



# Service Management Software That Offers Choice

- Easy to customize and configure
- Available on-premise or hosted
- Purchase or lease licenses
- Access anytime, anywhere



Innovative Technology Built Upon Yesterday's Values



ON-PREMISE

HOSTED

PURCHASE

SUBSCRIPTION



# CHERWELL

SERVICE MANAGEMENT®

## Meet your unique business needs with freedom of choice.

### **Easily customize and configure to meet your needs.**

Never write a script or single line of code again. Quickly modify the comprehensive suite of ITSM processes and easily create additional applications to meet your business-specific needs utilizing Cherwell's Codeless Business Application Technology (CBAT).

### **Choose on-premise or hosted.**

Whether you choose to purchase or subscribe to licenses, you have added flexibility when it comes to hosting. Create a pure SaaS model by combining a subscription license with hosting, a traditional model with purchased licenses and on-premise installation, or the combination that best suits your needs. You can change your hosting environment anytime.

### **Purchase or lease licenses.**

Pay-as-you-go with our subscription service or use your capital budget to purchase perpetual licenses. With either, you can add or remove concurrent seats as your company changes, as well as reserve a portion of seats for designated staff.

### **Access your centralized data anytime, anywhere.**

Access Cherwell Service Management from a Windows® application, cross-platform browser application, Outlook®, or mobile device such as the iPad®, iPhone®, BlackBerry®, or Android®, whatever your needs dictate.

### **Low Total Cost of Ownership and Rapid ROI**

Forrester® Research proved a 108% Return on Investment (ROI) and a 10-month full payback.<sup>2</sup> Cherwell's easy and rapid implementation, concurrent user license options and unlimited access to the customer self-service portal contribute toward rapid ROI and low total cost of ownership.

*Learn More About Cherwell's Unique Culture — [www.CherwellSoftware.com/about](http://www.CherwellSoftware.com/about)*

# The Cherwell Experience

## **Our next generation technology provides choice.**

Outpacing legacy systems, Cherwell Service Management is an XML-based, three-tier application that provides users unparalleled ease of customization and numerous client access options.

## **Retain 100% of your configurations, customizations and historical data.**

Cherwell's metadata platform automatically upgrades all of your configurations and customizations along with new versions of Cherwell Service Management software — customizations are never lost!

## **Make real-time course corrections with real-time metrics.**

Customizable dashboards and comprehensive ITIL-based reports provide insight into your organization's valuable metrics. Automatically watch for and respond to pre-determined events, crossed thresholds, or changes in data.

## **Easily report against any selected data.**

Use the powerful built-in Cherwell Report Writer™, dashboards, query-and-export mechanisms, Excel® merge, etc. to report against any Cherwell data or even link external data from other systems. You can also leverage your investments in existing business intelligence solutions such as Crystal Reports Writer® or Microsoft® SQL Reporting Services.

## **Reduce complicated operations into one, easy step.**

Cherwell One-Steps™ allow you to quickly and easily print reports, launch programs, send email, create business objects, tweet, and more!

## **Be up-and-running within weeks—not months.**

Our fast and easy implementation will have you utilizing Incident, Service Catalog, Problem, Change, and Service Level Management within weeks! Most other solutions take months - or years - to fully implement.

## **Customer Satisfaction - Guaranteed**

We are so confident that you will love our product — we offer a 60-day, money-back guarantee.<sup>4</sup>



## 11 PinkVERIFY™ ITSM Processes

- Incident Management
- Problem Management
- Change Management
- Request Fulfillment
- Event Management
- Release and Deployment Management
- Service Asset and Configuration Management
- Service Level Management/Service Level Agreement
- Service Catalog Management
- Service Portfolio Management
- Knowledge Management

Integrates  
with social  
media!



Visit [www.CherwellSoftware.com/case-studies](http://www.CherwellSoftware.com/case-studies)  
or Scan each QR code to read the full report



**Forrester® Recognizes Cherwell Software as Emerging Leader**

This report recognizes Cherwell Service Management as a solution with the scalability and functionality of the mega-vendors, and that it can be implemented relatively quickly with solid product functionality and features at a very competitive price.



**University Successfully Replaces Remedy®**

Frustrated with a cumbersome legacy system, this university searched for an easily-customizable system. Cherwell Service Management helped them rapidly progress beyond basic incident tracking to integrate Change, Service Level, Problem, and Configuration Management.



**Colorado's Largest Credit Union Replaces HEAT®**

Ent FCU needed a more flexible, easier to use, and lower cost solution than Front Range Solutions' HEAT® product. Ent required a solution that would be simple to modify and extendable to other products and IT applications, and experienced rapid success with Cherwell Service Management.



**Healthcare Organization Replaces HP Service Desk®**

Faced with upgrade costs that nearly tripled their existing HP Service Desk contract, this organization found a feature-rich, fully-customizable solution in Cherwell Service Management for a fraction of the cost.



**Forrester® Research Proved 108% ROI**

and a 10-month full payback with Cherwell Service Management

Quantified benefits include:

- 1) Productivity savings from improved service management processes;
- 2) Reduction of software maintenance fees;
- 3) Reduction of administrative costs; and
- 4) Additional savings from development of a project and portfolio management solution.

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1. March 22, 2010 Market Overview: IT Service Management Support Tools by Evelyn Hubbert for Infrastructure & Operations Professionals. © 2010, Forrester Research, Inc.
2. November 2009, The Total Economic Impact™ Of Cherwell Service Management Single Company Analysis, Project Director: Michelle Bishop. © 2009, Forrester Research, Inc.
3. 2009 Customer Satisfaction Study, conducted by the independent consulting agency, Strategies For Success
4. 60-day "Refund Period" subject to certain terms and conditions found in the applicable End-User License Agreement or End-User Subscription Agreement