

## COMPLETE SERVICE DESK SOLUTION

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INCIDENT/CALL MANAGEMENT

ASSET & CONFIGURATION MANAGEMENT

PROBLEM MANAGEMENT

CHANGE MANAGEMENT

KNOWLEDGE MANAGEMENT

SERVICE LEVEL MANAGEMENT

BUG/DEFECT TRACKING

WEB SELF-SERVICE



# CHERWELL

## SERVICE DESK™

[WWW.CHERWELLSOFTWARE.COM](http://WWW.CHERWELLSOFTWARE.COM)

INNOVATIVE  
TECHNOLOGY  
BUILT UPON  
YESTERDAY'S  
VALUES



# CHERWELL

## SERVICE DESK™

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.



## A COMPLETE SERVICE DESK SOFTWARE SOLUTION

WITH ALL THE FUNCTIONALITY  
YOU'LL NEED TO MANAGE YOUR  
INTERNAL HELP DESK  
OR EXTERNAL  
CALL CENTER

### 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



# CHERWELL SERVICE DESK INCLUDES A FULLY INTEGRATED SUITE OF TOOLS:

## INCIDENT/CALL MANAGEMENT

Cherwell Service Desk makes it quick and easy to capture data about an Incident with a host of powerful features that allow you to use that data, including Queues, Business Processes, Knowledge Management, single-click Cherwell One-Steps, Drill Downs and Dashboards.

## ASSET AND CONFIGURATION MANAGEMENT

Cherwell Service Desk includes a comprehensive Configuration database that can be populated manually or via the use of our powerful, client-free discovery and inventory tools—with as much or as little granularity as you need.

## PROBLEM MANAGEMENT

Cherwell Service Desk helps you understand the root causes of Incidents by making it easy to correlate related Incidents and alerting your technicians as to potential and known problems, work-arounds and plans.

## CHANGE MANAGEMENT

Change Management lets you apply processes to ensure that all changes are approved and implemented in a reasonable manner. It can also let you know when things have changed that you didn't expect.

## KNOWLEDGE MANAGEMENT

With simultaneous searching (and browsing) of existing Incidents, Problems, knowledge packs and the Web, Cherwell Service Desk helps you find the answer to your customer's problem—fast.

## SERVICE LEVEL MANAGEMENT

Cherwell Service Desk allows you to create targets, thresholds and other measurement criteria that best suit your needs. View dashboards, run reports, and stay compliant with customer service levels.

## BUG/DEFECT TRACKING

Whether you are an IT department managing internal software, or an external service desk supporting a product, you need to keep track of bug reports. Cherwell makes it easy for your front-line support staff to report bugs, keep track of work-arounds, and, when issues are resolved, easily determine which users need to be notified.

## WEB SELF-SERVICE

Cherwell Self-Service™ allows customers to easily log problems and check on the status of Incidents via the Web. Not only does this reduce the number of calls to your service desk, it also gives a sense of 24/7 support even if your service desk is not open around the clock. And, Cherwell Self-Service allows customers to search for solutions to common problems.

*"There is some good in this world, Mr. Frodo, and it's worth fighting for."*

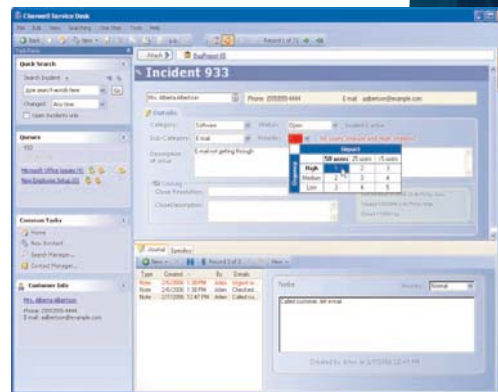
FROM THE SCREEN ADAPTATION OF J.R.R. TOLKIEN'S  
THE LORD OF THE RINGS – THE TWO TOWERS.



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.

## SOLUTIONS

Incident/Call Management

Asset and Configuration Management

Problem Management

Change Management

Knowledge Management

Service Level Management

Bug/Defect Tracking

Web Self-Service

## FEATURES

Dashboards

Google-Like Searching

Queues & Skills-Based Routing

Customization

Escalation & Business Processes

One-Steps

Security

Integrations

Reports

## 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.

*Cherwell Software was founded by a team of industry experts with decades of experience in the service desk and technology industries. Our company is 100% self-funded, with no outstanding debt. We're located in beautiful Colorado Springs, home of Pikes Peak, the Garden of the Gods, the Air Force Academy, NORAD (North American Aerospace Defense Command), the U.S. Olympic Training Center and the Help Desk Institute.*



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## 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