

Turnkey
Multi-Vendor
Support Services

Xcelocloud Partner Prospectus

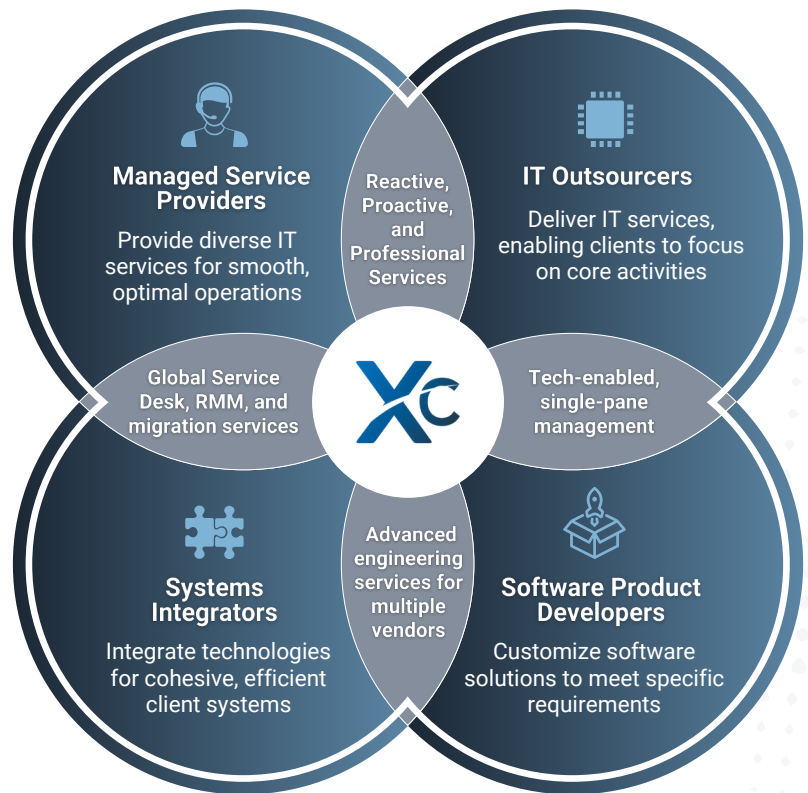


We grow your brand without growing your costs.

Xcelocloud is a global IT services company powered by a robust AI platform that delivers Multi-Vendor Support Services (MVSS) to our partners and end customers. Our platform, XceloHub, combined with expert engineers, simplifies complex engineering needs for leading technology companies within a unified program.

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

Today, XceloHub powers our tech-enabled service, MVSS365, and represents a fusion of Managed Services, Systems Integration, IT Outsourcing, and Software Product Development, offering a unique solution to IT organizations' multi-vendor support challenges.



Xcelocloud provides comprehensive support to our partners, allowing you to tailor a multi-vendor support solution that fits your unique business.

Xcelocloud provides a distinctive portfolio of multi-vendor, multi-discipline IT and engineering services, including support and professional services, to enhance your offerings. With our go-to-market expertise, you can quickly operationalize and scale new revenue streams, driving growth and maximizing impact.

Our turnkey approach provides valuable marketing support, including custom-branded program collateral, sales tools, enablement and training, and co-selling assistance tailored to your needs. We have successfully empowered several enterprise-focused partners to offer high-margin, cost-effective services and support programs. By integrating Xcelocloud's platform into your offerings, you can better serve your customers and position yourself as a leader in the evolving IT services landscape.

Why choose Xcelocloud?

