

XTGlobal Managed Services

Staffing a full-service internal IT team can be a significant expense, and quite often businesses simply can't afford to maintain a full department while keeping up to date with technologies and best practices. For these companies, a managed service model can be the key to managing growth while increasing project quality and minimizing expenses.

As an experienced provider of managed services, XTGlobal takes this approach to the next level by offering end-to-end solutions across a variety of engagement models. Whether you need temporary on-demand project resources or a long-term tech partnership, XTGlobal can provide a custom solution to meet both your near and long-term needs.

Application Support

- ✓ Functionality/Implementation
- ✓ Setups/Configuration
- ✓ Administration
- ✓ Integrations
- ✓ Reports
- ✓ Workflows
- ✓ Testing
- ✓ Security



Database Support

- ✓ Administration
- ✓ Upgrades
- ✓ Patches
- ✓ Disaster Recovery
- ✓ Backups
- ✓ Performance Testing
- ✓ Monitoring



Incident & Problem Management Support

- ✓ Identification
- ✓ Prioritization
- ✓ Root Cause Analysis
- ✓ Statistical Trends
- ✓ Problem Resolution
- ✓ User Satisfaction



Change & Release Management Support

- ✓ Impact Analysis
- ✓ User Assistance/Training
- ✓ Updates
- ✓ Upgrades
- ✓ Patches
- ✓ Bug Fixes



Why XTGlobal?

While there's no shortage of Managed Services providers available, finding a partner with the breadth and depth of expertise across the entire service portfolio can be a challenge. Rather than providing the lowest-cost offering by utilizing junior resources, XTGlobal staffs only experienced and tenured employees, ensuring that your experience with us not only meets but exceeds expectations.



Flexible Engagement Models

Not all businesses have the same IT needs, and these needs within a company will inevitably change over time. Our managed service offering was designed to accommodate both flexibility and scale. By offering a unique resource model, you can work with XTGlobal to create a model that's right for you.

	On-Demand	Premier	Hybrid
Customer Success Manager	Named	Dedicated	Named or Dedicated
Functional Support Specialist	Named	Dedicated	Named or Dedicated
Technical Support Specialist	Named	Dedicated	Named or Dedicated
DBA & Admin	Named	Dedicated	Named or Dedicated
Rollover Hours		Yes	Yes for Dedicated Specialists
On-Premises Cloud Readiness		Included for functional areas	Included for functional areas with dedicated support

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