adapt to meet the changing needs of both IT and the business.

Choose Licensing and Deployment Models

Choose between perpetual or subscription licensing, and pick your deployment model: on-premise, SaaS, or hosted via public cloud infrastructure (Microsoft® Azure™ or Amazon Web Services). Because the same code base is used across all deployment options, you can easily switch models at any time.

Highly Available and Resilient Infrastructure

Named an "ITSM SaaS Delivery Leader" by Forrester, Cherwell provides a best-in-class, high-availability infrastructure. Cherwell offers 99.98% contracted availability, performs hourly data backups, and offers 24x7 global support of its hosting infrastructure.

"Mobilize" the IT Department

The Cherwell Mobile™ application untethers IT organizations from their desks and empowers analysts and technicians to use Cherwell Service Management anytime, anywhere, on any device. Make decisions on the move using native iOS® or Android™ apps, or any mobile browser, without consuming additional licenses.

Transform Data into Meaningful Information

Cherwell Service Management software provides powerful reporting and dashboard capabilities to provide the right stakeholders with the right information at the right time. Cherwell customers have built thousands of custom reports and real-time dashboards with the Cherwell Service Management built-in report wizard, which means less time and fewer resources spent transforming raw data into consumable reports—and more time improving processes and gaining efficiencies.

*NEW – Discover, Manage and Optimize IT Assets

Cherwell Service Management integrates seamlessly with the Cherwell® Asset Management solution, which uses multiple discovery and inventory technologies to discover and report on all hardware and software inventory. Discovered data can populate the Cherwell Service Management configuration management database (CMDB) to support key IT service management processes such as incident, change and release management.

*NEW - Manage Service Providers Consistently and Effectively

The Cherwell Service Management platform supports the Service Integration and Management (SIAM) framework–also known as Multi-Sourcing Integration (MSI). Cherwell Service Management natively provides portal, dashboard, catalog and supplier network views necessary to establish an effective governance function and better manage service delivery.

"(The Lone) Challenger: Gartner Magic Quadrant for ITSSM Tools"[3]