Five reasons to partner with us:



White-label services & support



Highly skilled engineering resources



Collaborative co-selling process



AI-enabled integrated services hub



Proven track record with enterprise companies

Streamlining Complex IT Solutions for Enhanced Efficiency

Our platform, XceloHub, drives our comprehensive multi-vendor support services, streamlining service integration and orchestration for you and your customers. XceloHub centralizes the delivery and management of our MVSS365 solution, which include:

MVSS³⁶⁵



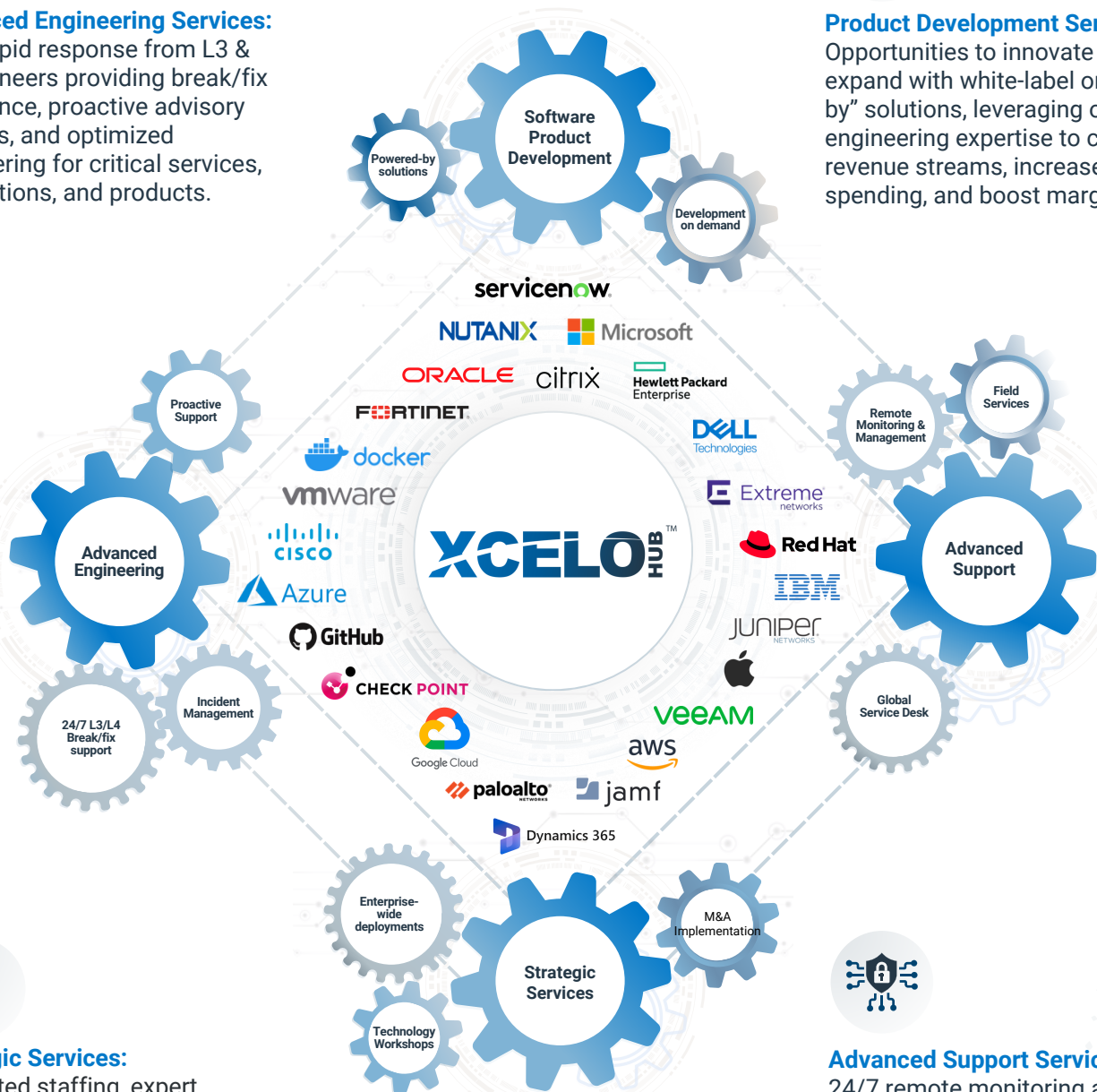
Advanced Engineering Services:

24/7 rapid response from L3 & L4 engineers providing break/fix assistance, proactive advisory services, and optimized engineering for critical services, applications, and products.



Product Development Services:

Opportunities to innovate and expand with white-label or “powered by” solutions, leveraging our engineering expertise to create new revenue streams, increase customer spending, and boost margins.



