



Customer Success Story

Val Verde Unified School District

The Business Challenge

Their former ticket-tracking system delivered some data, but it was not reliable. Extracting reports that their managers could use to make improvement decisions was not possible. Although the asset discovery capability of their solution was fine, they sought out an ITIL-based Service Management technology that was flexible enough to use it for tracking other non-IT business process requests as well. That solution also had to elegantly integrate with the discovery solution.



Technology Solution

Cherwell Software's Cherwell Service Management enterprise solution implemented for IT Service Management and Human Resources.



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Industry:

K-12 Education

Geography:

The Val Verde Unified School District covers the northern half of Perris and the southern half of Moreno Valley, CA.

The Solution

With business requirements in hand, Val Verde saw the advantages of Cherwell Service Management® (CSM) software right from the start. The out of the box processes were a great starting point for them to begin doing consistent Incident and Request Management. The integration capabilities were also attractive to allow Val Verde to leverage their other point solutions as part of the ITSM life cycle and populate a CMDB.

According to Val Verde's Chief Technology Officer, Matt Penner, Val Verde was looking for a solution that was also extensible to other District business units with similar needs for request work flow, such as their HR Department, for example with Cherwell's Codeless Business Application Technology. Matt immediately saw the possibilities and understood that the robust administration tools required no scripting or coding to create discrete work flow processes. This offered the opportunity to rapidly develop any new application that requires receiving, recording, resolving and reporting on any type of request.



Quick Wins:

- Technology Adoption while maintaining basic ITIL principles
- On premise or cloud technologies & services
- Best practice consulting and training for ITSM and market vertical solutions

Val Verde purchased Cherwell licenses through Flycast Partners and engaged Flycast Partners to train and guide their technology department to use the many features and functions of Cherwell. Flycast Partners was able to negotiate excellent pricing for Val Verde and worked with Matt and his staff in a series of services phases that included:

- Foundational administrative training for his Cherwell Admins as well as deep-dive sessions specifically for helping them understand how to build completely new objects and work flow through the drag-and-drop interfaces
- Implementation assistance to help configure best-practice data and work flow tailored to his business model for Incident and Service Request Management as well as integration with Dell KACE to regularly update discovered Configuration Items in the Cherwell CMDB
- Design workshops to help Val Verde define their requirements for using Cherwell to replace their aging HR management system that included specific training for creating the HR business process enabled in Cherwell.



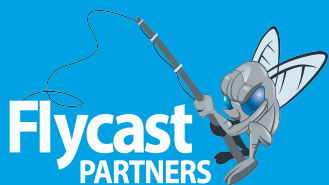


About Flycast Partners:

Flycast Partners is here to deliver a seriously amazing IT experience. Founded and staffed by personnel that have many years of experience in the IT space, we took the best ideas from these collective experiences, and added the best components necessary to grow and become a leading Value Added Reseller (VAR), in the North American IT market.

Our Mission:

"We make our customers business champions by delivering the best solutions for efficiency and improved service delivery"



The Results

Val Verde is live and executing the Incident Management and Service Request processes and using the Cherwell CMDB to track service history and users of the Configuration Items in their infrastructure.

"We now have lot better insight through accurate reporting into how tickets are handled through the life cycle. We can see productivity right down to the technician level and make business decisions accordingly," said Matt Penner.

"We are also live on a secure HR Request Management process that tracks the entire HR life cycle, really everything for employees--- personal information, work history, benefits, salary plus data regarding staff credentialing and state compliance. We completely replaced our old Access system because we actually reached the limit of tables in MS Access! Cherwell handles it with ease. In addition, in the old HR system, it used to take a couple of hours for standard reports to run--- using Cherwell and its reporting capabilities is saving dozens of hours every month".

Flycast Partners and Val Verde have developed a close working relationship where Val Verde now turns to Flycast Partners for expertise and guidance for ITSM best practices and customization of Cherwell. When asked what the most important gain is with Cherwell and Flycast Partners, Matt replied *"We finally have a platform on which we can quickly and easily develop high quality request management and work flow solutions for any business process in any department. We used to have to say to people requesting databases that we would put them in the road-map...then have long development cycles to build web interfaces to these databases. Using Cherwell, we have been able to fulfill these requests very quickly and not fall victim to feature-creep or overruns".*

The Future

The Val Verde future road-map for development in Cherwell is:

- Security Management
- Warehouse Management
- Purchasing Request Management integrating with their current Financial Systems
- Applications Development Defect and Enhancement Management