

Transform Your IT with Multi-Vendor Support

IT organizations are under pressure to boost efficiency and meet rising business demands. As technology evolves rapidly, support complexity grows. This scenario underscores the need for a unified IT support approach to achieve real efficiencies, ensuring seamless vendor coordination and effective issue resolution. Xcelocloud has the answer.

Revolutionizing the IT Operations

Xcelocloud's multi-vendor support service, MVSS365, is an all-in-one IT support solution for market-leading technology vendors, combining Advanced Engineering, Advanced Support, Managed Services, and Strategic Services on a single platform. It simplifies vendor management with 24/7 expert support, accelerates issue resolution, and enhances an IT organization's flexibility and scalability. With MVSS365, enterprises can streamline their IT operations and optimize costs, ensuring their technology stack works seamlessly for their business.

MVSS365 Services

MVSS365 encompasses Xcelocloud's complete support services offering:

- **Advanced Engineering Services** are reactive-oriented services that provide 24/7 access to Level 3 and Level 4 engineers, streamlining multi-vendor IT support and break/fix resolution.
- **Advanced Support Services** builds on the foundation of Advanced Engineering by offering proactive services that help fill IT resource and capability gaps.
- **Strategic Services** are time-bound, project-based services, including assessments, implementations, migrations, and workshops, that provide dedicated staffing and hands-on engineering support for market-leading technology vendors.
- **Managed Services** are ongoing, proactive solutions that help keep IT systems secure, efficient, and running smoothly—all managed through a single, AI-powered platform.

No matter your specific requirements, you're supported by a dedicated engineering POD and our AI-powered service platform, XceloHub. As the core of MVSS365, XceloHub delivers intelligent automation, centralized management, and seamless orchestration across all multi-vendor IT support services.

This unified approach enhances operational efficiency, ensures consistent service delivery, and improves collaboration across traditionally siloed environments, maximizing value and interoperability across your enterprise.

Supported Technologies



Solve what's next for your technology support!

Contact us to book a brief discovery call and learn how MVSS365 can streamline support for your IT environment.