



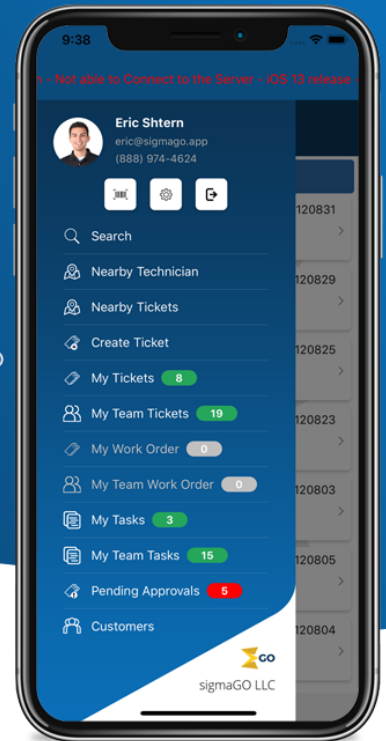
# MOBILE-AS-A-SERVICE FOR CHERWELL TECHNICIANS

sigmaGO's turnkey managed solution gives your Technicians easy access to everything they need in Cherwell Service Management from anywhere, anytime, via any device

888.9.sigmago

gomobile@sigmago.app

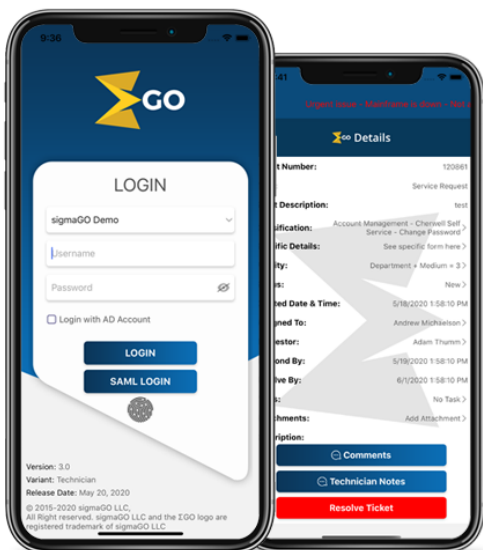
www.sigmago.app




sigmaGO offers your Technicians a seamless Cherwell mobile experience. It's easy to use interface lets your Technicians interact with Service Requests, Incidents, Problems, Knowledge Articles, Approvals, and any Enterprise Service Management applications.

sigmaGO's Mobile-as-a-Service platform supports Cherwell SaaS, on-premise, and public cloud environments via the Cherwell RestAPI and requires no middleware or dedicated servers.


Our applications are available for iOS, Android, Windows, and macOS devices which reduce complexity and streamline your processes to simplify the Technician mobile experience





Increase Productivity



Convenient Access




Enhance Customer Engagement




User Friendly interface




Improve KPI's including SLA and other metrics



Super fast processing



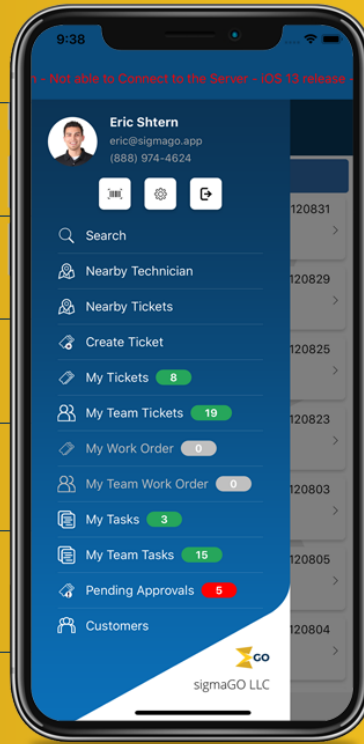
One-Stop Shopping experience



One App for all Devices



# TECHNICIANS



## Authentication

Supports Cherwell credentials, Active Directory, SAML, LDAP and fingerprint/face ID login.

## Check Nearby Tickets & Technicians

Quickly check the proximity of Tickets and Field Service Technicians

## Easily accessible Side Menu

Quickly access any assigned Incidents, Requests, Tasks, Approvals, and much more.

## Quick Navigation

Predefined Queues for quick handling of searches and workloads.

## User-Friendly Interface

Intuitive, allowing users to quickly navigate to key information with ease.

## Filtering

Quickly and easily filter your requests.

## System Alerts

View latest system alerts and announcements

## Push Notifications

Receive device level notifications.

## In-app barcode scanner

Scan assets tags and barcodes of CI's

## Offline Mode

Create, view, update, tickets and tasks without internet connectivity

## Live Chat

Chat functionality within the Mobile App.

## Approvals

View and complete your approvals

sigmaGO offers an easy to use interface that lets your Technicians interact with

Service Requests, Incidents, Problems, Knowledge Articles, Approvals, and any Enterprise Service Management applications.

sigmaGO leverages Cherwell's codeless platform and provides a streamlined, intuitive, and comprehensive set of solutions.

We include the configurations, maintenance, support and upgrades as part of our mobility subscription.

> ESM for Facilities, HR and Incidents, Requests, Tasks and other ticket types

> Geolocation - Determine proximity of Tickets and Field Service Technicians

> Manage attachments, take photos and upload documents

> View workloads and assigned tickets

> Offline Mode - Work your tickets without an active internet connection.

> Search Knowledge for answers

> CMDB search with bar-code scanning

> Multi-language Support



## Mobile App for Cherwell



As a Cherwell Partner, we are entrusted with maintaining Cherwell's high standards of service and product excellence.

Get started with the mobile app by viewing our introduction videos at [www.sigmaGO.app](http://www.sigmaGO.app)

