

# Cherwell ITSM Solution: Problem Management

**cherwell**

## Challenge

The overarching goal of problem management is to eliminate and prevent all incidents, resulting in uninterrupted service. Admittedly, that's a tall order for any IT service group. Even so, if your team doesn't have a full lifecycle problem management process in place, you're not uncovering the root causes that often result in recurring incidents, increased help desk call volume, missed SLAs, and, ultimately, higher costs. The need to make up for lost time only adds to the pressure on IT teams.

## Solution

Cherwell's approach to problem management helps you get to the bottom of even the most troublesome IT issues quickly. Our holistic approach consolidates and integrates real-time data from all components of the Cherwell IT Service Management (ITSM) solution to create a single-source-of-truth for effective operations. It expands on the Cherwell's no-code platform so you can:

- Automate problem management to increase productivity
- Resolve problems faster with streamlined Incident–Problem–Change workflows
- Proactively curb incident recurrence with a current knowledge base of problem resolutions
- Avoid unplanned, reactive outages and minimize impact of problems
- Improve employee and customer satisfaction
- Stop fighting fires and use the time gained for innovations that drive business results through IT

## At a Glance

Cherwell problem management capabilities help you manage IT problems, linking existing problems to a knowledge base of reported incidents and their known workarounds—all with intuitive dashboards and an automated reporting process that sends problem notifications and updates to users.

## Advantages

- Highly available and predictable services
- Improve time to value with operational efficiency
- Better visibility and control
- Reduce operational costs and lower administrative overhead
- Increase employee and customer productivity and satisfaction

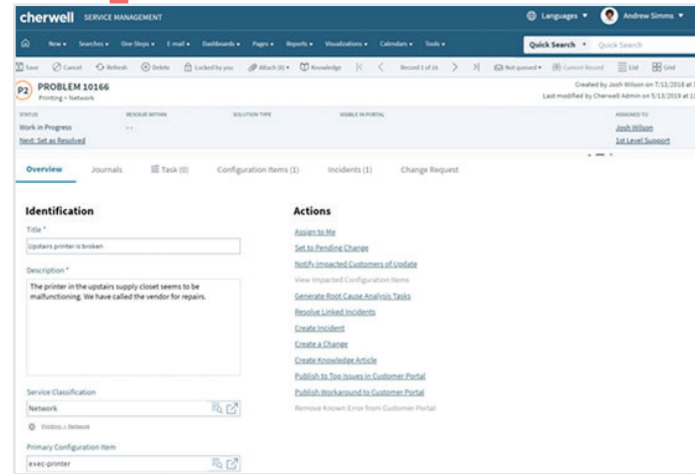
*"We better identify service deficiencies, more quickly address process or training issues, and demonstrate value in service and business terms....It's created incredible visibility we didn't have before. The entire team now works as a cohesive group, and it's raised the quality of our work."*

-Jamie Houlihan, Director,  
Customer Care, Curves® / Jenny Craig®

## Faster Problem Resolution With Automation

The [Cherwell ITSM solution](#), and all its components, meet 100% of 11 ITIL® PinkVerify processes, offering dynamic visual guides and automated workflows based on industry best practices that help you increase operational efficiency and accelerate time-to-value. Pre-built problem management dashboards help you quickly and easily open and track problems, organize them, filter them by category, and prioritize them. Automations help move problems through the workflow, supporting identification, assignment, investigation, and resolution.

Automation of the entire problem management lifecycle accelerates resolution time and consequently minimizes the impact of incidents. Processes can also easily be customized for specific business rules and SLAs, without any coding or scripting, to better meet business user's needs. Problem updates are sent to users and relevant team members with a single click, rapidly communicating known problems via email, Twitter®, and RSS feeds to reduce help desk call volume. Once a problem is resolved, the system automatically closes all linked incidents.



## Avoid Unplanned, Reactive Outages with Streamlined Incident-Problem-Change Lifecycles

Because problem management goes hand-in-hand with incident and change management, the Cherwell ITSM solution integrates these and other supporting processes into the problem management workflow, providing insights that help you avoid clusters of incidents. Once a problem has been identified, further incidents are prevented from being logged into the help desk, increasing productivity and lowering administration costs. Given that changes are commonly required to resolve problems, and because Cherwell problem management is a frequent initiator of a request for change (RFC), they can be initiated from a problem record. In this way, change records include all related problems.

## Proactively Curb Incident Recurrence With Knowledge Management Integration

A current and reliable knowledge base offers the shortest route from problem to resolution. The Cherwell ITSM solution automatically links the problem management workflow to a knowledge base of reported incidents and their known workarounds, along with associated knowledge artifacts, to avoid redundant problem solving. Built-in analytics deliver actionable data insights to help avoid reoccurrence and can automatically trigger workflows to optimize operations. With Cherwell, you can restore service operations quickly when interruptions occur, while minimizing the impact to the business, so the highest levels of IT service quality and availability can be achieved.

## Innovate to Drive Business Results Through IT

Cherwell problem management visualization tools organize critical problem management metrics into a single intuitive view for smart analysis and decision-making. You can see problems that are brewing, where they are in the lifecycle, what incidents are associated with them, any knowledge information that may apply, and much more—so you can make better business decisions based on real-time intelligence. With out-of-the-box reporting, you can demonstrate value to stakeholders and deliver insight to improve service.

**Ready to learn more?** Take a look at our [Essential Guide to ITIL Problem Management](#) or review the [documentation](#) to find out more.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software, and is the service management platform of choice for over 100 MSPs. The Colorado-based company is rated as a top employer state and nationwide, with its customer-first approach. Find out more about Cherwell products and services at [Cherwell.com](#).