



StrataCom

Our Talent. Your Success.



Welcome to StrataCom's Utilization of Cherwell Survey

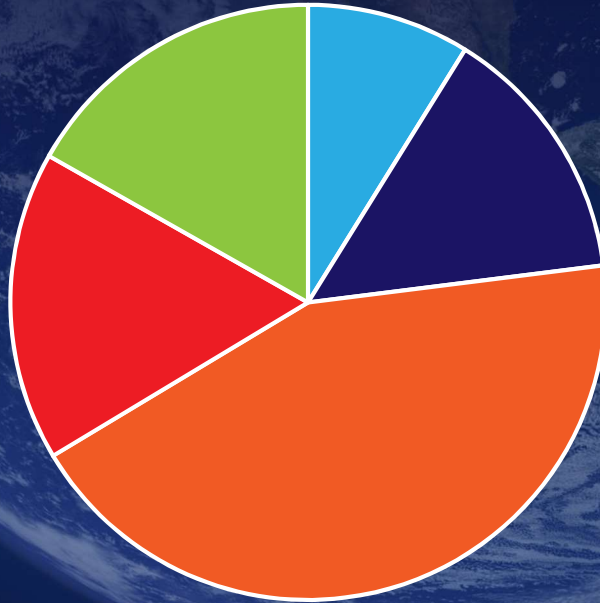
Survey Background

StrataCom has been a Cherwell Partner since 2012. We surveyed our Customers in order to inform the greater Cherwell community about how their peers are delivering value from the Cherwell Solution.

Our Goal was to provide the Community a better understanding of the breadth and Maturity of Cherwell Implementations and to provide detail on Customer Accomplishments and Initiatives.

Size of Organization

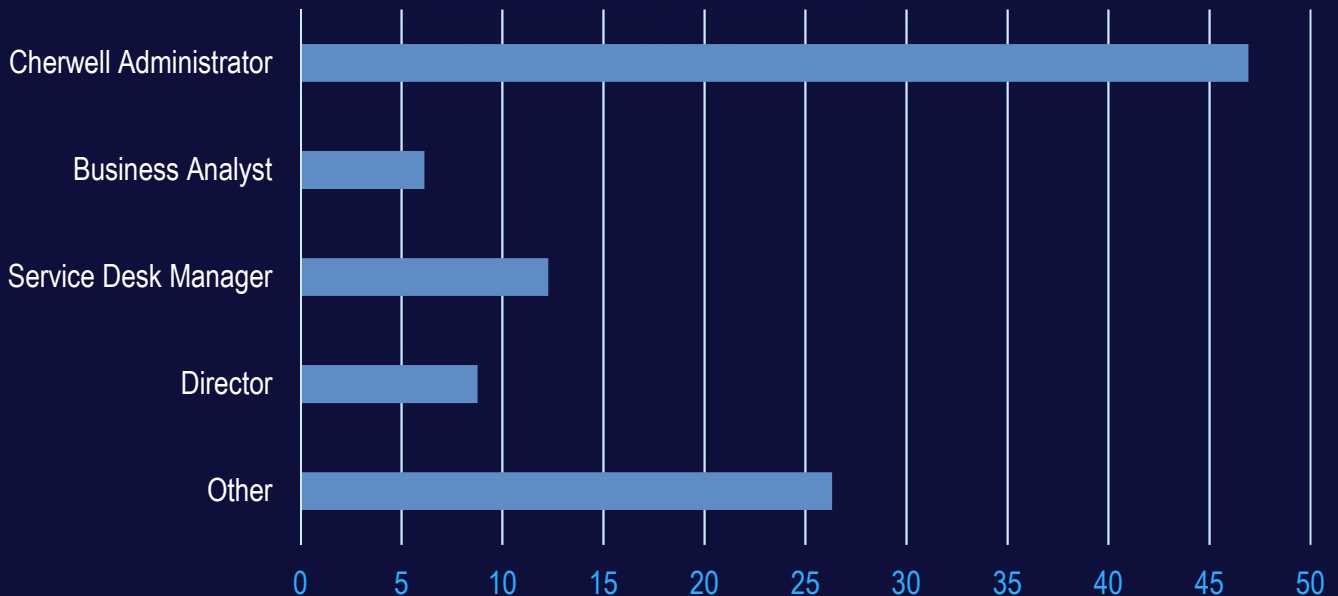
How many full-time employees does your organization have?



