

Service Management Mobile Apps



Today's IT Teams Need Mobile Solutions that Increase Productivity

Customer self-service technicians need an easy to use mobile app interface that allows interaction with service requests, incidents, problems, knowledge articles, approvals, and any Enterprise Service Management applications.

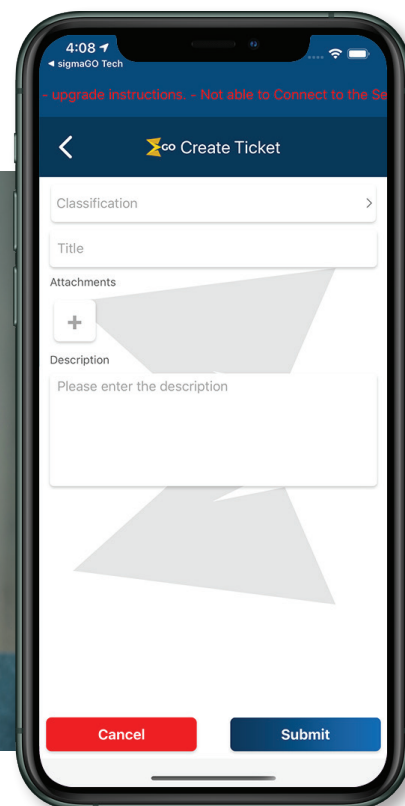
IT teams need the ability to perform faster, enhance customer service capabilities and reduce overall costs. That is where the power of mobile connectivity comes in.

Enhance and Simplify UX

sigmaGO enables your mobile workforce to reach new levels of productivity – you can update records, coordinate with coworkers – all from your user friendly mobile app. You can connect directly to your Cherwell instance and work with both Cherwell hosted and on-premise implementations.

sigmaGO turnkey managed solution gives your users easy access to everything they need from anywhere, at any time, and from every device:

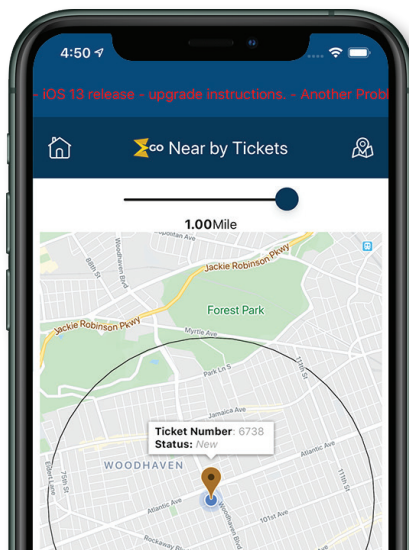
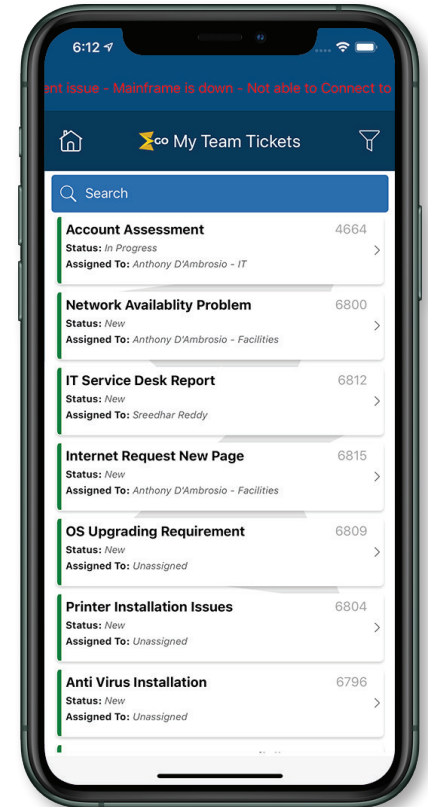
- Supports Cherwell SaaS, on-premise (public and private), and public cloud environments
- Does not require additional IIS stacks, middleware, third-party hardware, or servers
- Connect directly to CSM and provide real-time data with offline support
- Push notifications and location-based requests
- Support for iOS, Android, Windows and macOS devices



Key SigmaGo Features

Productivity Features

- **Geolocation:** View nearby tickets and logged in technicians
- **System Alerts:** View and subscribe to announcements, problems, or major incidents
- **Native Push Notifications:** Approvals, assignments, and record updates
- **CMDB with In-App Barcode Scanner:** Search, update, and create incidents for CMDB records with bar-code scanning
- **Filtering:** Quickly and easily filter your searches
- **Attachments:** Take photos and upload documents
- **Approvals:** View and complete approvals with comments
- **Journal and Activity Stream:** Access to real-time journals, notes, and comments
- **Offline Mode:** Create, edit, and work your tickets without an active connection
- **Team Workloads and Assigned Tickets:** Create and update incidents, requests, and other ticket types



Customer Engagement Features

- **Authentication:** Active Directory, LDAP, SAML, and Cherwell credentials with support for FaceID and TouchID login
- **Chat:** Easily interact with support analysts with built-in chat capability
- **Self-Service Password Reset:** Use Cherwell automations or any identity management platform
- **Multi-language Support:** 10 OOTB languages included

About sigmaGO:

sigmaGO offers boundaryless mobile solutions for Cherwell's enterprise service management platform. Our no-code solution delivers a native mobile experience across all business objects within Cherwell. We provide a Mobile-as-a-Service managed solution with fully functional and configurable workflows.

About Cherwell:

Cherwell (@Cherwell) empowers organizations to transform their business through the rapid adoption and easy management of digital services. Cherwell's adaptable platform has enabled thousands of organizations to modernize their business operations with customizable service management, automation, and reporting across the enterprise.