

AFJ Solutions deliver enterprise wide service management improvements to Housing Association.



Summary

Client: Stonewater

Sector: Housing Association

Company Size: 850 staff

IT Department: 52 staff

Key Technologies:

Cherwell Service Management

Cherwell Asset Management

AFJ Solutions Services Provided:

Cherwell software

Implementation services

Managed Services

Background:

Since 2018 AFJ Solutions have worked in partnership with Stonewater.

This partnership has delivered a replacement of the legacy ITSM software, delivering major service improvements throughout the organisation. Utilising Cherwell Service Management and Asset Management software, AFJ have provided implementation and managed services to deliver Stonewater's requirements.

Project Overview

To replace the existing legacy ITSM software with a cloud-based solution. The key requirements from the new software were as follows:

- Improve portal usage for IT tickets & Service Requests
- Reduce telephone calls into the service desk
- Introduce a Knowledge Base
- Introduce a CMDB
- Improve reporting & introduce customer satisfaction survey
- Enterprise solution to be used for requests in Facilities, HR etc
- Improve asset management



“AFJ Solutions brought knowledge and experience that has enabled us to maximise the Cherwell platform.”

Kally Bisla - Business Delivery & Governance Manager

Solution

AFJ implemented Cherwell Service Management for incident and service request, alongside a new Self Service Portal. The impact has been to double the usage of tickets submitted through the portal and halving the number of phone calls into the Service Desk Stonewater had many issues managing assets. AFJ has implemented Cherwell Asset Management, which has enabled Stonewater to fully track assets and software licenses.

AFJ implemented Cherwell as an Enterprise wide solution. After an initial implementation within IT, Cherwell has been implemented in HR and Facilities. Prior to implementation, Stonewater were experiencing significant issues with the joiner/mover/leaver process. Since implementing within Cherwell, processes and forms have been streamlined, with 100% of new starters able to work as required on their first day.



Continuous Development...

Managed Services

To continue their 'Be Cherwell Centric' approach throughout the organisation Stonewater have chosen AFJ Solutions Cherwell Administration Managed Service to augment their own in-house administrators.

AFJ Solutions Managed Service Practise, works in partnership with Stonewater's in-house administrators, to deliver the continuous developments and improvements required. Thus, ensuring Stonewater are able to deliver their roadmap of Service Delivery improvements to the organisation.

"AFJ's Managed Service, enables Stonewater to deliver continuous improvements to the Cherwell platform. These improvements are completed either directly by AFJ or through their support of our own administrators. This enables us to deliver our 'Be Cherwell Centric' approach to the organisation."

Kally Bisla - Business Delivery & Governance Manager

