Case Study

Expanding from IT Operations to Full-Scale Managed Security with Xcelocloud

MVSS365™

Situation

A 2,000-employee industrial equipment services company had already relied on Xcelocloud's multi-vendor support service, MVSS365, to execute its post-divestiture IT carve-out, designing a green-field Azure landing zone, rolling out Microsoft 365, and running a 24/7 global service desk. With core infrastructure, collaboration, and end-user support humming, leadership turned to the next risk: cyber-threats growing faster than its lean IT staff could handle. They chose to continue with MVSS365 and add vital security services to the existing IT infrastructure services.

Why Extend into MVSS365 Managed Security

Existing Partnership Value	How It Made Security a "No-Brainer"
Deep Environment Knowledge The MVSS365 team had built every workload and network segment.	Engineers already knew baselines, accounts, and dependencies—no onboarding lag.
Single Ticketing & Dashboards The helpdesk platform was already in place.	Security alerts could flow into the same pane of glass that users knew.
Proven 24 × 7 Global Coverage The service desk team handled global time zones.	Round-the-clock SOC could be staffed by the same follow-the-sun model.
One Vendor Relationship Strategy, build, and run were under one contract	Adding security stayed within existing legal, procurement, and governance frameworks.

The MVSS365 Managed Security Stack Deployed

1. **Managed SOC & MDR**
   Continuous log ingestion, threat hunting, and automated containment across Azure, Microsoft 365, and on-prem firewalls.
2. **Endpoint Detection & Response (EDR)**
   Lightweight agent rolled out via existing endpoint-management policies.
3. **Vulnerability & Compliance Management**
   Continuous monitoring to ensure compliance with NIST CSF best practices and other standards, along with periodic vulnerability assessments.
4. **Security Posture Dashboards in XceloHub**
   Real-time KPIs, such as MTTD, MTTR, and patch compliance, are displayed alongside IT health metrics.

Outcomes

Impact	Detail
Faster Incident Triage	SOC analysts already knew the IT infrastructure; no time lost deciphering unfamiliar logs.
Unified Ops & Sec Workflows	Help-desk tickets and security incidents share a single queue, SLA model, and escalation tree.
Zero Additional Headcount	The client avoided hiring a separate security team; CapEx stayed flat while cyber coverage expanded.
Exec-Level Confidence	Risk reports draw from the same data source that powers IT performance reporting, streamlining governance.

Key Takeaways

1. **Security is easier when your IT services provider built the house**. Familiarity with accounts, architecture, and culture collapses deployment timelines.
2. **Leverage existing runbooks and SLAs.** Extending an operational framework that you trust beats stitching together new silos.
3. **One pane, one partner.** Consolidating IT operations and security operations under MVSS365 removed guesswork about ownership and gave leadership a single point of contact.

> ***"Because Xcelocloud's MVSS365 already managed our infrastructure and help desk, folding in SOC services felt less like a new project and more like flipping the next switch." — Director of IT Operations, Industrial Services Client***

By evolving from an infrastructure partner to security guardian, Xcelocloud delivered a seamless, defense-in-depth posture without adding complexity or headcount for the client.