



Erasmith provides a seamless one-time migration service from Cherwell Service Management to ManageEngine ServiceDesk Plus, enabling organizations to transition critical ITSM modules such as Incidents, Problems, Service Requests, and Change Requests without disruption. The migration ensures clean data transfer with customizable mapping, error handling, and post-migration validation.

### How Erasmith Solves These Challenges

Erasmith's migration service simplifies the transition process through a configurable ETL engine and scripted migration framework that ensures field-level fidelity and traceability.

- **Automated Migration:** Eliminates manual effort with automated extraction, transformation, and upload.
- **Validation Ready:** Supports dry-run testing and full logs for verification.
- **Custom Mapping:** Aligns fields and statuses to the target system.
- **Safe Cutover:** Enables staged or bulk migration depending on the use case.

### Results

The Cherwell to ServiceDesk Plus migration ensures a faster switchover, accurate data mapping, and improved post-migration experience for end users. With full audit logging and retry logic, organizations can confidently decommission Cherwell while ensuring business continuity on the new platform.

### Migration Highlights

- **One-Time Data Migration:** Migrate Incidents, Problems, Service Requests, and Change Requests from Cherwell to SDP with field-level accuracy.
- **Advanced Field Mapping:** Map both standard and custom fields between platforms.
- **Configurable Filters:** Migrate selective data based on timestamps, statuses, or categories.
- **Error Handling & Retry:** Auto-logging and reprocessing for failed records.
- **Attachment Support:** Include comments, conversations, and files during migration.

### Business Challenges

Organizations face challenges when moving off legacy platforms like Cherwell due to platform differences, risk of data loss, and manual migration overhead. Lack of automation leads to longer timelines, poor data quality, and user adoption issues.