



xcelocloud

Complete
Multi-Vendor
Support Services

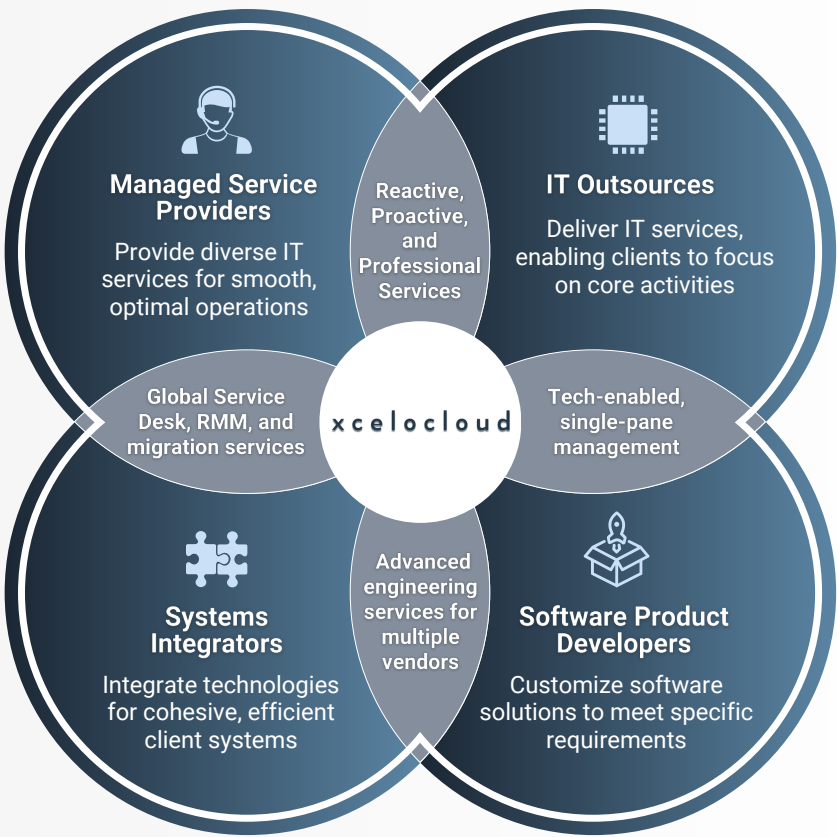
Xcelocloud Partner Prospectus

We grow your brand without growing your costs.

Xcelocloud is a partner-branded, global, multi-vendor IT support service streamlining advanced engineering processes for market-leading technology vendors within a single program.

In 2017, our founders established Xcelocloud to tackle the challenges faced by many organizations in developing complex internal service programs. We aimed to address this need by enabling enterprise-focused partners to offer flexible managed services with an adaptable usage model. We also sought to simplify operations using a modern work platform that harnesses artificial intelligence and automation to enhance the customer experience.

Today, our tech-enabled service represents a fusion of Managed Service Providers, Systems Integrators, IT Outsourcing, and Software Product Developers, offering a unique solution to the multi-vendor support challenge faced by IT organizations.



Xcelocloud is designed to provide comprehensive support to our partners, allowing you to tailor a multi-vendor support solution that fits your unique needs.

Whether reactive support or professional services, Xcelocloud allows you to add multi-vendor, multi-discipline IT and engineering services into your portfolio, fill staffing gaps, or supplement your in-house team. By leveraging engineering expertise and product managers specialized in service creation, Xcelocloud develops complete service solutions that help you operationalize and launch new revenue streams.

Our turnkey approach includes marketing support with custom-branded program collateral, sales tools, and co-selling as needed. We've already enabled several enterprise-focused partners to offer cost-effective programs based on statements of work (SOWs) or flexible credit-hour options that offer significant value compared to typical "use it or lose it" OEM support options.

Technology Coverage

Xcelocloud offers expert-level competency in the following:



Xcelocloud Service Offerings



Advanced Engineering Services offers a compelling alternative to vendor support programs by providing around-the-clock rapid response by Level 3 and Level 4 engineers for market-leading vendors within a single program. Core services include reactive break/fix support, proactive advisory services and optimized engineering capabilities to fill critical IT staffing needs.



Advanced Support Services integrates 24x7x365 remote infrastructure, monitoring, and management (RIMM), L1 and L2 global helpdesk, and cloud-based security solutions. This consolidated and data-driven operational support service ensures proactive monitoring, swift issue resolution, and enhanced security for our partners and their customers.



Product Development Services enable you to innovate and expand your offerings with white-label or “powered by” solutions. By leveraging our engineering service expertise, you can create new lines of business, increase customer spending, and boost gross margins through value-added services.