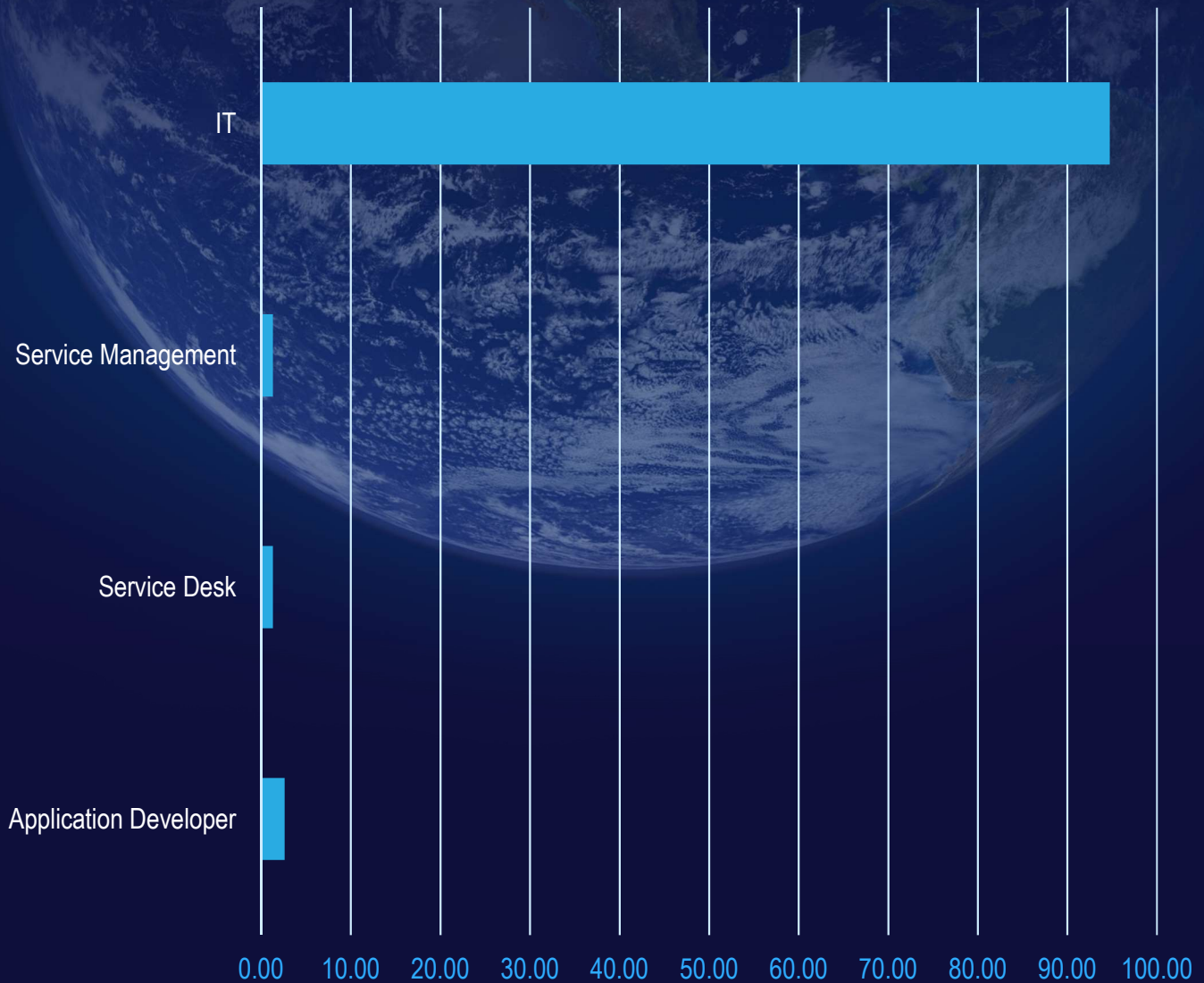
Over 75% of those surveyed are larger than 1,000 employees

0-500 501-1,000 1,001-5,000 5,001-10,000 10,000+

What best describes your role?

