Complete Service Desk Solution

Innovative technology built upon yesterday's values

Incident/Call Management
Asset & Configuration Management
Problem Management
Change Management
Knowledge Management
Service Level Management
Bug/Defect Tracking
Web Self-Service

Cherwell Software

INNOVATIVE TECHNOLOGY BUILT UPON YESTERDAY’S VALUES

www.cherwellsoftware.com
The most feature-rich, yet easy to use Service Desk and Knowledge solution.

Cherwell Service Desk™ is a complete service desk solution for small to mid-sized businesses, with all the functionality you’ll need to manage your internal help desk or external service center. Cherwell offers enterprise-level features without the enterprise-level cost or complexity. Built on Microsoft’s® next generation .NET technology and industry best practices, Cherwell’s level of customization is extraordinary.

Next Generation Technology
Cherwell Service Desk is an XML-based, three-tier application that provides all of the advantages of a rich-client, with the accessibility of a web application.

Industry Best Practices
Cherwell Service Desk allows you to simplify and automate ITIL® (the IT Infrastructure Library) standards and even includes ITIL-specific help and guidance. But whether it is ITIL or any other industry best practice, we understand that not all service desks are the same. You can choose to implement industry standards according to your level of need (or not at all)—but without the need for industry experts.

The Benefits
We enable companies to effectively manage and serve their most valuable resources—employees, customers, assets and information technology—in the most cost-effective manner by:

- Reducing call time
- Improving customer service and satisfaction
- Increasing customer self-help
- Managing service level agreements
- Eliminating redundancies and automating routine tasks
- Implementing best practices
- Moving from reactive to proactive

“All we have to decide is what to do with the time that is given to us.”

J.R.R. Tolkien
With just a glance at Dashboards, quickly monitor your business using charts, graphs, gauges and a variety of other tools. When you want to know more, simply drill down to see more details.

Cherwell allows you to search knowledge bases and the Web, and use your existing Incidents, Problems, attachments and other system data as a source of knowledge.

Features such as the Urgency/Impact/Priority selector make following ITIL best practices quick and easy.
FEATURES

GOOGLE™-LIKE SEARCHING
With Cherwell Service Desk, you can search for information by just typing in words that appear anywhere in a record. The search will even find references in attached documents such as Microsoft Word™ files, Excel™ spreadsheets or PDFs.

CUSTOMIZATION
Cherwell Service Desk Administrator makes configuration and customization straightforward—without programmers or a fleet of consultants!

QUEUES/SKILLS-BASED ROUTING
Queues route issues to particular people or groups so that the most qualified person can start working on the problem right away. You can assign Incidents (or anything else) to a particular technician, a team, or perhaps a group of MS Office™ experts.

ESCALATION & BUSINESS PROCESSES
With Cherwell’s sophisticated business process engine, you can easily monitor your system—and automatically scan for events to occur, thresholds to be crossed or data to change. The business process engine is like having an extra technician assigned to watch each and every Incident—it can automatically take action when something happens, or just as important, when something doesn’t happen.

CHERWELL ONE-STEPs
Cherwell One-Steps allow you to take a complicated series of operations and execute them all with one easy step. One-steps can be used to print reports, launch programs, send email, create business objects or just about any other series of routine tasks.

INTEGRATION WITH HDI’S CUSTOMER SATISFACTION INDEX
Automatically send surveys to your customers and end-users via HDI’s Customer Satisfaction Index and compare your results with industry standards.

The name Cherwell comes from the River Cherwell which flows through the central part of England and joins the River Thames in Oxford, England. As the story goes, J.R.R. Tolkien and C.S. Lewis (who, together with Henry Victor Dyson were part of a group known as the Inklings), used to stroll along Addison’s Walk, a beautiful walkway alongside the River Cherwell. And, it was during times like these that Tolkien developed the stories for the Lord of the Rings, and Lewis, The Chronicles of Narnia.

We’re big fans of Tolkien, Lewis and classic stories that have survived the test of time—stories about men and women engaged in noble causes.

At Cherwell Software, we’re passionate about our own noble cause—listening to our customers and caring for their needs. And, it’s more than coincidence that the word “Cher” in French is a term of endearment. For us, it reflects the attitude of care that we want to demonstrate for our customers.

"Put first things first and we get second things thrown in: put second things first and we lose both first and second things."

C.S. Lewis