Strategic Services:

Dedicated staffing, expert engineering, and customized services deliver exceptional support for IT optimization and enterprise-wide deployments or migrations.

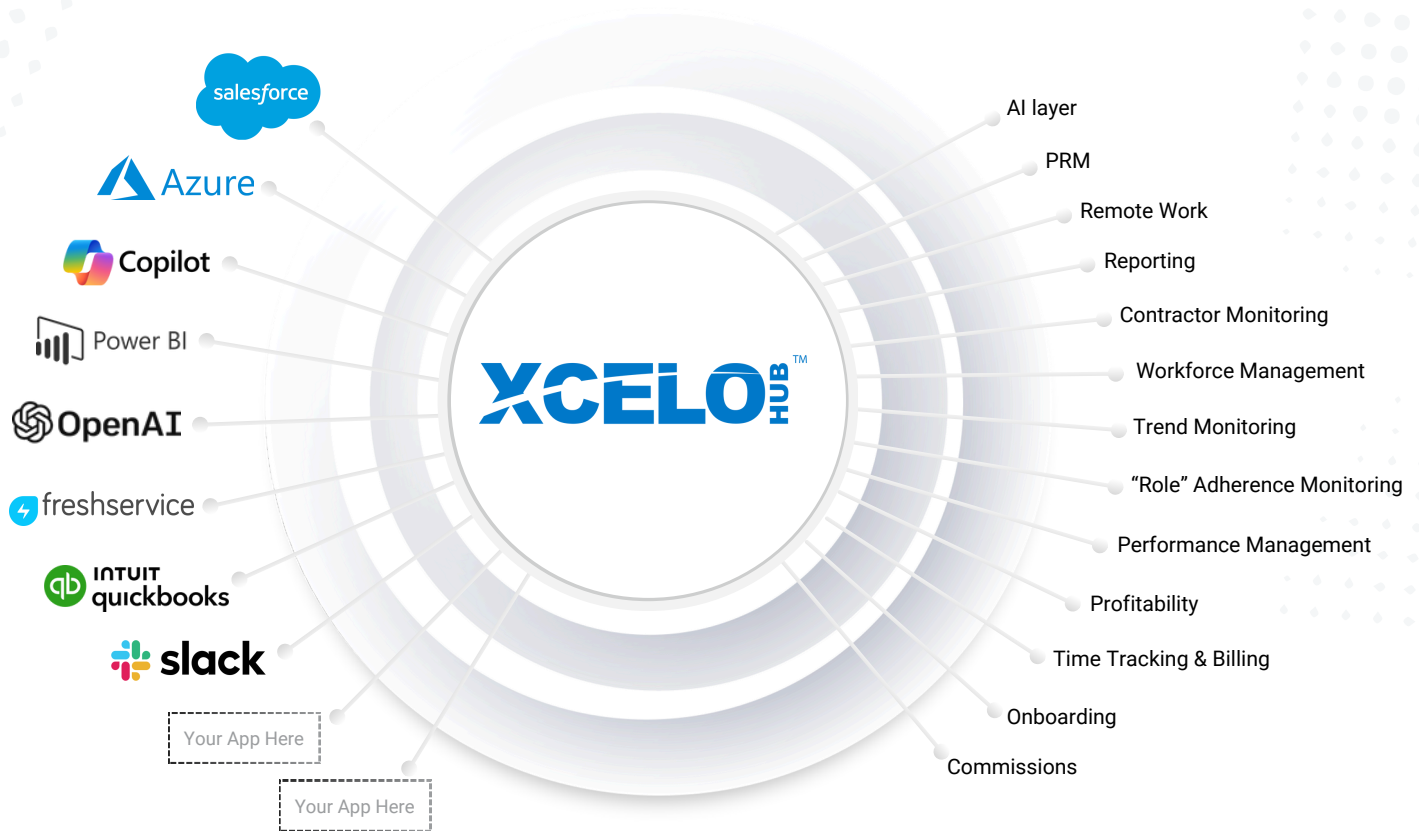


Advanced Support Services:

24/7 remote monitoring and management, global L1 & L2 helpdesk, and cloud security solutions ensure proactive monitoring, quick issue resolution, and enhanced security for partners and customers.