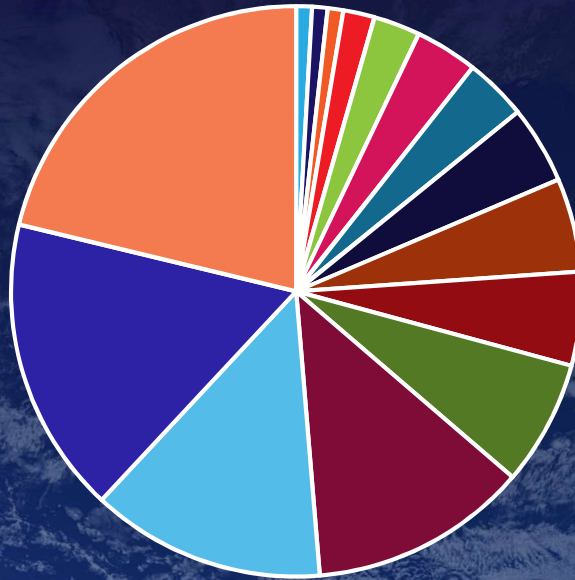


What best describes your department?



95% of those surveyed work in IT with a high probability of being in Education, Government or Healthcare

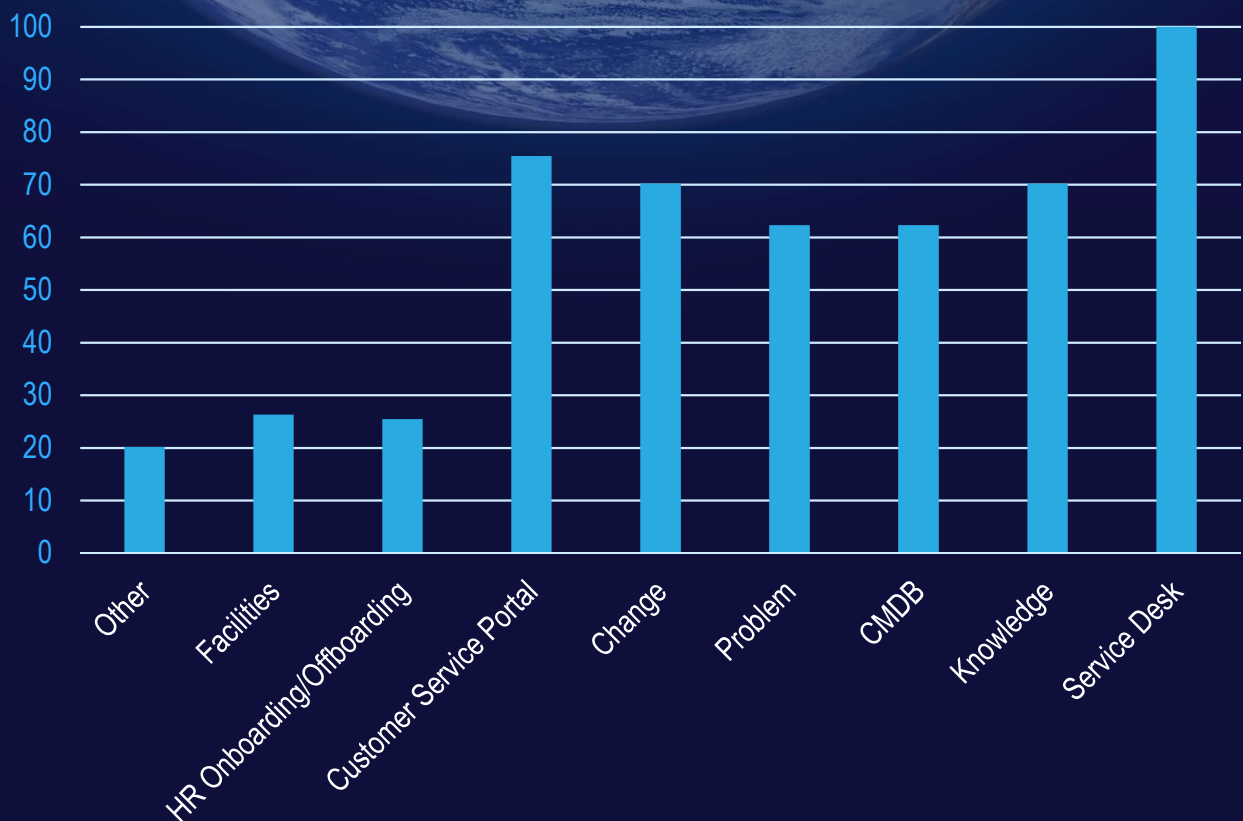
Which best describes the principal Industry



