

Remote Monitoring and Management Service for Multiple Vendors



Elevate Your IT with MVSS365

In a complex IT environment, Remote Monitoring and Management (RMM) is what delivers real-time visibility into system health. It tracks everything—laptops and desktops, network devices, servers, storage, and cloud instances—forming the operational backbone every other IT process depends on. Without RMM, operations teams are essentially flying blind.

The MVSS365 RMM offering from Xcelocloud gives you a ready-made monitoring layer—covering endpoints, network devices, servers, and cloud workloads—without the capex or staffing burden of an in-house toolset. Real-time dashboards feed alerts into ticketing and reports, providing a single view of system health across on-prem and public-cloud environments and flagging issues before they escalate. You decide whether remediation is handled by MVSS365 engineers or your own IT team. Optional lifecycle add-ons automate patching and upgrades, so every asset stays secure and running at peak performance.

RMM for multiple vendors delivers value and flexibility.



Tier 1 Monitoring and Alerting

24 × 7 remote monitoring for all contracted on-prem and cloud assets. Custom thresholds trigger instant alerts to the customer's team via a secure portal, providing complete visibility without adding headcount.



Tier 2 Monitoring and Remediation

Includes Tier 1 visibility plus Arrow's global engineering bench to own the incident lifecycle—automated ticketing, SLA-bound resolution, root-cause analysis, and Level 3 escalation—delivering end-to-end fixes across multi-vendor environments.



Tier 3 Full Lifecycle Management

Adds proactive care to Tier 2 with scheduled OS and firmware patching, device upgrades, periodic health and performance reviews, capacity planning, and vulnerability assessment with security patching—keeping the entire IT estate secure, optimized, and future-ready.

Supported Technologies



MVSS365 RMM Service Benefits

Increased Operational Efficiency and Focus

Our centralized platform simplifies IT operations by delivering efficient, staff-free monitoring, allowing you to concentrate on strategic initiatives while benefiting from faster issue detection and rapid incident response.



Cost Savings and Resource Optimization

A multi-vendor RMM service lowers costs through centralized management, streamlines operations by uniting monitoring, ticketing, and reporting in one workflow, and improves resource allocation across your IT staff.



Proactive Issue Resolution

RMM services enable your IT teams to proactively monitor IT components, detect and address potential issues, minimize downtime, and enhance system reliability, resulting in a more resilient and responsive IT environment.



Enhanced Security and Compliance

RMM rapidly flags infrastructure and endpoint faults, while security teams run vulnerability scans and enforce compliance—together bolstering overall security.



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