Advancing Managed Service Capabilities

XceloHub harnesses advanced artificial intelligence to elevate your service offerings by integrating leading commercial tools, APIs, proven workflows, and automation into a seamless orchestration-as-a-service platform. It streamlines the management of tools and workflows while consolidating reporting into one centralized system.



As a SaaS-based management solution, XceloHub provides robust business intelligence and predictive capabilities, making it an ideal fit for your clients, whether geographically dispersed or fully remote. In a rapidly evolving landscape where technology platforms and partner-managed services are crucial, XceloHub positions you as a forward-thinking partner, offering effective management and visibility into the processes that drive your customers' success, by integrating with existing systems and processes.

Our white-label product strategy empowers you to customize and brand XceloHub and our services to meet specific internal or client needs. This is supported by XceloHub's data analytics and tools, which help anticipate issues, optimize resource allocation, and enhance service delivery. With consolidated reporting and a unified access point, XceloHub enables you to provide a seamless service experience, broaden your offerings, improve operational efficiency, and quickly adapt to the market's changing demands.

MVSS365 Services Portfolio

Advanced Engineering Services

Adding our Advanced Engineering Services to your portfolio offers customers a compelling alternative to traditional supplier support programs. Our services provide 24x7x365 rapid response from highly skilled Level 3 and Level 4 engineers for leading market vendors, all within a single program. This allows you to deliver superior support that covers break/fix and proactive needs, ensuring your clients receive comprehensive IT assistance.

Our Advanced Engineering portfolio is structured into four key service categories:



Base Support:

Includes all foundational services, from supplier escalation to incident management, to keep daily operations running smoothly.



Reactive Support:

Offers break/fix assistance for generally available products, managed through ad hoc support cases to resolve issues quickly.



MVSS365 Proactive Support:

Provides scheduled proactive engagements to deliver expert guidance on architecture, design, and system optimization, ensuring peak performance.



Supplier Proactive Support:




Offers ongoing health checks, workshops, and hands-on engagements to maintain and improve product functionality over time.

Additionally, you can offer optimized services to your customers, including dedicated engineering teams for project-based work and monitored services that provide hands-on administrative support for cloud and on-premises infrastructure. Adding these Advanced Engineering Services enables your customers to fill critical IT staffing gaps, enhance system performance, and ensure business continuity, positioning your portfolio as a true partner in their long-term success.

Advanced Support Services

Adding our Advanced Support Services to your portfolio offers your customers a comprehensive, 24x7x365 solution that integrates remote infrastructure monitoring and management (RIMM), L1 and L2 global helpdesk for end-user support, and cloud-based security services. This process-driven operational support service ensures proactive monitoring, rapid issue resolution, and enhanced customer security, enabling you to deliver superior IT management and support.

Key Advanced Support features include:




 Remote Infrastructure Monitoring and Management (RMM)	 Global Service Desk	 Field Services
<p>Continuous monitoring of network, infrastructure, IP enabled, etc., proactively identifying and resolving potential issues, automating patch management, and ensuring system updates for optimal functionality.</p>	<p>Provides 24x7x365 L1 and L2 support teams to handle customer inquiries and incidents, leveraging an efficient ticketing system for fast issue resolution. Multilingual support ensures service for a diverse, global client base.</p>	<p>On-site support from skilled technicians for hardware installations, repairs, and upgrades, with tailored solutions for client-specific deployments and expansions, along with comprehensive reporting and documentation for transparency and planning.</p>

Adding these Advanced Support Services enables your customers to offload their IT management, allowing them to focus on their core business. At the same time, you ensure their infrastructure is secure, optimized, and operates smoothly.

Strategic Services

Strategic Services provides tailored solutions, including dedicated staffing, hands-on engineering, and professional and project-based services to meet your customers’ unique needs. Our team is committed to delivering exceptional value and support at every stage, whether optimizing IT infrastructure, guiding through complex deployments, or navigating mergers and acquisitions.