- Entertainment & Leisure
- Automotive
- Airline & Aerospace (including Defense)
- Transportation & Delivery
- Construction, Machinery and Homes
- Retail & Consumer
- Insurance
- Business Support & Logistics
- Utilities, Energy and Extraction
- Manufacturing
- Telecommunications, Technology, Internet, Electronics
- Finance & Financial Services
- Healthcare & Pharmaceuticals
- Government
- Education

Cherwell's Organizational Impact

- 100% of Organizations surveyed use Service Desk
- Less than 1/2 utilize
 - HR (Onboarding/Offboarding)
 - Facilities

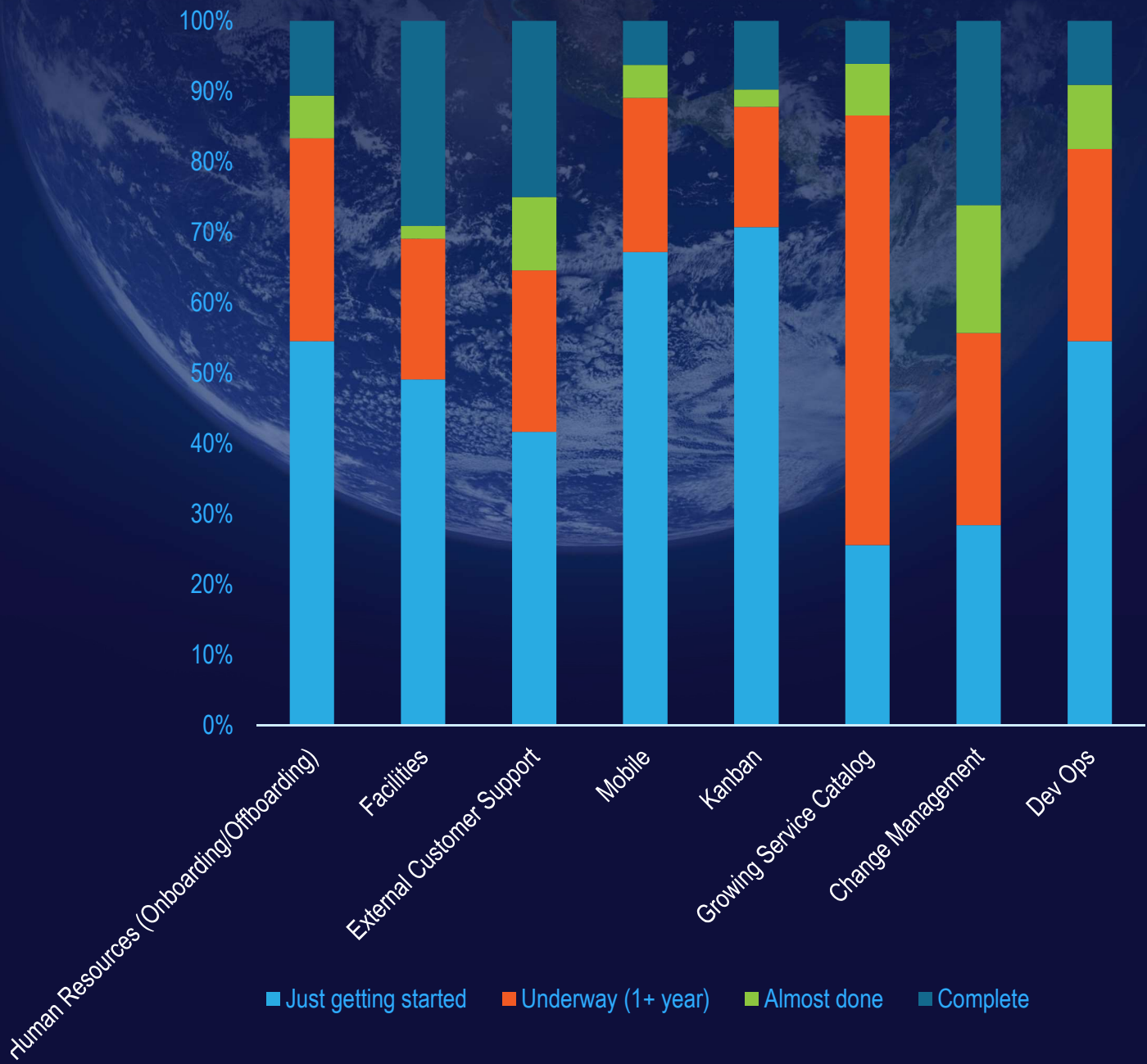


The future is looking bright as the Cherwell impact increases

In what areas does your organization have strategic initiatives underway or are planning for in the future?

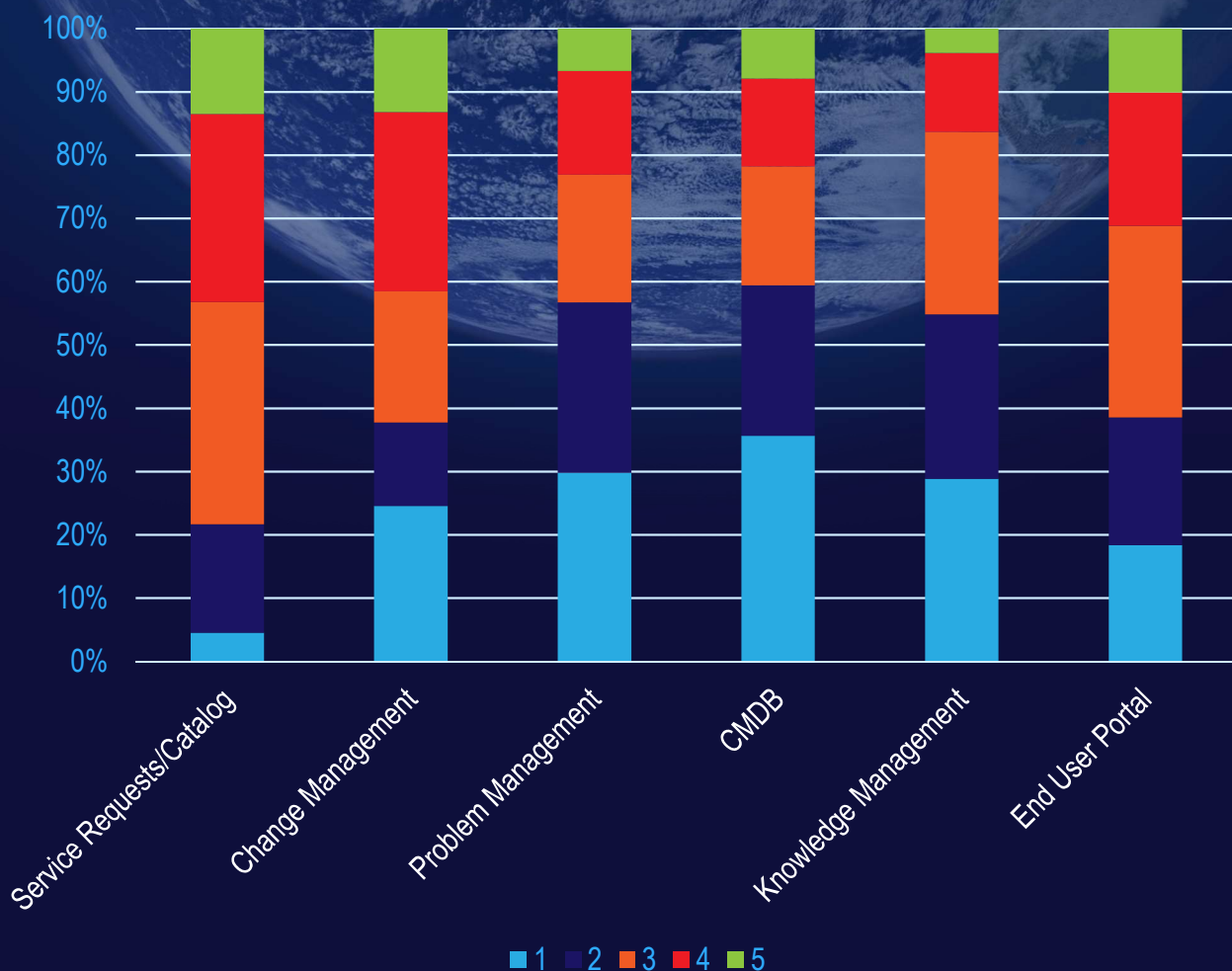


Please rate your Status for each initiative



As you see below, we are all at different points in our Cherwell journey. Service Catalog is the most advanced overall while CMDB and Knowledge look to have some growth opportunities.

