



MATURITY
ASSESSMENT



MANAGED
SERVICES



SERVICE
MANAGEMENT
CONSULTING



DASHBOARDS



INTEGRATION



SERVICE DESK



PROCESS
IMPROVEMENT



BUSINESS
RELATIONSHIP
MANAGEMENT



KNOWLEDGE
MANAGEMENT



AUTOMATION



ANALYTICS



EXCALIBUR

DATA SYSTEMS

Excalibur Data Systems is a leading-edge consulting firm guiding organizations through their digital transformation journey. By leveraging best-of-breed Enterprise Service Management technologies, we help create next-generation solutions to optimize and automate IT organizations and assets by delivering compelling solutions for your customers.



About Us

Established in 1998, Excalibur Data Systems has a strategic focus as a boutique services delivery company specializing in ITSM and ESM solutions. Throughout our years of operation, we have worked in a variety of industry verticals across North America, bringing our broad experience and proven capabilities to each engagement.

Our Services



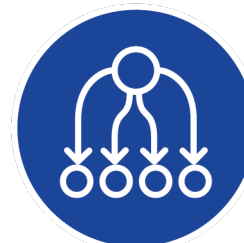
MANAGED SERVICES



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SERVICE DESK

Process Design & Implementation Automation, Maturity Assessment, Strategy & Road mapping, Ongoing Consulting, Staff Augmentation, Cherwell Remote Administration, Training (Administrator and User), Integrations, Self-Service Portal Design, Business Relationship Management , Analytics & Dashboards, Customized Solutions



Vertical Highlights

Healthcare

Higher Education

Managed Service Providers

Utility/Energy Companies

Law Firms

Government

Financial Services/Banks

Retail

Hospitality

Technology

Manufacturing

.....and many more



Partnerships

Our strategic partners are best in breed technology solutions. Many have integrations with leading ITSM and ESM platforms. This allows for a complete end-to-end solutioning for our clients no matter their business needs or technologies. We believe in developing long term partnerships with our customers and measure our success by helping them achieve their goals.



Our Preferred ITSM Solution

cherwell



Excalibur Data Systems leverages the Cherwell Service Management platform as our preferred ITSM/ESM technology platform. By integrating and leveraging the best of breed supporting technologies, we offer a complete end-to-end solution. We have been a long-standing authorized Cherwell partner, giving us extensive experience in delivering ITSM/ESM solutions and supporting technologies across hundreds of implementations within Canada and the US.

Customer Benefits

Experience

- Since 1998 Excalibur Data Systems has provided consulting to organizations on the design and implementation of Service Desk, IT Service Management and Enterprise Service Management Platforms, ITIL and Best of Breed technology solutions.
- From process workshops and design, to system architecture, we have experience implementing in just about every vertical and bring that broad experience to bear in each engagement.

Innovation

- Excalibur has developed many innovative mApp solutions for the Cherwell platform that are available on the Cherwell mApp Exchange.

Community Engagement

- Quest for Collaboration
- Quarterly Roundtable meetings
- Cherwell user groups
- HDI
- Excalibur Roundtable Forum

Testimonials

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Excalibur worked with our company to complete an aggressive and robust IT Service Management project. The company's leadership team has taken notice of the many benefits that the system now offers. We look forward to working more with Excalibur and the talented people of the company.

Leading Law Firm

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Excalibur has an extremely knowledgeable team who have not only helped us make the necessary improvements, but they have provided suggestions and recommendations that have saved us even more time and money and provided us with optimization in various areas.

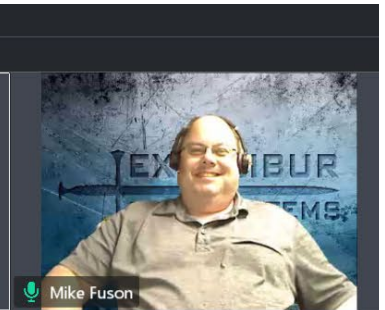
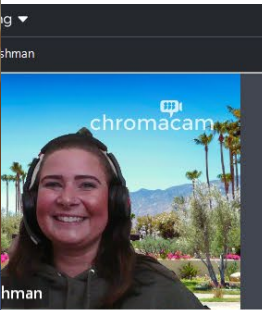
Leading Healthcare Organization

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Excalibur is always willing to call and screen share so they can demonstrate how they arrive at a technical solution to an issue. They have a very deep understanding of the application.

Shipping Industry Expert



Our Team