Examples of our Strategic Services include:

 M&A Technology Implementation Service	 Tenant-to-Tenant Deployments	 Enterprise Workshops
Offers expert guidance throughout the technology integration process during mergers and acquisitions. This includes customized assessments to identify necessary technology adjustments, alignment of IT infrastructures, and comprehensive support for data migration, system integration, and user training to ensure smooth transitions.	Provides streamlined processes for migrating users and data between different tenants, minimizing downtime and disruption. With thorough planning and execution, resources are efficiently allocated during transitions, and post-deployment support ensures optimal performance in the new environment.	Delivers training sessions on technologies like Google Workplace Security and Microsoft Copilot, offering hands-on demonstrations and best practices for maximizing productivity with advanced tools. These workshops are customized to meet organizational needs, fostering continuous learning and adaptation.

Incorporating these Strategic Services into your portfolio empowers your customers to navigate their technological journeys confidently, helping them stay agile, secure, and prepared for future challenges.

Product Development Services

Our Product Development Services empower you to help your customers innovate and expand their offerings with tailored white-label or "powered by" solutions. By leveraging our engineering and development expertise, you can help your clients create new products or enhance existing ones, positioning yourself as a trusted advisor.

These services enable your clients to engage customers more deeply, increase spend, and boost retention by offering customizable, high-value solutions. By delivering premium, market-aligned products, your clients can improve their margins. Integrating Product Development Services into your portfolio positions you as a trusted partner, accelerating growth and profitability for your customers and your business.

Making a difference for you and your customers

 Over 50K L3 and L4 cases resolved	 Over 150 enterprise customers supported	 Users in over 40 countries supported	 Over \$50M in partner business won	 Over 5K partner salespeople supported globally	 Offering services for multiple top-tier enterprise VARs and distributors
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Partnering with Xcelocloud brings value in:

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 broader 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 provides comprehensive solutions that address complex technological landscapes and enhance your value proposition and customer satisfaction.

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

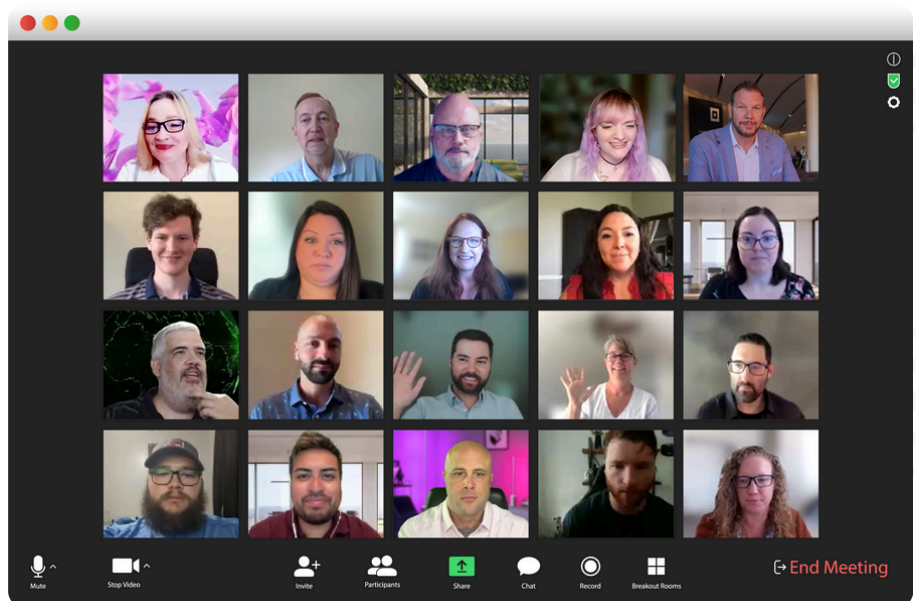
Faster Time to Market:
Meet the demand for integrated solutions with Xcelocloud's multi-vendor approach, catering to diverse customer requirements.

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**
- ✓ **No Excuses**



Xcelocloud challenges the status quo and has the operational discipline to deliver every time. Consider us as your services business partner. [Contact us today](#) to discuss how Xcelocloud can grow your brand and increase customer satisfaction.