On a scale of 1-5, rate your maturity in the following areas (1- just getting started/ 5-very mature)



“Failure is the opportunity to begin again more intelligently”
Henry Ford

What Key Performance Indicators (KPI's) do your business leaders Value?



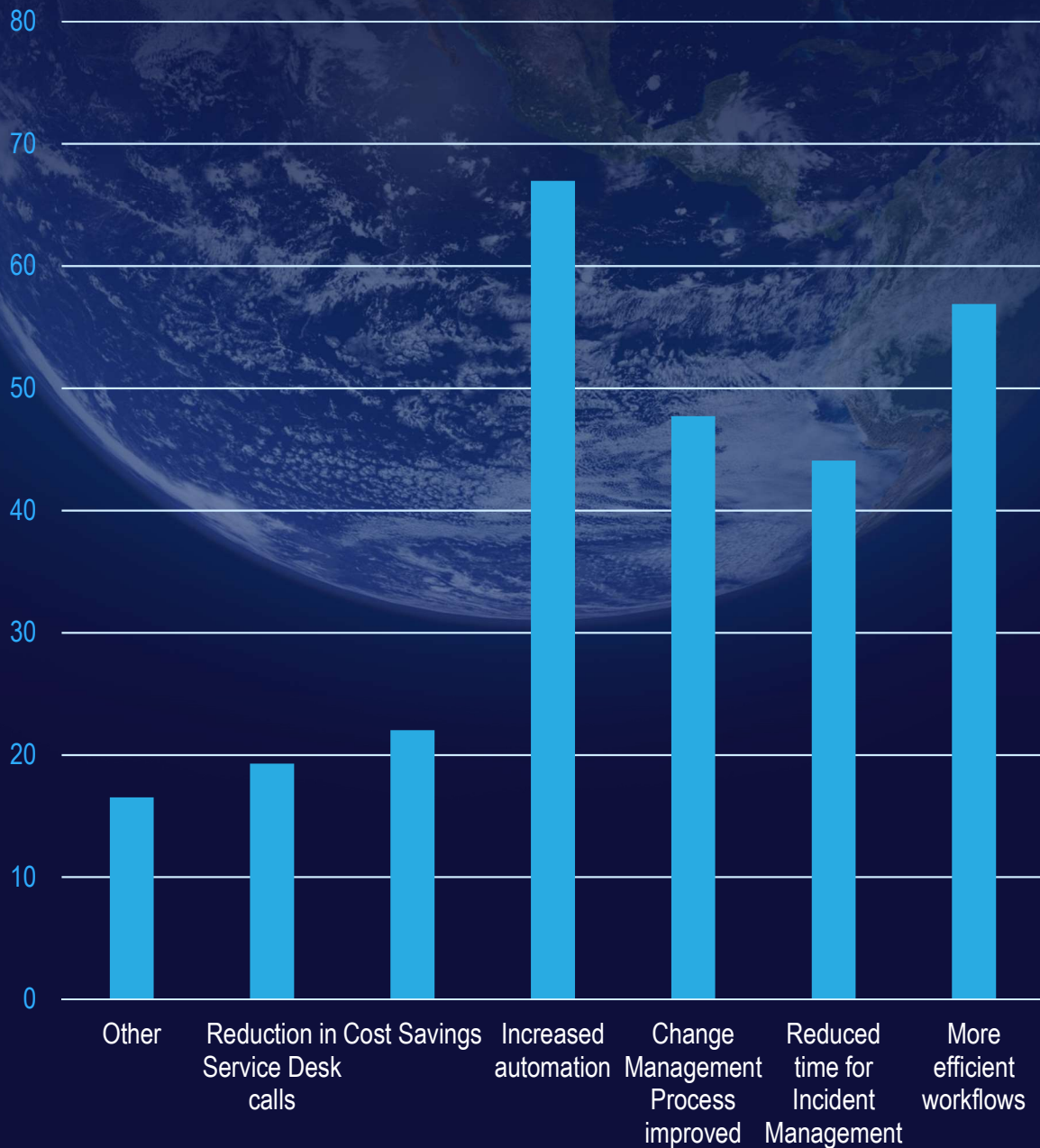
Cherwell can bring value in many ways to varying organizations. This may give you an idea of where you can implement fundamental changes for your company.

