

Technology & Telecom:

Service management built for speed, scale, and always-on operations

Technology and telecommunications companies operate in one of the most demanding environments in business. Customers expect 24/7 availability, engineering teams push frequent releases, and the cost of downtime is measured in minutes, not hours. IT and operations leaders in this sector need a service management platform that keeps pace with rapid innovation while delivering the reliability their customers depend on.

Xurrent is purpose-built for this reality. With 100% platform uptime in the trailing 12 months, a 350ms P95 page load speed, and weekly product releases with zero maintenance windows, Xurrent matches the operational tempo of the companies it serves. From incident management and DevOps-integrated workflows to enterprise service management across HR, Finance, and Facilities, Xurrent unifies service delivery on a single, hyper scalable platform.

Service management for always-on technology companies

Xurrent is a service management solution with strong and adaptive workflows that support complex, distributed technology and telecom environments. Xurrent is also deployed to deliver an increasing array of non-IT services. In technology and telecom, this can cover:

- **Information Technology**
 - Network Operations Centre (NOC) support
 - DevOps and SRE collaboration
 - Infrastructure and cloud management
 - Service Integration and Management
- **Engineering and Product**
 - Release management workflows
 - Cross-team incident escalation
- **Customer Operations**
 - Tiered customer support
 - SLA monitoring for managed services
- **Corporate Services**
 - HR, Finance, Facilities
 - Vendor and procurement management

This combined suite acts as a technical platform for automation, enabling technology and telecom companies to scale their operations, clients, and revenue without proportionally increasing headcount.

PRODUCT FEATURES

The Xurrent SaaS solution provides the following capabilities

- Incident and Request Management
- Problem Management
- Self Service for end-users
- Service Desk Console to optimize the efficiency of service desk analysts
- Request templates for frequently submitted requests
- Request grouping for major incidents
- Automated problem identification
- Knowledge Management
- Change Management
- Change Templates
- Scheduling of recurring changes
- Change workflow automation
 - Task templates
- Release and Deployment Management
- Project Management
- Service Portfolio and Catalogue Management
- Service Level Management
 - Operational Level Agreements
 - Track Internal SLAs
 - Track External SLAs with external service providers
 - SLA Consolidation to Underpinning Contracts (SIAM-based)
- Support Group Management
 - Advanced Time Tracking
 - Role-based permissions
 - Trust relations with other support organizations
- Service Asset and Configuration Management
- Software License Management
- Usability Features
 - Full Text Search
 - Audit
 - Multi-Language Support
 - Multi-Time Zone Support
 - Computer Telephony Integration (CTI)
 - Email Integration
 - Customizable email notifications
 - Email compliance archive
- System/SaaS Administration
 - UI Extensions
 - API Access
 - KPI Metrics Warehousing
 - Back-up to multiple physical locations
 - SSL Encryption
 - Your Branding
 - Single Sign-On
 - QA Environment
 - 99.8% Availability Commitment
 - Disaster Recovery Commitment

Unified IT Service and Operations Management for High-Velocity Teams

In technology and telecom, NOC teams, service desk analysts, and engineering groups all need visibility into the same incidents, changes, and configuration data, yet most organizations manage these disciplines in separate tools. This fragmentation slows resolution times and creates blind spots that compound during major incidents.

Xurrent's ITxM platform unifies ITSM and IT Operations Management (ITOM) into a single system of record. Incident, problem, change, and configuration management all operate on the same platform where operational alerts and monitoring data flow in, giving every team shared context from detection through to root cause resolution. Rather than bolting together separate tools, Xurrent provides native, connected workflows that ensure service desk and operations teams are always working from the same information.

Cactus Communications, a technology company with 1,001 to 5,000 employees, achieved a **50% reduction in MTTA/MTTR**, saved 24 developer hours per month, and **reduced alert fatigue by more than 40%**. Chalo, another technology company, achieved **90% faster response times** and a **90% reduction in MTTR**.

For telecom providers managing complex network infrastructure, this unified approach means fewer handoffs, faster escalation paths, and a continuous feedback loop where every incident informs problem management and drives long-term service improvement.

Enterprise Service Management Beyond IT

Technology companies grow fast, and that growth creates service demand across every department. Xurrent extends ITSM best practices to HR, Finance, Legal, Facilities, and more on a single platform, with no additional modules to purchase.

Serviceplan, a media and technology services company with over 5000 employees, achieved an **80% self-service adoption rate** after implementing Xurrent and increased first-level ticket resolution from 30% to 50%. Their implementation took just 4 weeks.

Acuyn Medya, a media company in the same ecosystem, **now runs 9 business functions** on Xurrent, demonstrating the platform's capacity to scale well beyond IT.

Scale Without Limits

Whether you are a 500-person SaaS company or a multinational telecom provider, Xurrent's multi-tenant architecture scales to meet your needs. Raet, an MSP technology services provider, supports 1.7 million daily users on the platform and **migrated 15,000 tickets (open and closed) with a full audit trail** during implementation.

Xurrent's flexible licensing model means you pay for what you use. Self-service is free of charge for all end users, and the platform supports pay-as-you-go models that let you scale up as teams grow.

Get started with Xurrent today.

Contact a Xurrent Expert ↗

Xurrent is a service-oriented platform designed to be the ITSM solution for tomorrow. We replace incumbent service management systems with a new model, focused on a service-centric approach which we believe is better suited to drive the agility, connectivity, and visibility today's IT leaders need. Our multi-tenant, highly scalable, secure cloud platform raises productivity, empowers your teams, and transforms your business into an agile, service-driven enterprise.



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