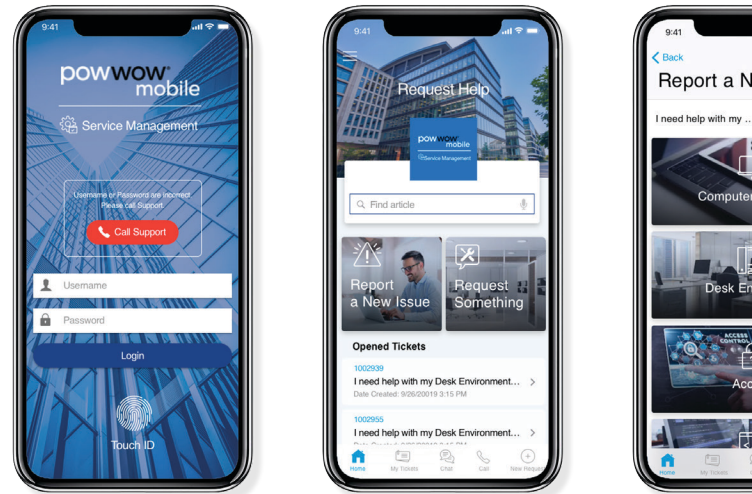


PowWow Mobile SmartUX™ + Cherwell IT Service Management

Empower your employees with a Cherwell mobile app



Cherwell IT Service Management lets your employees get the products, services, and support they need. But don't stop halfway. Now PowWow Mobile lets you create a customized Cherwell mobile app to empower your employees—to serve themselves anywhere, anytime. That makes the business go faster and IT even more efficient.



Why do you need a Cherwell mobile app?

Today's on-the-go employees blend their business and personal lives to become more productive than ever. . They expect to manage their personal and business lives from their phones. The ability to easily access the information and services they need, anywhere, anytime, and from the device they rely on empowers them to do more, boosts job satisfaction, aids hiring, and increases retention.

Unlike browser access, a Cherwell mobile app unlocks the power of mobility by using the capabilities of the mobile device: location services, camera, barcode scanning, biometric authentication, speech-to-text, voice calling, and others. Let's look at some of the things Cherwell mobile app empowered employees could do.

Cherwell mobile app uses cases



Enter a ticket.

Need to show the help desk exactly which headset you have? Simply snap a photo and attach it to the ticket.



Fulfill services by location.

Use GPS to detect an employee's location to deliver products or services to the right place.



Scan and upload documents.

When employees must provide a document to support a request, let them snap a photo and upload it to the system.



Unified approval.

Let your managers approve equipment requests, expense reports, leaves, timecards, and other requests from a single app, rather than logging on to Cherwell and Expensify, and Salesforce, and Oracle.



Push notifications.

Don't add another email to overflowing in baskets. Send push notification of time-critical actions to employees' devices.



Reset passwords.

Rather than hunting for that elusive help desk phone number to reactivate blocked accounts, disconnected employees simply tap an icon, supply the necessary identification, and get back to work.



Reserve a parking space.

Forgot to access the Cherwell Service Catalog to reserve a parking place at another office? A Cherwell mobile app lets employee quickly claim a spot, receive the bar code needed for admittance, and scan it right from their phone.



Quick follow up to corporate services.

When an employee needs to follow up on a request while traveling, let them tap an icon to make a voice call.



Scan bar and QR codes.

Let service personnel scan the tag on devices to get the configuration or support information they needs.

Add the power of mobility

Don't stop halfway. You see mobility as the way to find new customers and built relationships. It's also the way to empower you employees to do more for your business. It's what they expect from the companies they do business with. Why should they expect less from you?

Learn more

Visit PowWowMobile.com