If you don't measure it, you can't improve it...

Challenges your organization has experienced in their Cherwell implementation

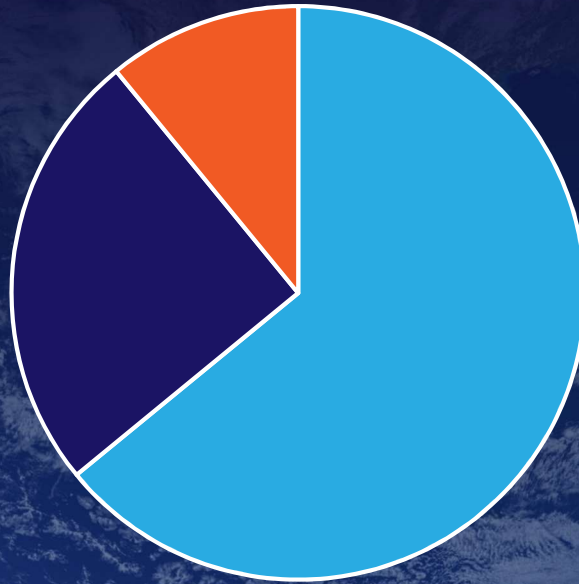


What results have you seen Cherwell produce since your implementation?



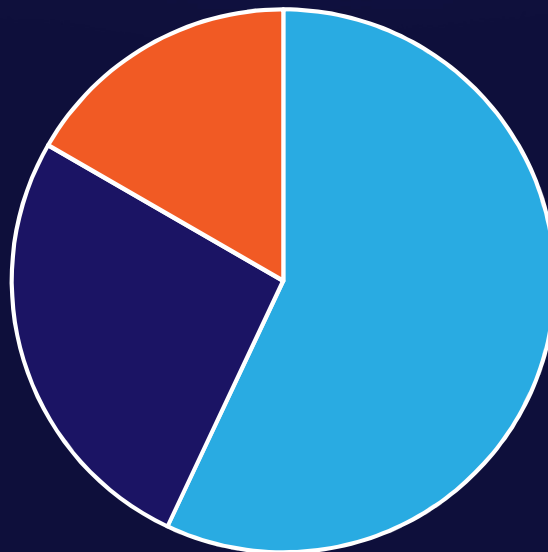
“Someone is sitting in the shade today because someone planted a tree along time ago”
Warren Buffett

Does your organization have a Cherwell Strategic Roadmap



□ Yes □ No □ Don't know or not applicable

Has your Cherwell strategy changed in the past year?



