

Unifying IT Support Across Vendors, Teams, and Technology Stacks

Today's IT teams are overextended, handling increasingly complex and interconnected environments with multiple vendors, platforms, and support processes. Coordinating with each OEM's unique escalation paths, response timelines, and service requirements takes valuable time, delays issue resolution, and raises operational costs.

This fragmented support landscape hinders teams, inflates costs, and leaves IT leaders struggling to maintain agility, uptime, and focus on strategic business objectives.

The MVSS365 Solution



Advanced Engineering Services, part of XceloCloud's MVSS365 multi-vendor support program, addresses these challenges by delivering a unified, expert-led support experience across your entire IT environment. It combines reactive break/fix support, proactive advisory services, and direct access to Level 3 and Level 4 engineering experts—all managed through XceloHub, our AI-enabled platform that serves as a single point of control across vendors.

Whether you're managing hybrid infrastructure, modern applications, or mission-critical systems, MVSS365 Advanced Engineering simplifies your support ecosystem. By consolidating services and streamlining visibility through XceloHub, the solution reduces mean-time-to-resolution (MTTR), fills critical IT staffing gaps, and enables internal teams to shift their focus from vendor management to strategic innovation.

Supported Technologies



How It Works: Structured Support Tiers

Base Support – Included with Advanced Engineering:

MVSS365 Base Support covers over 20 market-leading vendors with essential services including:



Reactive break/fix support for commonly used technologies



Baseline proactive coverage to address key performance and architecture needs



Access to multi-disciplinary support teams and core engineering functions



Daily operations support designed to minimize disruption and maintain stability

Optimized Services – Add-on Options for Deeper Support and Customization:

For organizations with advanced needs or complex environments, MVSS365 offers a robust suite of Optimized Services:

Optimized Services Portfolio

- **Advanced Dedicated Engineer (ADE):**
Embedded L3/L4 engineer assigned to the organization to support integration, performance tuning, and ongoing optimization across technologies.
- **Advanced Dedicated Developer (ADD):**
Expert development support for software lifecycle management, integration, automation, and platform customization.
- **Access Engineering:**
Hands-on, secure, remote system administration for patching, monitoring, and routine infrastructure tasks—freeing up internal resources.
- **Direct to L4 Engineer:**
Priority escalation pathway with immediate, SLA-backed access to senior engineers, bypassing standard triage queues.
- **Emergency Rapid Engineering Engagement (ERE):**
High-intensity, short-term response to resolve urgent outages or business-critical incidents.
- **Innovation Day:**
A full-day strategy session offering data-driven insights, industry trends, and tailored IT roadmaps to support long-term planning.
- **Flex Training:**
On-demand technical training tailored to the environment, helping IT teams stay current and certified without full-time training staff.
- **Custom Reporting:**
Real-time, AI-powered reporting through XceloHub for insights into support activity, system performance, and optimization opportunities.

Powered by XceloHub: Intelligent Support at Scale

At the core of MVSS365 Advanced Engineering is XceloHub, Xcelocloud's AI-enabled platform purpose-built to unify and automate multi-vendor IT support. With over 2 million lines of custom code, XceloHub consolidates ticketing, incident response, SLAs, and asset visibility into a single intelligent interface. For Advanced Engineering customers, it means faster engagement with senior engineers, streamlined vendor coordination, and predictive insights that reduce downtime and boost IT productivity. XceloHub isn't just a tool, it's the orchestration engine that transforms MVSS365 into a fully integrated support ecosystem.

Key Customer Benefits



Faster Issue Resolution Across Multiple Vendors
Get 24/7 access to experienced Level 3 and 4 engineers who resolve complex issues quickly without delays caused by OEM escalation.



Critical IT Staffing Gap Coverage
Supplement internal teams with specialized engineering resources — on demand, without long hiring cycles.



Reduced Operational Complexity
Unify vendor support under a single service model to streamline escalation paths, processes, and communications.



Improved Uptime and Business Continuity
Resolve issues more quickly and maintain system performance to minimize disruptions to users and operations.



Lower Overhead and Support Costs
Eliminate inefficiencies tied to managing multiple support contracts and vendor relationships.



Strategic Focus for Internal IT Teams
Free your team from reactive support tasks, allowing them to focus on transformation initiatives and innovation.

Why MVSS365 Advanced Engineering?

Because modern IT demands more than reactive support, it requires a unified, expert-led approach that adapts to your environment, evolves with your business, and delivers measurable results across your entire technology landscape.

Contact an MVSS365 Account Executive to learn how Advanced Engineering can modernize your support experience and help your IT team work smarter, not harder.