

## 24/7 Multi-Vendor IT Support—Anywhere, Anytime

Managing a global service desk comes with major challenges: time zone coordination, language barriers, cultural nuances, and rising costs—all of which impact IT efficiency and user satisfaction. Whether you're a mid-size business or a global enterprise, scaling support across geographies while maintaining quality is no small task.

MVSS365 Global Service Desk (GSD) from Xcelocloud solves this with a unified, 24/7 support model that centralizes L1/L2 help desk services, multi-vendor incident triage, and escalation into a single, streamlined system. Powered by multilingual agents, skill-based routing, and intelligent automation, GSD ensures fast, reliable, and cost-effective IT support—no matter where your teams are located.

As part of the MVSS365 multi-vendor ecosystem, GSD also bridges support across major OEMs, offering a seamless alternative to fragmented, vendor-specific programs.

## GSD for multiple vendors delivers value and flexibility.

**Customers Supported**

**Support Offices**

**MVSS365 GSD service includes:**

- 24/7 Global Coverage** - Around-the-clock support across all time zones with multilingual agents and regional familiarity.
- Centralized Help Desk Services** - Consolidated L1/L2 ticket handling, remote troubleshooting, and vendor coordination through a single point of contact.
- Skill-Based & Intelligent Routing** - Requests are routed based on agent expertise, technical proficiency, and communication strengths—ensuring the right person handles the right issue.
- Automated Call Distribution (ACD)** - Smart call handling prioritizes urgency, agent availability, and service-level objectives to reduce wait times.
- Integrated Multi-Vendor Support** - Built on MVSS365, GSD handles issues across multiple OEM platforms, simplifying the support experience.

## GSD Benefits

**Cost Savings**

GSD has the necessary infrastructure, technologies, and expertise to provide efficient and cost-effective support operations, eliminating the need for extensive in-house investments in staff training, technology upgrades, and maintenance.

**Access to Specialized Expertise**

GSD's skilled professionals cover a wide range of technologies and industry best practices for high-quality support. Access to their expertise can lead to quicker issue resolution, improved system performance, and enhanced overall IT service delivery.

**24/7 Availability and Global Coverage**

We can provide 24/7 support to users in various time zones and regions. GSD has established worldwide operations to ensure that support is readily available whenever and wherever it is required. This helps to reduce system downtime, enhance user satisfaction, and maintain a consistent level of service.

**Focus on Core Business Functions**

Outsourcing IT support allows you to focus on core business functions, innovation, and growth initiatives, leading to increased productivity and competitiveness.

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