

Reliable, Scalable IT Field Services Anywhere and Anytime Globally

MVSS³⁶⁵

Field Services for Multiple Vendors

Field operations and IT teams are under constant pressure to deliver results across a wide range of tasks—from global dispatch and onsite engineering to equipment setup, cabling, system integration, and end-user training. Limited budgets and internal staffing constraints often make it difficult to meet these demands consistently. Overcoming these challenges requires more than just resources, it takes an integrated solution backed by deep technical expertise, global reach, and strong project execution.

MVSS365 Field Services, delivered by Xcelocloud, provide the flexibility and scale organizations need to meet these demands with confidence. Customers gain on-demand access to skilled IT technicians who can deliver hands-on support anywhere in the world, whether it's system installs, data center tasks, or infrastructure buildouts. Managed through an AI-powered platform and integrated with your existing service management tools, MVSS365 Field Services enable seamless ticketing, real-time tracking, and full lifecycle visibility. It's a smarter, cost-effective way to extend your IT capabilities and keep projects moving—without the need for full-time overhead.

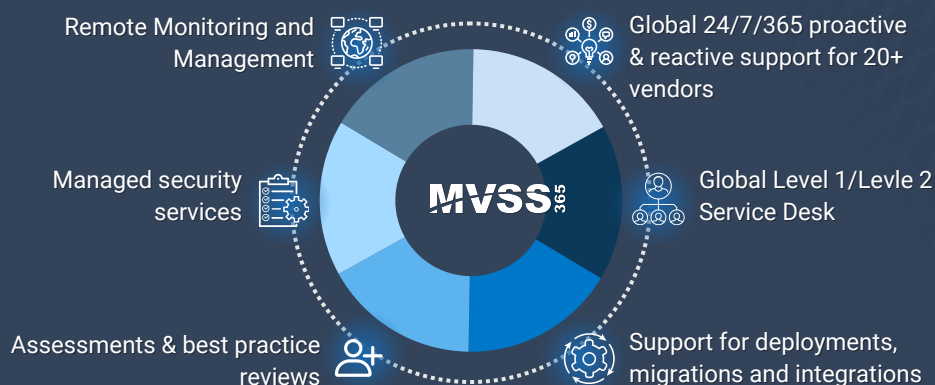
MVSS365 drives the expansion of your IT infrastructure.

MVSS365 combines four key programs to cover the full IT lifecycle:

- Advanced Engineering
- Advanced Support
- Strategic Services
- Managed Services

Field Services support all of these areas by providing skilled, on-site technicians anywhere in the world, ensuring hands-on help is always available when and where it's needed.

MVSS365 includes:



MVSS365 Field Service Benefits

Global On-Site Support

Access the right tech or team on-site, whether in the U.S. or anywhere in the world.



Cost Efficiency

Reduce costs by eliminating unnecessary layers between you and the technician.



Flexible Scaling with Contingent Labor

Expand or contract your workforce to adjust to varying workloads or project needs and gain access to specialized skills without lengthy commitments or extensive training.



Outcome Ownership and Visibility

Get better results with a partner who takes full ownership—not just of the technology, but the outcome—and gives you real-time visibility into field service progress and costs through our platform.



Solve what's next for your technology support! Contact an account executive to book a brief discovery call and learn how MVSS365 can streamline support for your IT environment.