Strategic Services include dedicated staffing, hands-on engineering, and professional and project-based services tailored to the need. Our team is dedicated to providing exceptional value and support at every stage, whether optimizing IT infrastructure, supporting deployments, or navigating mergers and acquisitions.

Top 5 Reasons Partners Choose Xcelocloud



White-Label Development & Support:

You can deliver top-tier IT services under your own brand, seamlessly integrating these solutions into your existing offerings. This enhances your reputation and expands your service portfolio without the need for additional infrastructure or expertise investments.



Collaborative Co-Selling Process:

Our collaborative co-selling process ensures that you have the full support of Xcelocloud’s sales and technical teams throughout the entire sales cycle. This approach increases your ability to win new business.



Highly Skilled Engineering Resources:

Our team of highly skilled engineers possesses expertise across various platforms and IT disciplines, providing you with valuable resources without the overhead costs of in-house staff. This allows you to confidently take on more ambitious projects.



AI-Enabled Services Hub:

XceloHub serves as a single access point and orchestration platform for our multi-vendor support operations. It also provides you with an excellent opportunity to deliver exceptional and profitable managed services.



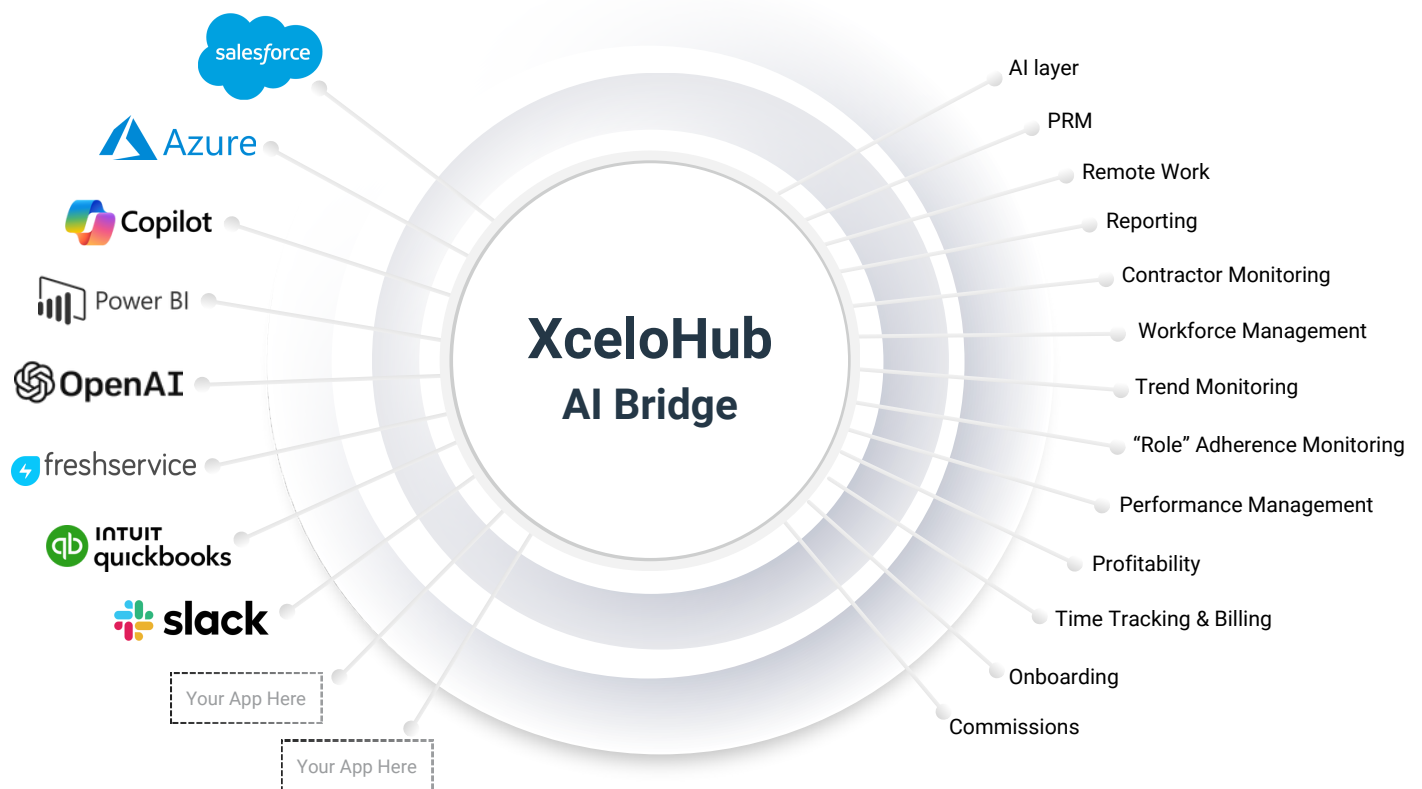
Proven Track Record with Enterprise Customers: We have a strong track record of serving enterprise customers in industries ranging from Healthcare, to Finance, to Public Sector. We understand today’s IT complexities, making us an excellent ally for attracting and retaining such customers.

