



Keyedin Projects to Cherwell Integration

Overview

For many IT leaders, effectively managing the combination of short-duration help desk requests in an IT Service Management (ITSM) system and longer-term strategic projects in Project Portfolio Management (PPM) software can be a disjointed process that creates challenging visibility gaps. Understanding exactly how much effort is being expended on certain initiatives and just how utilized key resources actually are can become a time-consuming, manual effort with little precision.

Integrating Keyedin Projects with ITSM software like Cherwell eliminates those blind spots by leveraging Keyedin Projects as a centralized system for reporting on time, effort and expense across all IT activities, be they simple tickets or enterprise strategic initiatives. With Keyedin Projects as a single source of truth for IT effort and resources, organizational leadership is able to:

- See the complete picture of IT expense and resource utilization
- Respond to incoming requests more quickly and with more precision
- Ensure IT professionals are spending time on the most valuable work

This integration allows users to seamlessly orchestrate service requests into their portfolio of projects managed in Keyedin, allowing for further project management, time reporting and resource capacity planning within a centralized place. The Keyedin-Cherwell integration supports a number of key functions, including:

- Time logged within Cherwell can automatically be sent to the appropriate resource's Keyedin Projects timesheet.
- Cherwell can retrieve a list of active projects in Keyedin, allowing service requests to be linked to a project.
- The recording and reporting of time – whether that data is input through Cherwell or Keyedin – can be centralized within Keyedin.

Keyedin Projects remains the key system to report all project-related and non-project-based work for capture, approval, and management. All resource information can be stored and managed within Keyedin.

How It Works

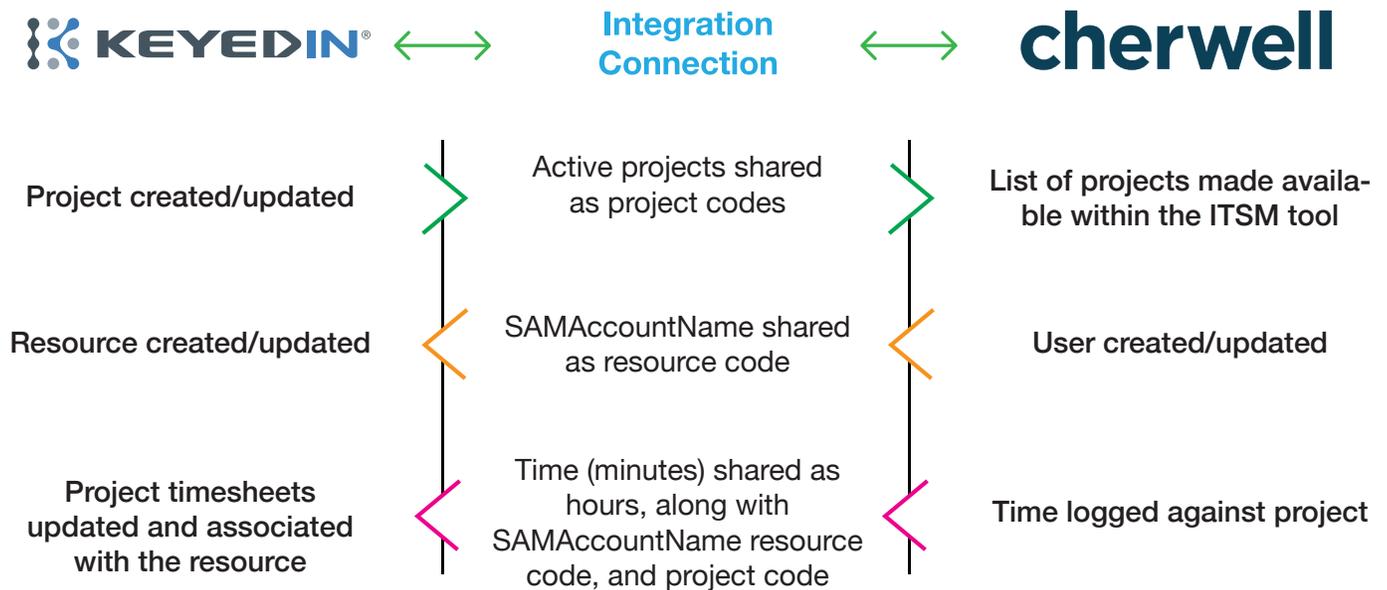
Integration between Keyedin Projects and Cherwell is achieved through connectors, process alignment and data mapping. Each integration is unique to every customer and configured to the specifications of each customer and their implementation of the required systems.

CONNECTORS: Keyedin Projects connects to Cherwell through industry-standard RESTful APIs.

PROCESS ALIGNMENT: Configured processes support the flow of events and standard error or exception handling based on our configuration best practices:

1. Initial projects are created in Keyedin Projects.
2. Resources are sent to Keyedin Projects from Cherwell.
3. A list of active projects in Keyedin Projects is sent to Cherwell.
4. Time is logged in Cherwell against a project in Keyedin Projects via a selectable drop-down menu within the ITSM tool.
5. Centralized reporting is undertaken within Keyedin.

All data submissions/retrievals are handled by scheduled events.



Supported by Our Experts

The Keyedin Professional Services team will assist you every step of the way to design, develop and deploy the Keyedin-Cherwell integration through our open API. Specifically our expert consultants will take the lead in three key areas:

- Design – Map the application architecture to assign which data will feed through the systems.
- Develop – Build the integration processes and interlock strategy.
- Deploy – Provide a central platform for rolling out integrations and managing their health, activity and ongoing support.



Experienced Seamless Integration and Effective Project Management

“Just when we were looking for a robust cloud-based solution for our company’s complex, ever-changing global business structure, to manage our projects, we came across Keyedin Projects among its counterparts in the marketplace. It is fast enough and can be used and accessed anywhere in the world. Keyedin Projects has enabled us to ensure agility, scalability, and accessibility in our projects through a multi-tenant SaaS architecture. It also lets us deliver changes and improvements faster, and to all clients at the same time. In addition, it offers users the ability to configure applications to fit their unique business needs.”

— R&D/Product Development Executive in the Finance Industry

About Keyedin® Projects

Keyedin Projects is a supremely flexible solution for managing projects, programs and entire portfolios – from a single platform that provides a comprehensive view of the status of every project. Used by project managers, boardroom decision-makers, and frontline users, Keyedin Projects increases success rates and profit margins, enables better decisions about project selection, planning, and prioritization and optimizes resource usage across the entire business. Headquartered in Minneapolis, Keyedin has hundreds of customers worldwide, including Walgreens Boots Alliance, LexisNexis and Office Depot.

For more information, visit www.keyedin.com



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Corporate Headquarters

8500 Normandale Lake Blvd
Suite 400
Bloomington, MN 55437, USA
p +1 866 662 6820

EMEA Headquarters

Maple House
Woodland Park
West Yorkshire, BD19 6BW, UK
p +44 (0)1274 863300

www.keyedin.com