Syntax CxHub

View and manage your infrastructure, billing, and support across public and private cloud platforms, in one portal.



- Make better-informed decisions with complete visibility into every cloud resource
- Resolve issues faster with ServiceNow ticketing integration and AI-proposed resolutions
- Stay on top of spend with insight into billing details and invoices

Overview

Running workloads across multiple public and private clouds makes it hard to see everything at once. Teams log into separate consoles to check infrastructure, spend, and support tickets, which slows decisions and makes it difficult to spot trends before they become problems.

Syntax Customer Experience Hub (CxHub) is a multi-cloud portal that unifies Syntax Cloud infrastructure resources, billing details, and support interactions across every public and private cloud platform. Customers can monitor and manage resources, review and compare invoices, and track events and tickets, then use those insights to optimize allocation, reduce costs, and increase efficiency. Infused with AI, Syntax CxHub portal is provided at no additional cost to our managed services customers, expanding the full value of your managed services investment with zero incremental spend.

Services

- View and monitor servers, virtual workstations, databases, network storage, block volumes, backups, network interfaces, public and private routes, and load balancers
- Stop, start, and provision servers and virtual workstations, and manage public and private routes
- Set up new users and manage access
- Review and compare invoices, break down month-to-month billing by category, and drill into invoiced line items
- Filter infrastructure resource monitoring, security, and support events by time, source, and severity
- Review a generative AI summary of a day's events in the CxHub timeline
- Receive an AI-proposed resolution from the CxHub resolution agent when an issue is logged
- Read generative AI summaries of INCs and RITMs, and ask questions in plain language to get answers in ticket context



Benefits

- Make faster, better-informed decisions with complete visibility into every cloud resource
- Track infrastructure compliance, health, and changes with a clear audit trail
- Resolve issues faster with ServiceNow ticketing integration and AI-proposed resolutions
- Stay on top of spend with insight into billing details and invoices
- Act on your own schedule with a self-service model to stop, start, back up, restore, and provision resources as needed
- Get new capabilities automatically through a continuous release strategy, at no extra cost

Get started

Want to learn more about Syntax CxHub?

Email us at **hello@syntax.com**



About Syntax

Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industry-tailored outcomes, and end-to-end solutions across strategic advisory, implementation, and managed services. Through our Boutique @ Scale approach, we tailor every engagement to our customers' priorities, blending boutique-level agility and care with the reach and resilience of a global enterprise. Supported by strategic partnerships with SAP, Oracle, AWS, Microsoft, and other technology leaders, we empower customers to scale faster, work smarter, and build for what's next.

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