Remote Cherwell Support

SERVICE DYNAMICS

Are you considering Cherwell support service options?
Here's an infographic for Cherwell customers in North America to compare the baseline technical support with some enhanced remote support services we've evolved to support the needs of Cherwell customers:

	CHERWELL BASIC SUPPORT	CUSTOMER CARE
Online Product Documentation	✔	✔
Online Community Support	✔	✔
Customer Support Portal	✔	✔
Video Learning Library	✔	✔
24/7 Teams Chat Support	✔	✔
Managed Support Calls	Toll	Teams
Issue Escalation Management	✖	✔
Customer configuration Issues	✖	✔
Bug Validation & Resolution Management	✖	✔
GMT+12 based Technical Experts	✖	✔
Regular Support Reviews	✖	✔
Trusted Remote-Access Support	✖	✔

Benefits of remote Customer Care include:

- Saves your Team a lot of time and effort, allowing your Team to focus on more important customer-facing work.

- Helping drive your ITSM metrics and outcomes.

- Cost-effective (experts based in New Zealand we operate at 0.7 to the USD & no Taxes)

- Helps ensure your CSM solution is in optimal health and at peak performance.

- Peace of mind knowing that your issues are being managed by trusted Cherwell experts.

cherwell AUTHORIZED SUPPORT PARTNER ASSOCIATE

cherwell AUTHORIZED RESELL PARTNER ELITE

cherwell AUTHORIZED DELIVERY PARTNER ELITE

Cherwell Customer Care Remote Support Service Options

SERVICE DYNAMICS

Customer Support Portal
- Issue logging
- 400+ knowledge articles
- Bug records & management

✓

Regular Technical Review Meetings
- Review recent support activity & report
- Discuss issues & resolutions
- Discuss & plan roadmap activities
- Improvement & value opportunities
- Annual Reviews

✓

Elite-Certified Cherwell Support Partner Team
- We invest in our people so they can deliver a great remote support service to you
- Weekly Cadence Calls with Cherwell Support Leaders
- System test newly released OOTB versions
- Issue validation against latest OOTB version

✓

Advanced Value-Add Services
- **Cherwell Configuration Services**
- **Mentoring & Guidance for your CSM Admins**
- **CSM Solution Governance**
- **CSM Admin-as-a-Service**
- **Register to manage your WIP activity & drive improvements**
- **Cherwell Platform Upgrades**
- **Modernisation**
- **UX/UI Enhancement**
- **Fully Managed Cherwell Support Service**

✓