Multi-Vendor Support Service 365

MVSS 365™

Transform Your IT with Multi-Vendor Support Service - 365

IT organizations are under pressure to boost efficiency and meet rising business demands. As technology evolves rapidly, support complexity grows. This scenario underscores the need for a unified IT support approach to achieve real efficiencies, ensuring seamless vendor coordination and effective issue resolution. Xcelocloud has the answer.

Revolutionizing the IT Operations

Our Multi-Vendor Support Service (MVSS) 365 is an all-in-one IT support solution for market-leading technology vendors that combines Advanced Engineering, Advanced Support, Product Development, and Strategic Services managed on a single platform. It simplifies vendor management with 24/7 expert support, accelerates issue resolution, and enhances an IT organization's flexibility and scalability. With MVSS365, enterprises can streamline their IT operations and optimize costs, ensuring their technology stack works seamlessly for their business.
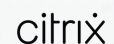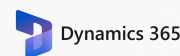
MVSS365 Services

MVSS365 encompasses Xcelocloud's complete support services offering:

- **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 monitoring and management (RMM), L1 and L2 global helpdesk, and field service solutions. This consolidated and data-driven operational support service ensures proactive monitoring and swift issue resolution for our partners and their customers.
- **Strategic Services** include dedicated staffing, hands-on engineering, and professional and project-based services tailored to the need. Our team provides exceptional value and support at every stage, whether optimizing IT infrastructure, supporting deployments, or navigating mergers and acquisitions.
- **Product Development Services** enable the innovation and expansion of white-label or "powered by" solutions. By leveraging our engineering service expertise, organizations can create new lines of business, increase customer spending, and boost gross margins through value-added services.

Regardless of your requirements, you are supported by the same engineering POD and our integrated management platform, XceloHub. This ensures operational efficiency and effectiveness across multiple enterprise vendors. MVSS365 promotes collaboration and adds value by improving interoperability in traditionally siloed organizations.

Supported Technologies

Microsoft · Google Cloud · Apple · Red Hat · Juniper Networks · Hewlett Packard Enterprise · Dynamics 365 · NUTANIX · IBM · paloalto networks · aws · CHECK POINT · Azure · FORTINET · veeam · servicenow · Extreme networks · DELL Technologies · cisco · citrix · vmware

Solve what's next for your technology support!

Contact us to book a brief discovery call and learn how MVSS365 can streamline support for your IT environment.