

# CASE STUDY

## Implementation of Cherwell solutions and ITSM support for Assured Data Protection



*“With their knowledge and professionalism, CIHS enabled us to expedite the delivery of a new solution, which has met our business requirements.”*

Chris Loizou,  
Global Support Manager  
Assured Data Protection

### ASSURED DATA PROTECTIONS'S GOALS

Chris Loizou, Global Support Manager, joined Assured Data Protection in July 2020 and decided quite quickly that the company needed a **new service management tool**, as the existing one wasn't structured or based around the ITIL framework and wasn't working in line with **ITIL best practice**.

He wanted to **consolidate the delivery of an ITSM support, to set up a whole new service desk with a tool set he could use well into the future**. He wanted a fresh start with a blank canvas. He also wanted full implementation by December 2020: the **timescales were challenging** but important to achieve.

- 1 Consolidate delivery of an effective ITSM support system
- 2 Structure the system around ITIL framework
- 3 Equip the new service desk with a future-proofed tool set
- 4 Meet ITIL best practice
- 5 Rapid implementation

### CHOOSING CIHS

Chris's research led him to four possible vendors. He then shortlisted two, which included Cherwell and upon Cherwell's recommendation as their chosen partner, CIHS were invited to present their credentials and approach, for planning and implementing the new system.

*“CIHS looked **small enough to be able to meet our requirements and agile enough to be able to accommodate some of the potential changes** that we might need. I also knew that CIHS had some involvement with the other shortlisted vendor, in case at some point we may need some of their services.”*

Chris found CIHS very **engaging and knowledgeable**. *“I was impressed with what CIHS were doing: we had very few processes, so I wanted to call on the partner and their experience, to be able to guide us through the new processes. I was happy with how CIHS had presented themselves, happy with the demos and the commercials.*



*"I wasn't expecting it to be implemented quite as effectively as it has been by the beginning of December. CIHS did what they said they'd do!"*

Chris Loizou,  
Global Support Manager  
Assured Data Protection

## WORKING WITH CIHS

Because we were starting with a blank canvas and because of the need to get to a solution quickly, CIHS felt that Assured Data Protection should utilise the "out of the box" capabilities. It was a team effort.

"Chris Hodder played a big part in guiding us around the processes, and the project management and implementation was completed by LJay and Mike. With any new project of this kind, you're going to need data input and they followed a **well-defined process, identifying our requirements as a customer.**

The specification that they put together was **thorough**: it seems like they've done this so many times before, and the guidance they gave us to implement it quickly was **very effective.**"

Chris says "when I require independent advice from CIHS, they're always **very responsive, always on hand to help, resolving issues quickly.** They're **non-corporate, flexible and agile**: the limiting factors on getting things sorted are more likely to be on our side than on theirs!

A big factor is that the CIHS team are so **knowledgeable** and that's why I like dealing with them, their whole team gives **sound advice** and reasoning, **utilising the capabilities of the technology they're supporting.**"

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## OUTCOMES

- ✓ Successful rapid deployment of a solution that meets Assured Data Protection's requirements
- ✓ Service desk built and delivered around ITIL
- ✓ Ability to capture, manage and escalate all customers' queries
- ✓ Comprehensive data analysis of tickets, issues and resolution timescales
- ✓ Improved team management and monitoring of KPIs
- ✓ Continual development of the solution
- ✓ Learning, improving all the time: benefiting from the ongoing partnership with CIHS