

Expert-led, hands-on support for multi-vendor IT environments

Today's IT teams are under constant pressure, from rising cybersecurity threats and limitations of legacy systems to staff shortages and increasing complexity across vendor ecosystems. Many organizations lack the internal bandwidth to balance strategic innovation with the demands of day-to-day operations.

Access Engineering is purpose-built to meet that challenge.

MVSS365 multi-vendor support services from Xcelocloud provide a flexible and high-value alternative to traditional, single-vendor support contracts. From day-one incident triage to Level 4 break/fix escalation, MVSS365 brings engineering depth, centralized management, and faster outcomes to organizations navigating complex IT environments.

Access Engineering is a subscription-based service that complements the broader MVSS365 support portfolio. It provides senior-level, hands-on system administration to enhance IT operations, improve overall system health, and relieve internal teams of their daily workload. Access Engineers are experienced professionals who can be assigned on a partial or full-time basis. They work directly within customer environments, using secure, advanced access controls to deliver proactive support and technical administration.

Access Engineering includes:



Hands-on keyboard technical support by senior engineers



Direct access to Level 4 engineering PODs for critical issues



Proactive health checks and environment reviews



Support aligned with customer-approved access policies



Secure, role-based controls using PIM and DLP tooling

Benefits:

Enhanced performance and reliability

Proactively maintain and optimize environments with regular reviews and best-practice updates from seasoned engineers.



Reduced costs and operational overhead

Free up internal teams by offloading routine system administration, without the cost of expanding headcount or managing vendor escalations.



Improved security and compliance

Leverage MVSS365 secure access controls and audit-ready practices to maintain compliance and protect sensitive environments.



Empowered Internal IT Teams

Let staff focus on high-value, strategic initiatives while Arrow handles time-consuming operational tasks.



How It Fits

Whether using vendor-specific support services or multi-vendor break/fix assistance, Access Engineering can be added as an independent subscription or bundled to meet an organization's needs.

- **Level 1/Level 2 global help desk:** Frontline ticket triage and vendor case management
- **Advanced Engineering Support:** Multi-vendor break/fix with direct escalation to Level 3/4 experts
- **Access Engineering:** Day-to-day hands-on support and proactive system management

Ready to Simplify IT Operations?

Access Engineering helps manage complexity, reduce downtime, and extend IT capabilities without expanding headcount.

Solve what's next for your technology support. Contact Xcelocloud to book a brief discovery call and learn how we can streamline support for your IT environment.