CASE STUDY

Flexing to our clients' needs:
Why CIHS were the right partners to help DSP-Explorer configure its Cherwell ITSM platform

"CIHS have a rich knowledge of ITSM processes across a broad range of technical tools. Combined, those two aspects deliver real value. It gives them an excellent insight into the art of the possible, such as where particular tools will work and where they won't."

Phil Brown,
CTO at DSP

BACKGROUND

DSP-Explorer specialises in enterprise database management. The company delivers support, managed services and consulting to more than 200 medium and large enterprises using Oracle, SQL Server and multi-cloud technology.

THE CHALLENGE

In 2020, DSP acquired Explorer, leaving the newly expanded organisation with two different service desk solutions: Zendesk and Vtiger. This created a clear requirement to move to a single solution across the whole business. At the same time, the company wanted to take the opportunity to improve its service management capability by deploying a more deeply functional ITSM platform.

Under the guidance of CTO Phil Brown, DSP-Explorer decided to mothball its legacy solutions and switch to Cherwell. This offered the range of capabilities that they were looking for, while allowing the business to align its tooling and ITSM processes more effectively with its service desk management offering.

However, it soon became clear to Phil and his colleagues that, for the Cherwell platform to be successful, DSP-Explorer needed to find an implementation partner that truly understood their business's specific needs and was able to back that up with the right actions.

THE SOLUTION

After doing their research, DSP-Explorer decided that CIHS were the right people for the job. "We chose them because they closely mirrored ourselves," says Phil. "We wanted a small, agile, flexible implementation partner that had experience of working with MSPs like us, and these guys fitted the bill exactly."

In particular, Phil was impressed that he was always talking to the 'right' people as the system configuration work progressed. "We weren't dozens of lines removed from the people who were scoping the project, or the people who were going to be executing it," he says. "That was important to us and it gave us reassurance."

The project began with a series of workshops to closely understand the way DSP-Explorer operates and what the processes needed to look like. Here, **CIHS were able to bring the breadth and depth of their ITSM skills to the table**, as well as their experience of the Cherwell platform. For example, as the work progressed, **CIHS built some of their own products into the solution,** which made it easier for DSP-Explorer to configure and use.

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"We were very impressed by their technical knowledge, combined with their abilities to map out the processes then roll that into the implementation," says Phil.

"A lot of added value came from the fact that they have lots of experience in ITSM in general. They know what works well and what potentially doesn't, and are able to advise on that. In other words, we weren't just dealing with a partner who understands the tools, but has never delivered a service. And it's the marrying of those two things that's so important."

"I'd definitely recommend working with CIHS. I have a lot of time for Chris and Mike. They work in a way that I feel is very similar to how we work with our own customers."

Phil Brown,
CTO at DSP

A FEW BUMPS IN THE ROAD

Although the implementation process went smoothly and DSP-Explorer are extremely satisfied with the final outcome, not everything was plain sailing – as would be expected with such a large and complex project which impacted every member of the company's technical team as well as its 200-plus clients.

Along the way, there were a few bumps in the road – namely some additional scoping that became necessary as the implementation proceeded, and also some issues with the user acceptance testing (UAT). However, both those problems were rapidly resolved to DSP-Explorer's satisfaction.

Phil was particularly pleased with the manner in which CIHS addressed the issues. *"They were very proactive in getting to the bottom of the problems and were always ready to jump on calls immediately, which was great,"* says Phil. *"Their responsiveness was key and Chris and Mike themselves were a major component of that."*

THE OUTCOME

DSP-Explorer are delighted with the results of the project. *"Delivering a managed service to our 200 end clients through Cherwell means we now have a much more mature and scalable ITSM platform that has great levels of automation,"* says Phil. *"That's a significant change for us, and it means we can service more customers and more tickets."*

What's more, DSP-Explorer see this as a key pillar for future growth. *"We've got some outstanding technical guys in our professional and managed services offerings, and now we have a class-leading ITSM platform to back that up – which we couldn't have achieved without CIHS's support,"* says Phil. *"I now want us to build on this over the next 18 months. Once the system is fully bedded in, I believe we can really turn the handle and get maximum value out of it."*