



## PROFESSIONAL SERVICES

# Professional Services from Australia's No.1 Cherwell partner

Service Quality is an elite implementation, support and training services partner of Cherwell in Australia. Our Professional Services practice delivers a personalised, contextualised and effective implementation model that complements your Cherwell purchase.

Partnering with Service Quality allows you to simplify your IT landscape with simple, cost-effective licensing models and codeless architecture. We work closely with government, healthcare, higher education, manufacturing and financial services organisations to administer, configure, troubleshoot and unlock the full potential of Cherwell Service Management.

*Our experienced team have been implementing and tailoring Cherwell solutions since 2008*



### Transforming your Service Management experience

Having completed hundreds of Cherwell implementations across Australia and the APAC region, we leverage this experience to introduce best practice standards, solve challenges in your business and maximise your software investment.



### Implementing new or improved platforms

Whether you require a new installation or wish to build on your existing solution, our experienced Professional Services consultants work with you to make it happen quickly.



### Solutions tailored to how you work

We take the time to understand your organisation and your industry. With more than 100 deployments in Australia alone, we draw on past experience in your sector to help you get more from your Cherwell investment.



### Onshore support team

Partnering with Service Quality gives you access to 24/7 Premium Support from our elite Cherwell Product Specialists based in Australia.



## PROUDLY DELIVERING THE COMPLETE SUITE OF CHERWELL PROFESSIONAL SERVICES



### Rapid implementation service

*Accelerate your Cherwell deployment*

Get your Cherwell platform up and running fast with Service Quality's exclusive Enable solution. Our quick and painless fixed-price implementation caters for implementations tailored to your business needs.



### Project and change management services

*Support for a smooth transition*

We understand that transitioning to new software can be challenging, which is why our Enable solution includes a dedicated and certified project manager to assist your team through the adjustment period.



### Integration services

*Share information across your organisation*

Looking to advance your digital transformation and share information on multiple platforms? We can help you integrate your Cherwell platform with other key platforms in your business landscape.



### Training solutions

*Upskill your staff with our support*

Whether it's advanced training for your technical staff or how-to sessions for users, our certified trainers can get everyone in your organisation up to speed. Choose from face to face or virtual options.



### Managed services

*Work more efficiently and maintain continuity*

Our alternative to in-house IT administration staffing achieves superior efficiency and continuity outcomes. Working with an experienced partner who understands your business lessens your dependency on key in-house individuals who may move on from your organisation at any time.



### Consulting services

*Get more out of your Cherwell investment*

Maximise your Cherwell investment with assistance from Service Quality's experienced team of solution architects; ITIL, ITAM, SIAM, ITSM and ESM specialists; Cherwell certified solution engineers; Cherwell certified trainers; and integration specialists.

## WHY SERVICE QUALITY?

Service Quality works side by side with clients to simplify service delivery and maximise the value of your software investment. Whether you need to implement, administer, configure, troubleshoot or automate processes across different business units, our Professional Services consultants use their in-depth Cherwell knowledge to accomplish tasks in record time.

Cherwell Authorised Partner



## Get it right. The first time.

Contact us at Service Quality

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