

Cherwell's enterprise service management suite of solutions is built for automating workflows, smart collaboration and self-service, omni-channel access to the service desk, and enterprise-wide visibility - all built on a low-code platform for easy customization. And so is PowWow Mobile's solution for Cherwell.

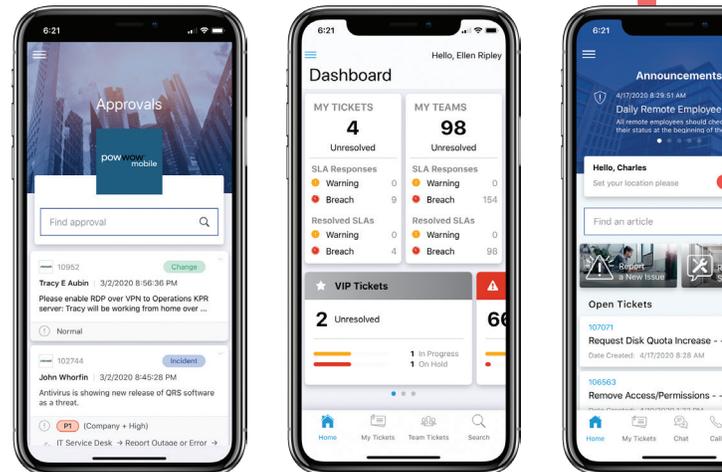
PowWow Mobile offers off-the-shelf native mobile apps to access Cherwell IT Service Management. These apps are built on top of the SmartUX low-code development framework, making it easy to customize the experience and integrate with other enterprise apps.

## The Best Service Management Needs Mobility and Agility

We know and understand the expectation of employees to request services and report incidents, of analysts to review and assign tickets and ticket escalations, and of IT leaders to look at operational dashboards and handle approvals - all on the go. The Cherwell + PowWow Mobile solution provides optimal customization and agility to our customers, including:

- Customizable off-the-shelf apps
- Full-featured low-code design studio
- Integration with any system of record, with or without available APIs

Unlike browser access, a Cherwell mobile app unlocks the power of mobility by using the capabilities of the mobile device: location services, camera, barcode scanning, biometric authentication, speech-to-text, voice calling, and others.



## Cherwell Mobile App Use Cases



### Enter a ticket

Need to show the help desk exactly which headset you have? Simply snap a photo and attach it to the ticket.



### Fulfill services by location

Use GPS to detect an employee's location to deliver products or services to the right place.



### Scan and upload documents

When employees must provide a document to support a request, let them snap a photo and upload it to the system.



### Unified approval

Let your managers approve equipment requests, expense reports, leaves, timecards, and other requests from a single app, rather than logging on to Cherwell, Expensify, Salesforce, and Oracle.



### Push notifications

Don't add another email to overflowing in baskets. Send push notification of time-critical actions to employees' devices.



### Reset passwords

Rather than hunting for that elusive help desk phone number to reactivate blocked accounts, disconnected employees simply tap an icon, supply the necessary identification, and get back to work.



### Work offline

Get work done at the point of work. Offline support allows service personnel to store their work on their device for times when the network is not available and stay in sync with Cherwell when in coverage.



### Quick follow up to corporate services

When an employee needs to follow up on a request while traveling, let them tap an icon to make a voice call.



### Scan bar and QR codes

Let service personnel scan the tag on devices to get the configuration or support information they need.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software. 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](https://www.cherwell.com).