

National Real-Estate Operator Accelerates Multi-Site PC Rollout with MVSS365



Overview

A publicly traded residential-property group with more than 150 leasing offices nationwide needed to refresh every branch workstation without interrupting day-to-day leasing activity. Their previous vendor left them battling opaque invoices, mis-dispatched technicians, and repeat visits that doubled project costs. They turned to Xcelocloud's MVSS365 Field Services to regain control, transparency, and speed.

"I've enjoyed working with your team. Adding more technicians will only strengthen the reasons we keep coming back."
— Director of IT, National Real-Estate Operator

Challenge

- Geographic dispersion — 150 + locations required consistent quality at scale.
- Zero-disruption mandate — leasing teams could not afford downtime during PC cut-over.
- Vendor fatigue — opaque billing, unqualified tech dispatches, and double billing with the prior provider.
- Lean internal IT — limited staff for large deployments and distributed break/fix.

Solution: MVSS365 by Xcelocloud

MVSS365 delivered an end-to-end field-services program that replaced the customer's patchwork vendor model with a single, transparent engagement.

Key solution components included:

- ✓ **Nationwide PC deployment** — pre-stage imaging, on-site install, data migration, and cut-over verification at every branch.
- ✓ **Advanced technician dispatch** — only senior field engineers assigned, driving a 97 % first-visit success rate.
- ✓ **Dedicated project management** — one point of contact orchestrating schedules, status, and change control.
- ✓ **Transparent billing & documentation** — itemized invoices plus technician notes and photos uploaded within 24 hours.
- ✓ **24 x 7 break/fix support** — rapid dispatch for access-point, switch, and endpoint failures post-deployment.

Business Outcomes



150 + sites cut over in 9 weeks with < 30 minutes average user downtime.



97 % first-visit success, eliminating costly repeat dispatches.



Zero disputed invoices thanks to itemized, photo-verified billing.



99.9 % branch connectivity maintained through SLA-backed break/fix.



Internal IT bandwidth reclaimed, enabling staff to focus on modernization initiatives.



Lower total cost of ownership versus staffing an internal rollout team or retaining multiple vendors.

MVSS365 Delivers More Than Support

By replacing a fragmented vendor model with MVSS365's unified field-services framework, the client transformed a high-risk, multi-state refresh into a predictable, repeatable process, driving faster modernization, greater transparency, and lower cost across its national real-estate footprint.