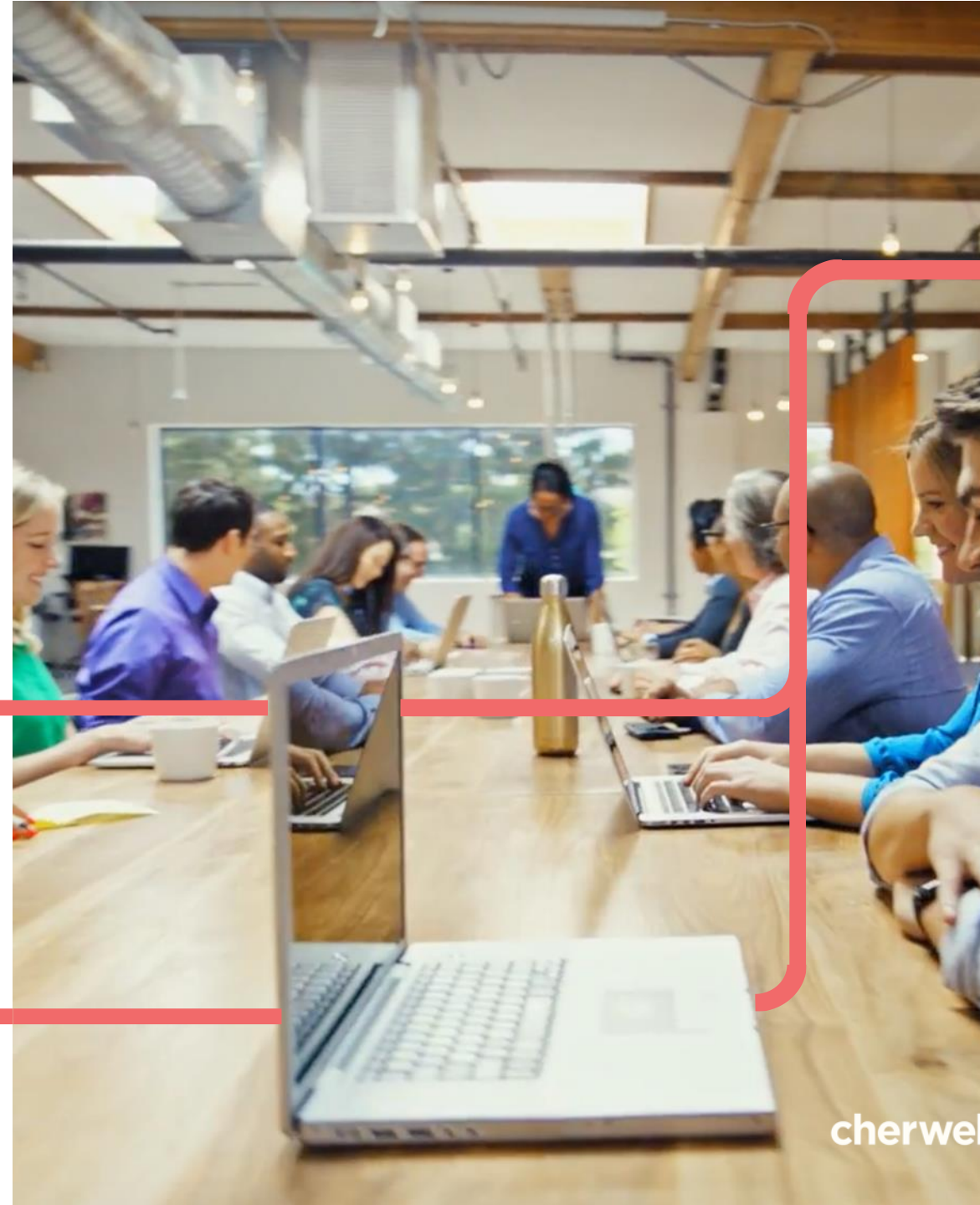


Alliance of Chief Executives

February 7, 2020

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cherwell

Before today...

