



Excalibur Managed Services

Excalibur's Cherwell Managed Services is designed to address day-to-day administrative activities with your Cherwell CSM Platform. The service is ideal for any organization looking for a cost-effective way to manage their Cherwell CSM Platform. Interested in pricing? Book a demo with us by clicking [here](#) to be eligible for a first year discount!

What's included in this service?

All plans include the following as part of Excalibur's Cherwell Managed Services

- Administration for all the customers Cherwell environments
- Administration for Cherwell Asset Management (CAM)
- Creation or Modification of Dashboards
- Manage Service Catalog
- Manage SLA's
- Update Mail Monitor Configuration
- Update Lookup Table Data
- Create Reports
- Update Customer Data
- Update User Data
- Manage User Security Groups & Roles
- Update existing globalization tables
- Build or Modify custom searches / queries
- Manage Scheduled jobs
- Install, Configure and Support Cherwell Schedulers
- Install, Configure and Support Cherwell Trusted Agents
- Perform basic data imports (CSV & prebuilt integrations)
- Perform data extracts



Excalibur's Managed Services Team will act as a liaison between your organization and Cherwell Support. This leads to quicker resolution for any issues that may arise with your CSM Platform.

- Customer Prioritized Queue (ability to prioritize submitted requests) via Excalibur's Managed Services Self-Service Portal
- Perform system upgrades to your environment upon your request. Our team will oversee your upgrade to the latest versions of Cherwell and will remediate issues that may arise during the upgrade *
- Our team will also act as a liaison with Cherwell Support for break fix issues (immediate access to higher tier support) *



Online Remote Training

The service includes 12 hours a year in online remote training directed by the customer. This can be used as part of an organization's sustainability model to help maintain the training of staff. This time can be used for:

- Online deep drive training sessions
- End user training specific to your environment
- User Guide Documentation
- Training video's on selected topics

