

xcelocloud

Service Overview

Seamless Support in a Multi-Vendor Era

In today's business environment, IT organizations face significant pressure to boost efficiency, elevate customer experience, and meet rising expectations. However, with technology evolving rapidly, supporting it presents a growing challenge. Many enterprise companies struggle to manage the complexity of the multi-vendor technology landscape required for modern business operations.

As modern technology platforms and concepts like artificial intelligence, datafication, cloud, and virtualization have proliferated and become the backbone for all business applications and access to data, they have also begun inter-relating with one another and relying on one another. No individual support service offers value outside the single platform use they are contracted to support. A case might be opened with a modern platform, like Azure, because emails aren't flowing correctly, but Microsoft can't help if the real problem is a virtual firewall configuration issue within the Cisco platform. Only with a unified approach to IT support can the finger-pointing between vendors end and real efficiencies be achieved.

Revolutionizing the IT Support Landscape

Xcelocloud provides a global, multi-vendor support service (MVSS). Our highly efficient IT solution offers a compelling alternative to vendor-provided support programs. This comprehensive service provides rapid response by Level 3 and Level 4 engineers, streamlining advanced engineering processes for market-leading technology vendors within a single program. By doing so, Xcelocloud empowers customers to enhance efficiency, reduce costs, and harness the growth potential of advancements in enterprise technology. Xcelocloud's MVSS is intricately designed to adapt to the dynamic IT ecosystem, ensuring customers receive optimal results.

Advanced Engineering Services (AES) and Global Support Services (GSS) encompass a comprehensive suite of offerings, including a Global Service Desk (GSD), Remote Monitoring and Management (RMM), and expanded platform support through expert engineers. These services also feature industry-specific product development, advanced solutions implementation, training programs, and an innovative AI/ML-powered platform, XceloHub, for user-focused management.

Supported Technologies



Xcelocloud Services Portfolio



Multi-Vendor Support Service Benefits

MVSS Simplifies Support with streamlined operations

Customers have the same level of rapid, dedicated support for market-leading technology vendors, for enormous savings in cost and resources. Many customers see tremendous value in optimizing complex, costly support programs, by reducing support levels with each vendor and relying on Xcelocloud to provide support they require.



Advanced Engineering Service

AES is divided into Base Support Services and Optimized Services, delivering a purpose-built service to meet our customers' unique support needs.

Base Support Service



- **Reactive Support:** break/fix support for all generally available products and services within the MVSS program.
- **Proactive Support:** support for cases that include advisory, guidance, architecture, design, consulting, planning, training, and optimization.
- **Support Account Team:** day-to-day service delivery, incident management, customer success management, and MVSS project operations.

Optimized Services



- **Advanced Dedicated Engineering (ADE) Service:** ADE provides customers with dedicated subject matter experts who can leverage the assigned support POD and engage additional resources as required.
- **Advanced Dedicated Development (ADD) Service:** ADD provides customers with experts who can leverage the assigned support POD and engage additional resources as required.
- **Access Engineering Service:** This service allows the Xcelocloud team to function as a customer user, providing sysadmin-level access to customer systems for hands-on support.
- **Monitored Services:** Our approach is NOC-style, providing remote infrastructure monitoring and management for comprehensive coverage. We monitor anything with an IP address in clients' IT environments using our MVSS or client-provided tools.

Global Support Services

Xcelocloud's MVSS program provides a comprehensive range of services, including an IT and end-user service desk, remote monitoring and management, and field operations, all on one platform.

Global Service Desk:

- MVSS provides a comprehensive service desk to manage technical issues, coordinate with vendors, and ensure customer satisfaction. Our team offers efficient support across various platforms, allowing businesses to focus on their core activities.

Remote Monitoring and Management:

- MVSS provides RMM tools and expert knowledge to efficiently manage IT infrastructure, including hardware, software, networks, devices, databases, applications, storage, and security. This enhances operational efficiency, flexibility, and adaptability, allowing customers to focus on productivity and innovation. Our expert team ensures seamless operation through monitoring and management services, essential patching, on-site support, and continuous reviews that are customized to exceed service levels.