



CHERWELL

CASE STUDY CHERWELL
CLIENT - TIMKEN



Cherwell Training Delivered to Client Timken

Client: The Timken Company

Industry: Mechanical and Industrial Engineering

The Timken Company is a multi-national organization which deals in more than 28 countries and manufactures bearings and related components and assemblies. The brands coming under The Timken Company include Timken, Fafnir, Philadelphia Gear, Interlube and Drivers. Apart from bearings and gears, the company also manufactures test equipments for various purposes. The company dealing with these is the Timken OK Load.

They also provide a wide variety of industrial services such as bearing repair and power train rebuilding. They are the leading authority in tapered roller bearings and have a very deep knowledge in the domains of metallurgy, tribology and mechanical systems in order to improve the reliability and efficiency of equipments.

Timken was established in Chester Road, Aston, and Birmingham in the year 1937 to manufacture tapered roller, parallel roller and ball bearings.



They have over 14000 employees across 28 countries and are associated with a large number of domains of the mechanical industry. In India, Timken has been operating since 1987, and has their factories in Chennai and Jamshedpur, along with an IT support center in Bangalore.

Technology: Cherwell

Domain: Information technology and Service Management applications

The Cherwell Service Management is essentially a suite of information technology tools and applications of service management which enable rapid development of data-centric applications. These applications are able to share a common data repository while utilizing the standard configuration tools of the Cherwell Service Management Platform. Using this platform, even custom applications can be built on top of it using the tools and databases to perform more complicated tasks and actions. The flexibility provided by Cherwell is immense, and it ensures that each instance of the Cherwell Service Management platform remains unique. From the point of view of a product the application has been designed in line with the Information Technology Infrastructure Library.

Through their product the following ITSM applications are provided

1. Incident Management
2. Problem Management



3. Change Management
4. Release Management
5. Knowledge Management
6. Service Level Management
8. Asset Management
9. Service Catalog Management
10. Service Request fulfillment

Challenges Faced By the client:

The IT support center of The Timken Company at Bangalore handles and delivers a plethora of IT services related to their manufactured products, consultancy services, industrial support and such. With the increasing business spread across multiple nations, it was becoming necessity to further streamline the IT services with respect to Design, implementation Operation and maintenance. Working in the manufacturing sector, the business processes and management of the business needed to be aligned very efficiently with the IT processes. The alignment and integration of the business processes with the IT services was the need of the hour.

With the extensive business processes taking place, it gets a little tough and confusing to process and digest. In order to align this business data with the IT services, the requirements of a system which can do the task was arising. The continual business changes were to be tracked and the best practices for



maintaining the IT practices. With the increase in the delivery of goods and services, optimization and reduction of cost was also to be taken care of.

The goal was to exceed the service expectations by working efficiently. They required the consistent and repeatable processes to be improved upon. The need was of an ITIL solution which can cover repeatable processes and can get clear insights into the IT related activities.

Why Aurelius

With the growing need to provide ITIL solutions of the highest levels, Aurelius Corporate Solutions was provided with the task to develop a comprehensive learning solution which can provide the required capabilities to their workforce. Their requirements were heavily implementation oriented and the biggest task was to integrate IT with the manufacturing and service providence segments of the company and further streamline the IT processes with respect to them.

Realizing the key challenge, Aurelius set a up a dedicated team to first explore the various use case scenarios which can be practically implemented in the learning solution to make the entire process utterly intuitive. Furthermore, the search for the correct Subject Matter Expert was made globally owing to the global nature of the client's operations and executions. There was constant information exchange between the client, SME and Aurelius in order to develop the most comprehensive and customized consultative learning solution which will exactly suit the needs of the client.

With Aurelius, Timkin gained the advantage of legacy integration and the extensive knowledge base developed over the years through the deep rooted ties of Aurelius in the industry. Consequently, a complete pipeline was developed by



Aurelius which would deliver both theoretical and practical knowledge to the client and provide their workforce with the necessary capabilities to develop Cherwell modules and execute them in the organization with high efficiency.

A number of process implementation and process integration use case scenarios were simulated in order to provide a real time experience to the workforce and help them understand the fundamental ins and outs of the tool along with the best practices of using it. The Aurelius team was instrumental in providing complete on shore and off-shore support throughout the delivery of the learning solution to make sure the entire process went streamlined without any hassles.

After the closure of the solution, Aurelius is still providing post-solution support to clear queries, doubts, and any further upgrades and updates in the tool which will be beneficial for the client.

Solutions and Post Solutions Benefits

The entire learning solution was divided into two parts of theory and practical lab sessions and both of them were closely integrated in order to provide the perfect amalgam of theoretical understanding and practical hands on capabilities. Moreover, a couple of complete end-to-end project development exercises were taken up which provided the participants with a feeling of closure to complete the project. A scaled down version of a number of processes were developed to provide complete understanding of the tool and its capabilities.

Completing the learning solution, Timken has been able to streamline their IT processes while integrating them with their manufacturing and delivery operations. It is expected that they can have their Return-on-investment within six months and will then have a completely profitable IT model providing them capabilities which will push them forth in the industry.