Your Trusted Partner for Streamlined IT Administration & Support

XCELOCLOUD™

Access Engineering Services for Multiple Vendors

Regardless of size, most organizations face various IT administration and support challenges, such as cybersecurity threats, legacy systems, regulations, IT staff retention, unplanned downtime, and user experience. Strategic planning, technology investments, ongoing training, and a proactive approach to IT administration and support are necessary to overcome these challenges. However, budgetary constraints, limited resources, and a shortage of skilled personnel can make it difficult to achieve these objectives. Engaging with IT specialists presents a practical and advantageous choice.

Xcelocloud offers a comprehensive global IT services solution aimed at addressing common user support challenges. Serving as an alternative to vendor-specific support programs, Xcelocloud streamlines complex engineering procedures by supporting leading technology vendors under one umbrella, thus enabling users to conserve time, finances, and resources. Central to its offerings is Access Engineering, a valuable service providing full system administration support to optimize technology performance, security, and cost-effectiveness. Acting as an extension of your team, skilled engineers leverage advanced tools and procedures to remotely access and support your environment seamlessly. This approach lets your IT resources concentrate on high-impact tasks and strategic ventures.

Partner with Xcelocloud Access Engineering for Secure and Efficient IT Administration & Support

Xceocloud Access Engineers are senior IT professionals assigned to you, either partially or fully. They administer your systems utilizing advanced access controls and provide hands-on technical support. Access Engineers work in alignment with Xceocloud's managed IT program, which includes Remote Monitoring and Management and Global Service Desk.

With Access Engineering service, you get:

- "Hands-on keyboard" technical support
- Direct access to Level 4 escalation PODs
- Proactive health checks
- Regular environment reviews
- Controlled access to customer environments through customer-approved processes
- Strong access control procedures utilizing PIM and DLP

Xcelocloud's Access Engineering Benefits

Enhanced performance and reliability

Optimize your IT systems with the help of experts who are trained in best practices to proactively monitor for peak performance, minimize your downtime, and optimize efficiency through regular maintenance and updates.

Reduced costs and operational overhead

Reduce your costs by avoiding upfront investments in hardware, software, and infrastructure and the need for big in-house staff and training programs. Now you can allocate resources for strategic initiatives.

Improved security and compliance

Enhance your security and compliance by partnering with providers already investing in robust protocols, audits, and cybersecurity. This will help you comply with regulations and minimize breach risks.

Empowered IT teams to focus on strategic initiatives

Delegate routine tasks to external experts so your internal IT teams can focus on strategic initiatives aligned with business objectives.

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.