

# CASE STUDY

*A question of support:  
How CitySprint is starting to extract maximum value from  
a hosted Cherwell solution*



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Paul Walmsley,  
IT Services Manager,  
CitySprint

## BACKGROUND

CitySprint is one of the UK's leading [same-day courier](#) companies. Its busy IT service desk has responsibility for managing the internal requests and incidents for the company's 800-plus employees.

## THE CHALLENGE

CitySprint had been using an on-premise version of Cherwell to support its IT service desk for a number of years. However, IT Services Manager Paul Walmsley and Director of IT Operations Simon Parsons felt that Cherwell wasn't giving them the kind of support they were looking for. Therefore, they were concerned about missing out on some of the value-driving opportunities that the platform could deliver.

As a result, they started looking for the best way to get the most from their ITSM solution, while delivering greater efficiencies and improved levels of service in the future.

## THE SOLUTION

Although Paul and Simon had considered moving to an alternative solution, they decided that, if at all possible, they would prefer to stick with Cherwell. This was because the ITSM team were already familiar with the product, and starting from scratch with another provider would have created an additional workload for all concerned at a time when everyone was very busy.

They were put in contact with Chris Hodder and CIHS, as one of Cherwell's trusted partners. It quickly became apparent that CIHS were what CitySprint were looking for and that there was a good fit between the two companies. *“We had a few conversations with Chris to spend a bit of time understanding his business and how he could help us,”* says Simon.

*“Then he went through the numbers with us and we felt that the money was going to be well spent, and that CIHS would enable us to make better use of our Cherwell solution,”* he adds. CitySprint concluded that their best option would be to migrate their Cherwell system to an off-premise solution hosted by CIHS.

At the same time, CIHS advised on upgrading to the latest version of Cherwell. *“We were two major versions behind,”* says Simon, *“so we figured that the upgrade would also give us better leverage of the platform.”*

As soon as the deal was agreed, things moved rapidly and, after little more than three months, the migration was completed.

*“CIHS took a copy of our Cherwell instance, then upgraded it, hosted it on their own platform, and ran through dev testing to make sure everything worked as we would have expected,”* says Paul.

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“Then they pushed it out to live over a weekend. My last sign-off was on a Thursday, and we cut over to the hosted instance on the Friday evening and into Saturday morning.” Paul did some testing on the Saturday once it was live, to check all the core items, such as incoming email and ticket generation, were working well. “Then, I thought, any niggles with any less important functions could be dealt with on the Monday – but there weren’t any,” he says.

“Come 8am on the Monday morning, my team were up and running with the new instance. The whole process was seamless. Throughout the migration, from a technical standpoint, CIHS delivered everything that was required of them. And as soon as we asked them a question, we received an answer. There were no stumbling blocks or hold-ups at all.”

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## POST-IMPLEMENTATION CHALLENGES

The only aspect of the project that Simon feels could have been improved has been subsequent to the migration, where CitySprint have been looking to leverage the upgraded and hosted version of Cherwell to deliver additional efficiencies for the business.

“We were trying to push too many things forwards at once,” he says, “so didn’t end up achieving much – and that was largely because the team our side were often too busy to give the attention required, for example with testing.”

However, such issues have now been resolved, with support from CIHS. “We’re now focusing on individual items, to get them into production and released one at time,” says Simon. “And I’d advise anyone going through a similar process to do the same thing.”

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## THE OUTCOME

Paul and Simon believe they now have an ITSM platform in place that can help deliver great service and efficiency improvements for the business going forwards.

“Previously, when we were hosting Cherwell on premise, it was being underutilised,” says Simon. “It’s such a big and powerful tool, and we just didn’t use it to its full capability. But when we met with Chris and CIHS, it was a much easier decision to stay with Cherwell, because we were working with an organisation that cared and could give us the close attention required to help us.”

What’s more, the levels of knowledge and service that CIHS were able to deliver were a huge factor in the success of the project, says Simon.

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