A little code, lots of travel, some amazing mentors, and life-changing work experiences



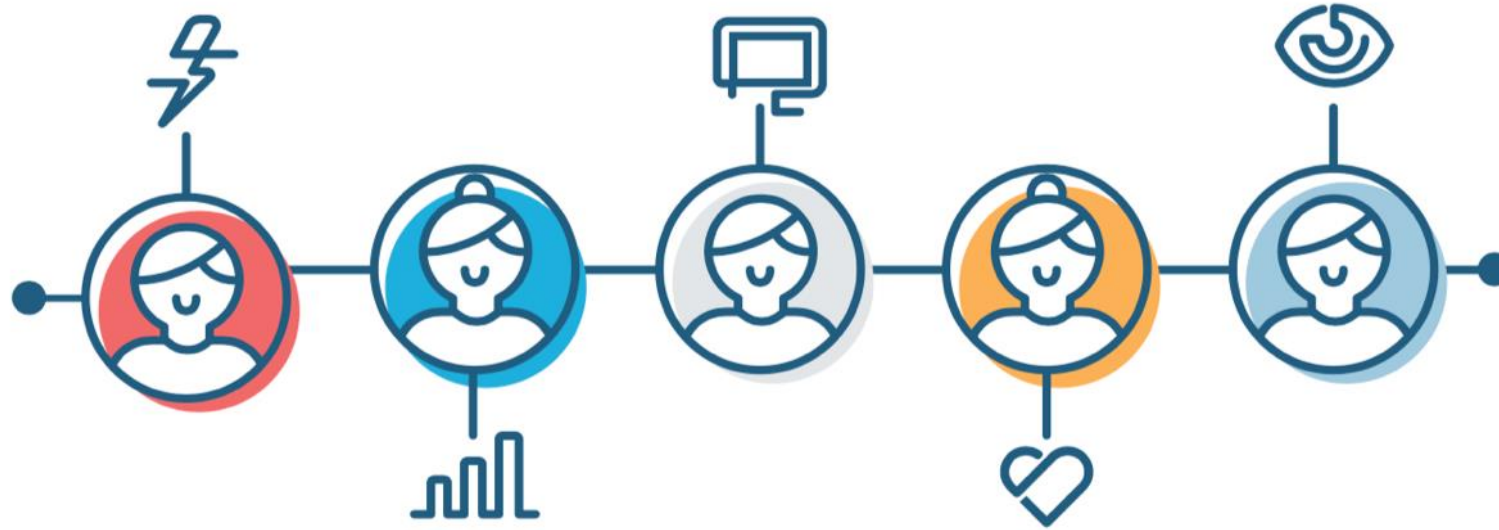
Technology is Everywhere, but Processes are Still Manual...

On average, **46%** (or 18 hours per week) of information workers' time is **spent on manual processes.**

A man in a light-colored button-down shirt stands at the front of a meeting room, presenting to a group of people seated at a large wooden table. The table is equipped with several laptops, some with orange gift bags on them. A large screen in the background displays a presentation slide with a yellow background and text that includes 'Development', 'Design', 'Testing', and 'Deployment'. The room has large windows with blinds. A large, semi-transparent circular graphic is overlaid on the right side of the image, containing the main text.

60% of employees
enjoy their job more
when work processes
are **highly integrated**

Work simplified



89% of employees at highly integrated companies say it's **easier to perform tasks.**

84% of companies with **highly-**
integrated processes have a **digital**
transformation initiative.

Consistent themes for the “highly-integrated” companies

- ✓ A digital transformation initiative
 - ✓ A central location for apps and services
 - ✓ A person responsible for shared services
 - ✓ They ask employees how work can be improved
- ✓ They redesign inefficient processes
 - ✓ They are committed to improving work processes
 - ✓ And, they are committed to job training

Digital Transformation is About Experience

But whose?



Customers

Companies with engaged employees
outperform competitors by 147%.

147%



1.5x

Companies that excel at customer
service have 1.5 times more engaged
employees.



Employees

A few thoughts on AI...

AI is expected to add **\$13 trillion** to the Global Economy... ..meanwhile, only **8%** of firms have core practices to support widespread adoption.

A scenic landscape photograph taken from a high vantage point, looking down over a dense green forest. In the center, a small, calm lake reflects the sky. In the background, rolling mountains are visible under a cloudy sky. A human hand is reaching out from the bottom center of the frame, palm up, as if presenting the view. The text "Make Work Flow." is overlaid in a large, blue, sans-serif font across the upper middle of the image.

Make Work Flow.



**Improve
IT Operations**



**Elevate
Experience**



**Drive
Business Results**



Magic Quadrant for ITSM
Tools 2019: Challenger



Forrester Wave 2019 Enterprise
Service Management: The Leader



IDC MarketScape WW ITSM
Vendors: The Leader



Enterprise Service Desk Software
The Champion

