

Revolutionize Customer Support with Xcelocloud's Global Service Desk



Consolidated IT Services for Multiple Vendors

Managing a global service desk can be challenging, impacting efficiency and customer satisfaction. It requires 24/7 availability and overcoming communication barriers due to cultural differences. Xcelocloud offers a solution to these common issues with efficient global support for market-leading OEMs, as an alternative to vendor-provided support programs.

Xcelocloud's innovative support model streamlines services through a unified Global Support Desk (GSD) platform. This approach integrates primary and secondary resources, all equipped to fulfill internal or external customer requirements and adhere to Service Level Agreements (SLAs). Key components include the Automated Call Distribution System, directing calls based on agent priority, and Skill-Based Routing, assigning priority based on industry expertise, technical proficiency, and interpersonal skills. This cost-effective design ensures both efficiency and high-quality service delivery.

GSD for multiple vendors delivers value and flexibility.

- Xcelocloud GSD customers receive 24/7 service desk support from remote Level 1 and Level 2 resources. GSD services are multi-language and globally distributed, utilizing Xcelocloud's global support centers.

- Our adaptable pricing and packaging strategy ensure a tailored statement of work precisely aligned with your organization's specific engineering and support needs.

Our GSD service includes:

- Service Desk Services — All communications, tickets, contacts, tools, and reporting are incorporated into a single service desk platform that you can access.
- Knowledge transfer and transition workshops — Xcelocloud teams collaborate with you to establish expectations for escalation procedures.
- Software and Services — Xcelocloud teams follow industry best practices and troubleshooting procedures to resolve issues with known services. If we can't solve a problem, we'll work with the vendor on your behalf.
- Event Management — Xcelocloud teams use an event management process to diagnose and resolve issues raised through support monitoring and alerting tools.

Xcelocloud's GSD Benefits

Cost Savings

GSD has the necessary infrastructure, technologies, and expertise to provide efficient and cost-effective support operations, eliminating the need for extensive in-house investments in staff training, technology upgrades, and maintenance.



Access to Specialized Expertise

GSD's skilled professionals cover a wide range of technologies and industry best practices for high-quality support. Access to their expertise can lead to quicker issue resolution, improved system performance, and enhanced overall IT service delivery.



24/7 Availability and Global Coverage

We can provide 24/7 support to users in various time zones and regions. GSD has established worldwide operations to ensure that support is readily available whenever and wherever it is required. This helps to reduce system downtime, enhance user satisfaction, and maintain a consistent level of service.



Focus on Core Business Functions

Outsourcing IT support allows you to focus on core business functions, innovation, and growth initiatives, leading to increased productivity and competitiveness.



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