

Remote Administration Services

Cherwell Service Management

Do You Need Help Immediately?

With over a decade in the competitive ITSM landscape, Flycast Partners is no stranger to assisting organizations who are required to do more with less. Due to budget limitations, resource shortages, and an unpredictable economy, organizations are forced to strategically pick and choose what IT functions and resources are core to the business. We understand it is impractical and not cost-efficient to staff an organization with experts covering every viable niche.

To have an advantage over your competition, the ability to call on IT experts with specialized talents offers relief to operations when productivity cannot wait. Because no matter how useful the improvement might be, resource allocation issues cannot impede its execution, especially when multiple projects are in flight.

Are you limited on time, budget, resources, or expertise to truly leverage the enterprise solution's robust features as you initially intended? If your organization requires enhancements, fixes, or workflow builds, Flycast Partners can help overcome your operational skill gaps and be your resource solution, ensuring improvements and administration of Cherwell Service Management are successfully performed by a certified expert in a timely manner.

Gain Efficient Results From Experts

Rather than let the queue pile up with tasks and activities left undone, the Remote Administration Services (RAS) offered by Flycast Partners reinforces your staffing levels with qualified, vendor-certified IT experts who have advanced skillsets, years of experience in different industry verticals, and deep technical knowledge in multiple IT disciplines. It is the perfect match for customers who know what needs to be done but lack the internal resources or expertise to execute the work promptly.

With flexible packages to fit budget and needs, our RAS services are a fast, cost-efficient way to eliminate inefficiency and quickly solve a unique organizational need that cannot be completed by internal resources.

Provide a Superior IT Experience

By relying on our experienced team of vendor-certified IT professionals, enhancements and changes are administered and deployed safely and with improved efficiency, alleviating your team's workload and the problems and efforts associated with maintaining system quality and availability. Using a proven methodology, our technicians specialize in identifying best practices and efficiency improvements, ensuring organizations gain standardized processes and utilize the tools within the enterprise solution to its fullest capabilities without adding new resources.

Trust Your IT Improvements to Flycast Partners

The value we offer is fast access to the right talent, enabling organizations to consistently provide a superior IT experience, drastically reduce operational complexity, and dedicate their internal resources more effectively by focusing on primary business objectives rather than the laborious demands of maintenance activities.

- Receive day-to-day administration of Cherwell Service Mgmt.
- Execute production changes faster
- Perform tasks and configurations more efficiently
- Leverage an experienced team with advanced skillsets

Benefits of Flycast Partners

- Free up critical resources
- Utilize all the tools within the solution better than before
- Implement best practices more efficiently
- Reduce internal technical requirements
- Easily and safely scale services
- Deploy customizations faster
- Enhance business continuity
- Reduce security risks
- Increase productivity
- Minimize downtime
- Streamline routine updates

How Flycast Partners Can Assist

- Onboarding of User Objects and Data Sources
- Creation of Dashboard and Reports
- Staff Augmentation
- Application and Database Migrations
- Cloud Hosting
- SSO Configuration
- SSL Configuration
- Major and Minor Product Upgrades

Examples of Covered Services

- User Administration
- Security and Roles
- Assignment Rules
- Customer Portal Administration
- Existing Form Modifications
- Notifications
- Report/Dashboard Modifications
- Expand Existing Workflows
- Auto Routing Rules
- Preventive Maintenance Schedules
- CMDB Modifications
- Service Catalog Modifications