

Pink Elephant

Service Management Health Check

Pink Elephant's Service Management Health Check will evaluate your organisation's current Cherwell Service Management implementation and help optimise your solution to your current and future needs and requirements.

Pink Elephant's Health Check

As your organisation changes to remain competitive, it can have direct impact on your Cherwell configuration and administrative team needs. Many organisations start their Cherwell implementation with foundational capabilities and new administrators. The solution evolves as administrators learn more about Cherwell Service Management's powerful capabilities and take on new business requirements. If you want to understand whether you are planning properly to exploit new features based on best practices, or you may be unsure if your system has been optimally configured, or perhaps you may be experiencing a product performance issue, an experienced Pink Elephant consultant will be able to help you identify areas that can be improved.

The Solution

Our Cherwell Service Management Health Check is conducted by a Pink Elephant Professional Services Architect and provides the required review and plan to ensure that your CSM Configuration Roadmap includes actionable plans that address all areas of the solution. The Configuration Roadmap ensures that improvements in each area is supported by the others. The Configuration Roadmap can be used by your own team, Pink Elephant Professional Services or Cherwell. The Configuration Roadmap will prioritise the findings and recommendations in alignment with your defined goals and objectives.

ITIL & Custom Modules

All Cherwell Service Management and after-market modules will be evaluated against the following:

- Business Object Relationships
- One Steps
- Specifics forms
- Expressions
- Localisation
- Dashboards
- Reporting
- Integrations
- Portal
- Mobile client
- Responsiveness/Performance analysis
- Platform infrastructure architecture
- Routine and adhoc maintenance processes
- Team support capabilities

Key Benefits

The Cherwell Service Management Health Check provides many benefits. This service can help you to:

- Understand improvement and operational risk areas as evaluated by experts
- Prioritise improvement roadmap to align with your organisation's goals and objectives
- Validate your team is conforming to best practice configuration for improved performance



PINK

Expect more.
Expect Pink.

cherwell

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