

Cherwell® Administration Managed Service



Your business requires complete confidence that your Cherwell® investment is being maximised, whilst being operated and maintained by knowledgeable and experienced professionals. To meet these requirements, organisations are increasingly outsourcing part or all, of their Cherwell® administration and ongoing requirements. With AFJ Solutions Managed Services, you get the robust, flexible and cost-effective support model you need to maximise your Cherwell ROI, without the effort.



The AFJ Solutions Managed Service practice is designed to meet the specific needs of Cherwell® customers. Our team of experts provide turnkey administration, operation, support and governance of your Cherwell® system.

Key Features

- Service Catalogue and Self-Service Portal Management
- Associated Tasks and workflow for new items
- Cherwell User Account, Security and Team Management
- Modification of notifications/escalations
- Creation and Modification of Service Levels
- Modification of key tables for validations and lookups
- Enrichment of workflows as requested (e.g. Normal Change process, etc.)
- Development of new reports and dashboards
- General System Administration activities
- Cherwell mApps - impact analysis and deployment
- Assist with new initiatives – extension of CSM implementation to new groups or business units, deployment of new modules, etc.
- Knowledge Transfer and Product Training
- Assistance with application upgrade activities
- Day to day awareness and monitoring of system performance and usage
- Performance Health Checks
- Quarterly reporting on system performance and usage



Key Benefits

- Support and maintenance with corresponding Service Level Agreements
- Total care that covers every aspect of admin, support and enhancement
- Flexible commercial approach
- Continuous service improvement is baked into our model and culture
- Monthly service reviews with your dedicated Service Manager
- Includes upgrade management

Offering a full suite of managed services to complement your Service Management capability, our Cherwell Administration Managed Service can be right-sized to fit any type of business. The added benefit is that you can tailor these services to suit your specific Cherwell deployment and support budget.