

BUILD, OPERATE & TRANSFER CLEO-CERTIFIED SUPPORT TEAM



Cleo is a global leader in ecosystem integration solutions, enabling organizations to connect, transform, and automate critical data flows for business efficiency. As enterprises increasingly depend on Cleo for mission-critical integrations, the need for specialized, round-the-clock support has become crucial.



The Challenge

Despite its market leadership, Cleo faced a critical operational gap:



Lack of Cleo-skilled professionals readily available in the market.



24/7 support demands from enterprise customers, which strained internal resources.



Rising costs associated with maintaining onsite, full-time global support.

This challenge created a dual pressure on Cleo: ensuring client satisfaction while maintaining operational efficiency.



The Solution:

Globus Systems Build-Operate-Transfer Model

Globus Systems partnered with Cleo to deliver a Build-Operate-Transfer (BOT) model for its support.

Build – We established a dedicated Cleo-trained support team, handpicked and trained to handle Cleo's solutions with precision.

Operate – Globus Systems ran the support model for a span of 2 years, delivering round-the-clock (24/7) support with SLAs aligned to Cleo's enterprise customer base.

Transfer – After ensuring operational maturity, Globus Systems successfully transferred the fully functional support team and processes back to Cleo.

The Implementation

The BOT model was implemented in three structured phases over 24 months:



Phase 1: Setup & Training (Months 1–3)

Recruitment of skilled professionals.
Intensive Cleo certification and
product training. Establishment of
support infrastructure and
knowledge repositories.



Phase 2: Operations (Months 4–24)

Team managed by Globus Systems,
offering 24/7 monitoring and incident resolution.
Continuous skill enhancement with periodic
Cleo-led certifications.
Regular reporting and performance
reviews to ensure SLA adherence.



Phase 3: Transition (Final 3 months)

Gradual knowledge transfer to
Cleo's internal leadership team. Handover
of documentation, processes,
and operational playbooks.
Smooth transition with zero
downtime or disruption.

The Outcome

➤ 50% Cost Savings

compared to maintaining
an onsite 24/7
global support model.

Specialized Cleo-Certified Expertise
made readily available for critical
support needs.

Seamless Business Continuity
with zero downtime during the
BOT transition.

Enhanced Customer Satisfaction,
as Cleo could now meet global SLA
requirements with confidence.

Why Globus Systems?



Cleo-Certified Expertise:

Proven capabilities in Cleo solutions.



Scalable Support Model:

Flexible team expansion to match Cleo's growing client demands.



Operational Excellence:

Structured BOT methodology ensuring quality, efficiency and risk-free transfer.

Globus Systems continues to be a trusted Cleo-certified partner, enabling enterprises to maximize the value of their integration investments while optimizing operational costs.