



Successful. Strategic. Solutions.
United States | Canada

Our Story

Founded in 1998, Excalibur Data systems has a strategic focus as a boutique services delivery company specializing in ITSM and ESM solutions. Throughout our 23 years of operations, we have worked in a variety of industry verticals across North America, bringing our broad experience and proven success with each engagement. Excalibur Data Systems leverages the Cherwell Service Management platform as its preferred ITSM/ESM technology platform, along with a host of supporting technologies to offer a complete end-to-end solution to its customers. We have been an authorized Cherwell partner since 2007, giving us over a decade of experience in delivering ITSM/ESM solutions and supporting technologies across hundreds of implementations within Canada and the US. Our strategic partners are all best in breed technology solutions, which have seamless integration with Cherwell. This allows for a complete end-to-end solutions for our clients no matter their business needs. We believe in developing long term partnerships with our customers, and we measure our success by our client's success in helping them achieve their goals.

Services

- Process Design
- Implementation
- Automation
- Maturity Assessment
- Strategy & Road mapping
- Ongoing Consulting
- Staff Augmentation
- Training
- Integrations
- Self-Service Portal Design
- BRM Solutions
- Analytics & Dashboards
- Customized Solutions

How do we leverage Cherwell Service Management?

- Excalibur Data has been a Cherwell Partner since 2007, operating as one of the first official Cherwell Partner Organizations.
- Excalibur Data has implemented over 350 Cherwell systems for customers large and small and in almost every industry.
- Excalibur has a growing team of Cherwell Certified Technical Implementers and Cherwell Certified Instructors.
- Our staff are not only ITIL certified, but also hold MCSE, CISSP, TIPA, and other certifications.
- Excalibur Data has been recognized by Cherwell every year as a thought leader and top implementation partner.
- Excalibur Data staff have been featured speakers at every Cherwell Global Conference and soon to be Cherwell Clear.
- Excalibur Data has been subcontracted by Cherwell or directly engaged by customers for many notable engagements, as instructors, implementers or both.

Strategic Partnerships



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