

Fortune 500 Enterprise Modernizes IT Support with MVSS365



Overview

A global Fortune 500 company with 17,000 employees and over 200,000 customers needed to re-evaluate its IT support strategy to reduce costs while improving service delivery across internal teams and customer-facing operations.

Challenge

The company faced two pressing challenges:

- Rising costs associated with traditional vendor support programs, particularly Microsoft
- Executive-level escalations stemming from delays, inconsistent service, and poor visibility into issue resolution

They needed a solution that would not only cut costs but also improve service quality. A price-driven option alone wouldn't cut it; its performance and experience had to improve across the board.

Solution: MVSS365 by Xcelocloud

To achieve both cost and quality goals, the company implemented MVSS365, Xcelocloud's multi-vendor support service. MVSS365 replaced its legacy Microsoft support program and expanded coverage to over 15 leading IT vendors under a single service agreement.

Key solution components included:

- ✓ Advanced engineering services, including direct access to senior Level 4 engineers
- ✓ Dedicated engineering resources for continuous, embedded support
- ✓ A Microsoft escalation desk expert (EDE) for seamless Microsoft support
- ✓ Aggressive service-level commitments (SLAs) that improved responsiveness and accountability
- ✓ An AI-enabled platform delivering single-pane-of-glass visibility across support environments

Business Outcomes



\$200,000+ in annual support cost savings



Improved internal and customer-facing service quality, reducing executive escalations



Accelerated onboarding—fully operational in under 10 days



Laid the foundation for new revenue streams by enabling the company to extend support services to external customers



Streamlined IT operations through unified multi-vendor support and advanced automation

MVSS365 Delivers More Than Support

With MVSS365, the company didn't just replace an expensive support contract, they modernized how IT is delivered. The result? Lower costs, higher service quality, and a more agile IT organization ready to scale.