

CASE STUDY: CHERWELL SOFTWARE

“Our software is always available to our clients thanks to the iland Server Cloud solution that was specifically designed to ensure data security, optimum network performance, and ease of use for our customers. We are excited by the robust solutions iland offers in the market and look forward to European expansion opportunities.”

—Matt Neigh, Director of Services and Support, Cherwell Software

The opportunity

Cherwell Service Management[®] is a fully integrated service management software solution for service desks, help desks, and customer call centers. The company designed its unique service management software as a hybrid Software-as-a-Service solution and requires a service provider partner with both IP connectivity and high availability cloud infrastructure.

Their specialized deployment requires Cherwell's on-premise customers to install the software on their desktops where a smart client—a 40MB file—accesses the software from the user's computer. This differs from browser-based software deployment because the smart client delivers the look, feel, and user experience of a desktop-based software solution instead of a purely web-based solution.

The solution

Cherwell consulted with a variety of analyst firms, including Forrester[®], while searching for the best solution provider. The company chose iland[®] to host its software solution on the iland cloud infrastructure because the secure, best in class, high quality platform gives Cherwell the reliability and flexibility to deploy their customized solutions.

Cherwell also appreciated the ease of working with the iland sales and technical team in developing an overall solution, the quick deployments, and the reliability of having N+1, redundant, full network protection and fast IP. Ultimately, the iland solution gave Cherwell the ability to host multiple separate virtual machines within one server, simultaneously reducing costs and maximizing performance.

With the iland high availability cloud infrastructure, Cherwell deploys virtual machines that create image files for easy replication and deployment to end-users. “We didn't want to go the browser route,” commented Matt Neigh, Director of Services and Support for Cherwell Software. “Our customers use this software every day, in and out, and they depend on the environment. A browser isn't the ideal environment.”

By deploying a virtualization solution, Cherwell delivers a user experience superior to browser-based applications. The smart client is still on a local desktop computer, but now the platform is centralized, managed, and optimized on a virtualized infrastructure designed with the utmost in high availability—providing a faster and more reliable service.



The results

“We did our due diligence,” says Neigh, “iland is a premier provider of cloud infrastructure services.” Cherwell identified three distinct advantages to going with the iland cloud infrastructure.

First, iland allowed Cherwell to implement a robust back-up and recovery tool. This provides a rolling snapshot of the database so, if it goes down, the image would be able to be recovered and turned back up in minutes. Secondly, the company enables its users to ‘own their data’ by providing them the ability to download all their data without having to export it to an excel spreadsheet, as many traditional browser-based software solutions require.

Finally, Cherwell can move its servers, virtual machines, and applications—anytime, anywhere—without having to worry about data security. “Freedom, flexibility, and reliability,” continues Neigh, “that’s what we needed. And since day one of our agreement, iland has been delivering.”

iland knows cloud infrastructure

iland offers industry-leading VMware virtualization and cloud infrastructure solutions. This lets you lower infrastructure costs while increasing IT services available to the business. For more information on iland and its cloud infrastructure solutions, please visit www.iland.com.