XceloHub: A modern work platform to manage all

Streamlining Service Integration and Orchestration

XceloHub is our Artificial Intelligence-driven service integration platform that leverages top-tier commercial tools, custom API integrations, tested workflows, and automation to deliver **orchestration-as-a-service** for you and your customers. It simplifies the management of various tools and workflows while centralizing reporting within a single system.

Xcelocloud develops advanced products with AI and Machine Learning to meet diverse IT service needs. XceloHub exemplifies these capabilities as a SaaS-based management platform, equipped with robust business intelligence and predictive functionalities. It provides a comprehensive solution for geographically dispersed organizations or those embracing fully remote work. As an internal tool, XceloHub drives our efficiency and tackles the challenges inherent in operating as a remote company. It's our lifeline!



Advancing Managed Service Capabilities

As technology platforms evolve and partner-delivered managed services gain popularity, XceloHub can serve as your **modern work platform**, offering effective management and visibility into the processes and outcomes that support your business.

Our white-label product development allows you to customize and brand services to meet specific needs, and XceloHub supports those efforts with data analytics and forecasting abilities to anticipate issues, optimize resource allocation, and proactively improve service delivery.

Furthermore, by leveraging XceloHub's consolidated reporting and unified access point, you can provide a seamless and transparent service experience to broaden your service offerings, increase operational efficiency, and easily adapt to evolving market demands.

Xcelocloud gives you:

Stronger Customer Relationships:
Build enduring customer relationships by offering comprehensive solutions from different vendors, becoming a trusted advisor in addressing various technology challenges.

Expanded Portfolio:
Integrate a multi-vendor IT service to broaden your offerings, meet diverse technology needs, and appeal to a wider customer base.

New Revenue Streams:
Xcelocloud's multi-vendor IT services create additional revenue opportunities through service contracts, consulting, and ongoing support.

End-to-End Solutions:
Xcelocloud offers comprehensive support and professional service solutions tailored to address complex technological landscapes, enriching your value proposition and enhancing customer satisfaction.

Adaptability to Trends:
Stay agile and adapt to emerging market trends and technological innovations with Xcelocloud's dynamic approach.

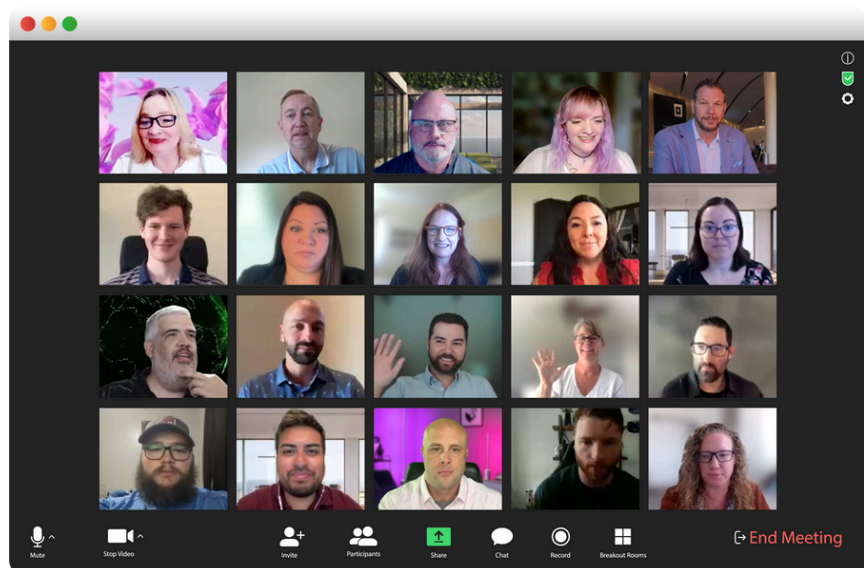
Meeting Customer Needs:
Meet the demand for integrated solutions with Xcelocloud's multi-vendor approach, catering to diverse customer requirements.

Competitive Advantage:
Stand out from competitors by offering third-party multi-vendor IT services, positioning your company as a one-stop shop for diverse IT needs.

Our Commitment to Excellence and Partnership

We aim to establish a simple and effective service ecosystem for our partners and their customers, guided by the following company values:

- ✓ Problem Solvers
- ✓ Partner Committed
- ✓ Lifelong Learners
- ✓ Results Delivered
- ✓ Customer Committed
- ✓ Better Together



Xcelocloud challenges the status quo and has the operational discipline to deliver every time. Consider us as your multi-vendor support service business partner. **Contact us today** to discuss how Xcelocloud can grow your brand and increase customer satisfaction.