



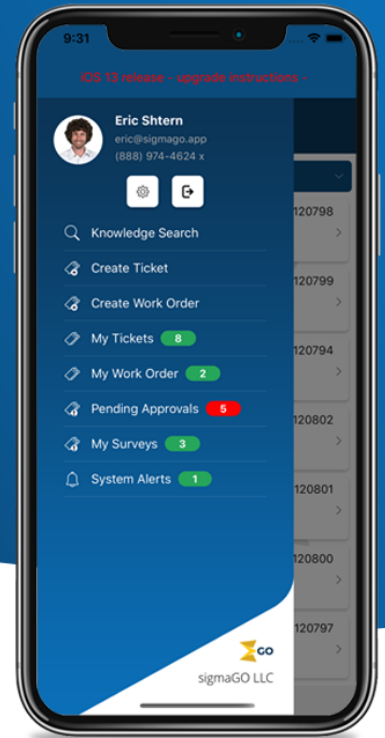
MOBILE-AS-A-SERVICE FOR CHERWELL CUSTOMER SELF-SERVICE

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

888.9.sigmago

gomobile@sigmago.app

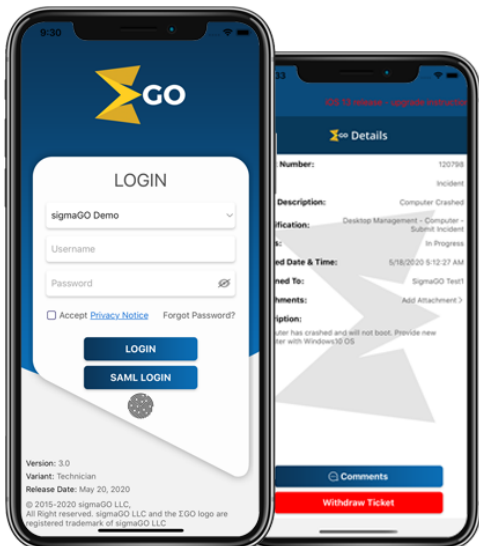
www.sigmago.app



sigmaGO offers your Customers a seamless Cherwell self-service experience. It's easy to use interface lets your Customers 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 customer self-service experience.



Increase Productivity

Convenient Access

Enhance Customer Engagement

User Friendly interface

Improve KPI's including SLA and other metrics

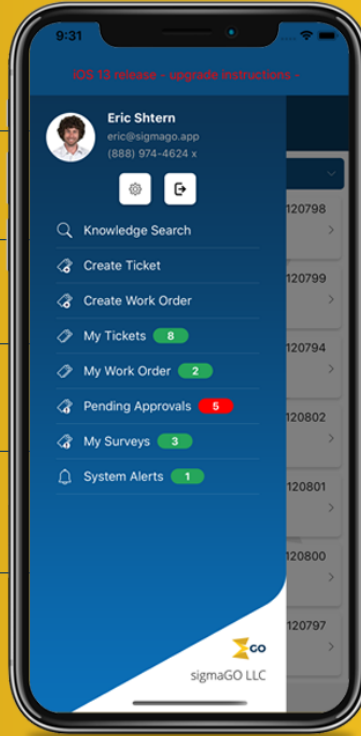
Super fast processing

One-Stop Shopping experience

One App for all Devices



CUSTOMER SELF-SERVICE



Authentication

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

Easily accessible Side Menu

Quickly access Knowledge, Incidents, Requests, Work Orders, Surveys 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

Quick and Simple Login

Quickly login via TouchID, FaceID, and auto-login

System Alerts

View the latest system alerts and announcements

Push Notifications

Receive device level notifications

Surveys

Complete customer satisfaction surveys

Live Chat

Chat functionality within the Mobile App

Approvals

View and complete your approvals

sigmaGO leverages Cherwell's codeless platform and provides a streamlined, intuitive, and comprehensive set of solutions. Our mobile platform allows Cherwell Customers to rapidly deploy a turn-key mobile solution.

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

> Search Knowledge for answers

> Geolocation

> Create and view Incidents, Requests, and other ticket types

> View and subscribe to alerts and announcements

> Take photos, upload and view documents

> Multi-language Support

> Supports Cherwell SaaS, on-premise, and public cloud environments

> Self-Service Password Reset with automation



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