□ Yes □ No □ Don't know or not applicable

Briefly describe your company's Cherwell goals for the next year

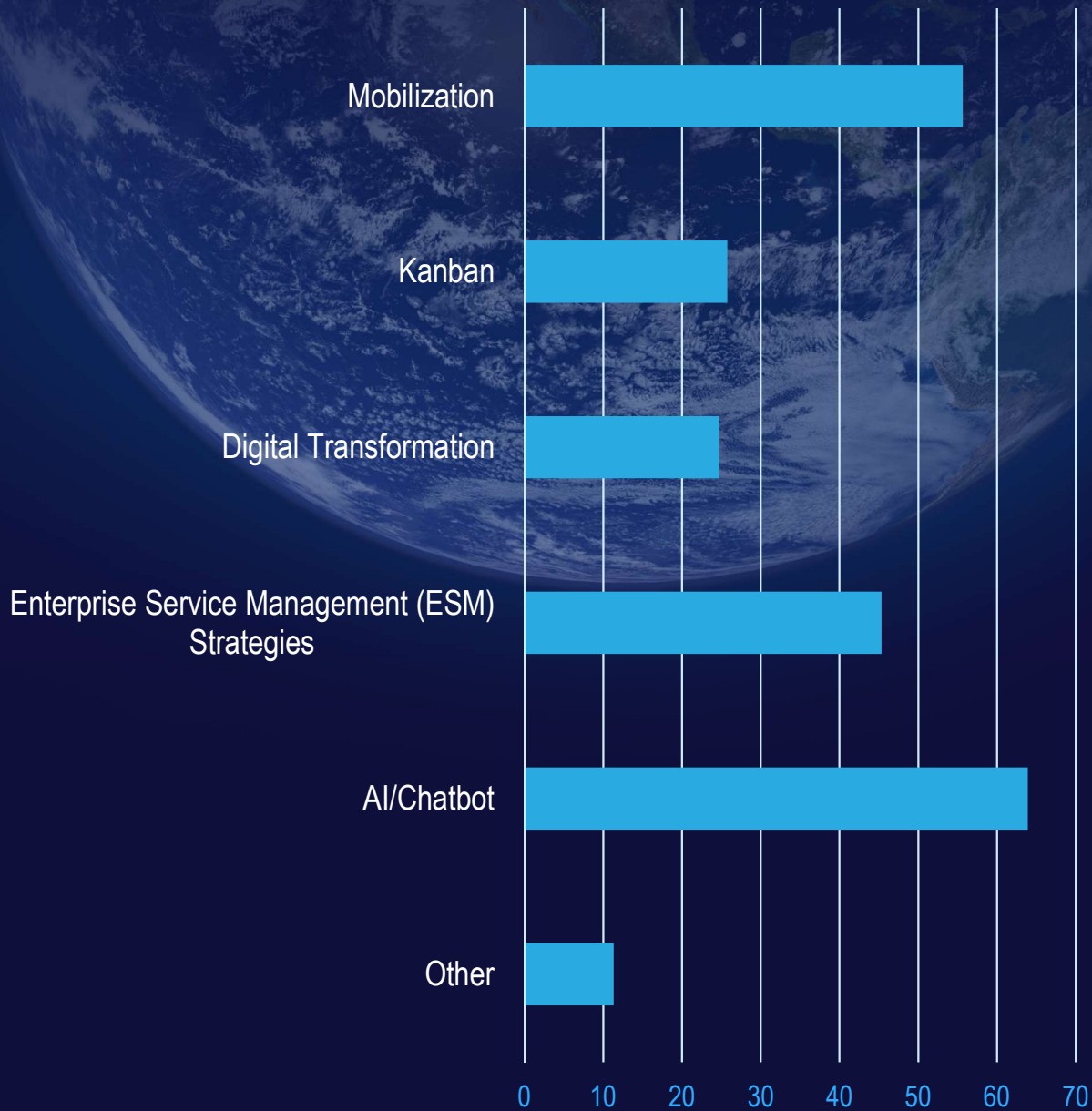
Version Problem **system** better support **Change** Incident
service tracking **knowledge management**
Upgrade Implement **Service Catalog** Using Cherwell
mobile process **CMDB** customer portal **New Release**
change **management** Integrations



“Give me six hours to chop down a tree and I will
spend the first four sharpening the axe”

Abraham Lincoln

Which of the following trends are you interested in?



“If things seem under control, you are just not going fast enough” Mario Andretti

Conclusion

- The Survey results reflect the fact that ITSM is an ongoing Journey, not a perfectly formed practice with a defined end.
- A large number of Organizations have aggressive Goals for the Cherwell platform, goals that take Cherwell beyond core ITSM and into the entire Enterprise.
- Performance has been a common issue for too many Cherwell customers. StrataCom believes the move to AWS will significantly improve performance for customers hosting with Cherwell. Ongoing performance problems after moving to AWS will likely require an in-depth Health Check which focus's on SQL Server indexing and Tuning.
- With ITIL V4 encouraging a tighter bond between ITSM and DevOps, ITSM platforms will be under greater pressure to support Agile/DevOps Teams through both Tool and Process.

“A Ship In Harbor Is Safe, But That's Not
What Ship's Are For” John A. Shedd

Thank
you

to participate in

for
taking the time

StrataCom's

Cherwell

Utilization of

2020 Survey


StrataCom