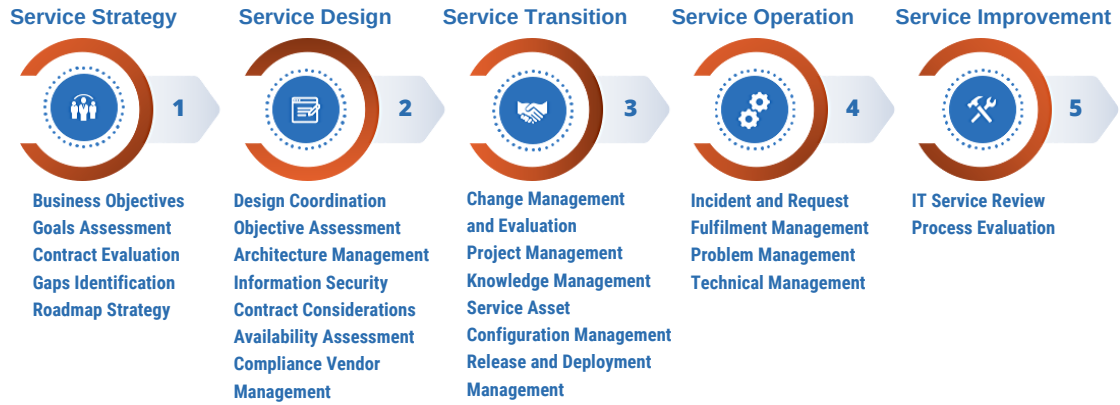


Xcelocloud services utilize proven and repeatable processes following ITSM guidelines.

IT service management (ITSM) refers to the entirety of Xcelocloud activities – directed by policies, organized and structured in process and supporting procedures – that are performed by Xcelocloud to design, plan, deliver, operate and control IT services.

IT Service Management Process



Configuration and Implementation

Skill Set Legend Standards

Systems Engineers are Level 3, cross trained in major technologies working in Dedicated PODs

Admin: L3 engineer providing general management

Advanced: L3 engineer providing admin, hard troubleshooting and training

Architect: Admin and Advanced Engineers that design systems from basic to multi-million dollar complex projects

PODs: Five L3 Engineering Teams assigned to customer projects

	ADMIN ●●	ADMIN+ADVANCED ●●●	ADMIN+ADVANCED+ARCHITECT ●●●●	A+A+POD ●●●●●
Hyperconverged – multiple	●●●●●			EXTREMELY ADVANCED
Hypervisor – multiple	●●●●●			EXTREMELY ADVANCED
VDI – multiple	●●●●●			EXTREMELY ADVANCED
AWS	●●●●●			EXTREMELY ADVANCED
Azure	●●●●●			EXTREMELY ADVANCED
Microsoft Exchange	●●●●●			EXTREMELY ADVANCED
Microsoft Servers	●●●●●			EXTREMELY ADVANCED
SharePoint	●●●●			ADVANCED
Linux	●●●●●			EXTREMELY ADVANCED
Microsoft SQL	●●●●●			EXTREMELY ADVANCED
VMware	●●●●●			EXTREMELY ADVANCED
VMware ESXi	●●●●●			EXTREMELY ADVANCED
VEEAM	●●●●●			EXTREMELY ADVANCED
Citrix XenDesktop & Nexus	●●●●●			EXTREMELY ADVANCED
Cisco	●●●●●			EXTREMELY ADVANCED
Paloalto	●●●●●			EXTREMELY ADVANCED
Fortinet	●●●●●			EXTREMELY ADVANCED
Oracle	●●●●●			EXTREMELY ADVANCED
Velocloud	●●●●●			EXTREMELY ADVANCED
CloudGenix	●●●●●			EXTREMELY ADVANCED
Versa Networks	●●●●●			EXTREMELY ADVANCED
Aryaka	●●●●●			EXTREMELY ADVANCED
SilverPeak	●●●●●			EXTREMELY ADVANCED
Infoblox	●●●●●			EXTREMELY ADVANCED

