



Solutions & Services

- Graceful Implementations
- Content & Platform Upgrade
- Mobile for Cherwell
- Kanban for Cherwell
- Integrations
- Service Catalog Design
- Portal Design
- Best Practices
- ITSM Road Map Planning
- Managed Services
- Beyond IT

*"StrataCom's business model revolves around one core concept: **Deliver the Best Solutions.***

As a company, we succeed by providing graceful and workable solutions for technology's most difficult challenges."

— Steve Jones, President

Cherwell Consulting

StrataCom is an IT Service Management professional services and consulting firm providing graceful solutions to enterprise-level clients since 1997. Our mastery of this technology greatly benefits our clients who look to us to successfully move their visions from concept to reality.

StrataCom employs a full-time staff of consultants specializing in IT Service Management. We are not generalists, but software specialists. Our team has combed the country for the very best consultants who hold both ITIL and tool specific certifications. There are many advantages to choosing StrataCom as your Cherwell professional services partner.

Proven Methodology

Possibly the biggest advantage StrataCom offers its clients is a time-tested, proven methodology that ensures our goals are realistic and honest. StrataCom incorporates the Agile Development Methodology to ensure exceptional results. Agile focuses on end user input and the ability to remain flexible during the development cycle as opposed to producing a solution in a fixed and static manner.

Experience / Reliability

StrataCom maintains its own staff of tried and true senior consultants, all with 10-30 years of experience within the ITSM industry. You won't ever pay for our learning curve. You can expect to work with an experienced consultant well versed in both Cherwell and ITIL. Our consultants also understand the business process behind ITSM because many of them began their careers staffing a help desk.

A Full Team of Cherwell Consultants Behind You

Our team serves as an invaluable internal knowledge base as consultants have an experienced team to help solve difficult challenges. As a preferred Cherwell partner, StrataCom also has priority access to Cherwell support for quicker issue escalation should it be required.

A Solid Track Record

With a solid track record of successful Cherwell implementations, we are happy to share success stories and client references.

A Fair Price

StrataCom understands going market rates for the ITSM industry and offers clients a great price for exceptional talent compared to similar partners and vendors. Our goal is to provide the best resources at the best prices.

Contact Us

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Solutions & Services

StrataCom incorporates the Agile Development Methodology into all of our consulting engagements to ensure even better results. StrataCom promotes adaptive planning, evolutionary development, and delivery while encouraging early and flexible responses to change. We believe that Agile Development is a solid framework that delivers promised results on time, within budget, and with greater value.

Kanban Solution for Cherwell

StrataCom's Kanban boards allow you to turn any Cherwell query into a fully functional Kanban board, with drag-and-drop functionality, swim lanes, card editing, multi-select capabilities and more. Enjoy a new way to leverage Cherwell with StrataCom's Cherwell Kanban Boards!

Mobile Solution for Cherwell

The StrataCom Cherwell Mobile Client is a full featured, responsive design standalone web service that connects to your Cherwell system and provides fast, easy-to-use mobile functionality. Common use cases revolve around Incident Management, Facilities Management, and Change Management. Mobile client actions are completely configurable from the mobile client admin UI, so this solution is completely configurable to your unique business requirements and objectives.

CherwellCare Managed Services

Growing and maintaining Cherwell expertise takes time...and money. Choose StrataCom and save both. Our CherwellCare Managed Services include any Cherwell services your team requires: Tool Configuration, Construction and Generation of Reports and Dashboards, New Module Planning and Implementation, Day-to-Day Administration, Gathering Requirements and Building Solutions, and General Consulting Services for Cherwell Service Management.

Health Check Tune-Up Services

StrataCom's consultants are experts in performance tuning and technical development. StrataCom offers a system health check service to determine whether a tune up would improve performance and end user satisfaction. A Health Check Report is provided including tune-up recommendations and action items which can be completed internally or by StrataCom staff.

Performance Tuning

Struggling with performance issues in Cherwell? Common complaints we hear include: Cherwell is slowing down during the busiest time of day, login times are slow, clicking 'save' is slow, searching existing tickets is slow. Our team of experts can help get to the root of your performance issues and correct the situation. Cherwell should be fast. If not, it's fixable.



StrataCom

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