Comprehensive Managed Security Service

XCELOCLOUD™

Enterprise IT teams face an uphill battle in maintaining robust security amidst growing cyber threats, an expanding attack surface, and compliance complexities. A shortage of skilled cybersecurity professionals and the high costs of building in-house expertise compound these challenges. With the stakes higher than ever, organizations need a solution that provides comprehensive protection without adding to their operational burden. Xcelocloud can help.

Our Multi-Vendor Support Service 365 — MVSS365 — is a holistic IT support solution integrating Advanced Engineering, Advanced Support, Product Development, and Strategic Services into a unified platform. The MVSS365 Managed Security Service (MSS) extends these support capabilities to deliver advanced monitoring, threat management, and response capabilities tailored to the needs of modern enterprises. Seamlessly integrated into cybersecurity vendor ecosystems, MSS ensures scalable, resilient, and interoperable security solutions aligned with the NIST Cybersecurity Framework.

Select the level of support that fits your organization's needs:

Tier 1 Monitoring	Tier 2 Monitoring & Remediation	Tier 3 Managed
Includes device monitoring, alert triage, and incident categorization for organizations requiring essential visibility. Patch management is not included.	Builds on Tier 1 with active threat remediation and customer-responsible patch management within 30 days. Ideal for intermediate risk control.	Provides end-to-end protection with automated patch management included. Designed for enterprises needing comprehensive security solutions.

Need additional assistance? These add-on services can round out your support.

- **Virtual CISO (vCISO):** Strategic advisory for security policy and compliance management.
- **Security Awareness Training:** Customized programs to reduce human error through employee education.
- **Advanced Forensics:** Partnered in-depth investigations for complex incidents.
- **Compliance Management:** Guidance on GDPR, HIPAA, PCI-DSS, and other standards.
- **Cloud Security Monitoring:** Real-time monitoring and protection for cloud environments.

Benefits

- **Comprehensive Security:** Advanced SIEM, endpoint security, and firewall monitoring provide 24/7 protection against threats.
- **Proactive Defense:** AI-driven threat hunting and automated remediation minimize vulnerabilities and reduce risk.
- **Streamlined Operations:** Automated workflows, patch management, and seamless escalation simplify IT processes.
- **Expert Assistance:** Access to specialized engineers and a global operational model ensures rapid issue resolution.
- **Customizable Solutions:** Flexible service tiers and add-ons adapt to diverse organizational needs and budgets.
- **Regulatory Compliance:** Adherence to the NIST Cybersecurity Framework ensures alignment with industry best practices.

MVSS™**365**

- Gain Efficiencies
- Simplify Licensing
- Reduce Costs
- Accelerate Outcomes
- Scale for Future

Solve what's next for your technology support.

Contact Xcelocloud to book a brief discovery call and learn how we can help you confidently achieve your security goals.