Acronis® Managed Service Provider Program

Acronis Helps MSPs Increase Customer Confidence

Acronis is a leading provider of easy-to-use disaster recovery and data protection solutions for physical, virtual and cloud environments. Acronis products are the crucial difference in keeping your customers’ busy environments productive when it’s not an option for downed systems to stay offline for hours or days. The patented disk imaging and bare metal restore technologies found in Acronis® Backup & Recovery® 11 products will help your customers reduce their Recovery Time Objectives for their Windows® and Linux® environments.

Acronis Backup & Recovery 11 is a single solution for disaster recovery and data protection. Acronis’ market-leading technology provides MSPs a competitive edge that enables them to deliver fast, reliable and comprehensive backup, disaster recovery, and data protection services. Using Acronis Backup & Recovery 11, MSPs can automate backup protection plans for individual systems as well as complete enterprise networks of workstations and servers that span across physical, virtual and cloud environments. Whether your customers need a simple and lightweight solution or advanced management tools for working across several organizations, Acronis Backup & Recovery 11 is a perfect fit, giving you the flexibility to quickly restore servers, workstations or laptops when and how you need to so your customers can stay focused on their business while you grow yours.

Setting Your Managed Services Apart

Acronis Managed Service Provider (MSP) Program Overview

The Acronis Managed Service Provider (MSP) Program makes it easy for MSPs to use the award-winning Acronis Backup & Recovery 11 products to provide robust and affordable backup, disaster recovery and data protection services to their customers. The Acronis MSP Program delivers what MSPs tell us they need for a successful backup service: monthly subscription plans with a low cost of entry, the ability to reassign licenses as needed, and upgrades to take advantage of new technologies as they are introduced. With the Acronis MSP Program, you can get your backup business up and running quickly, increase your revenue and maximize your investment.

With Acronis Backup & Recovery 11, you have the ability to manage multiple servers or workstations in all of your customer locations. Using the Acronis Backup & Recovery 11 centralized management tools, MSPs can reduce the work required to protect thousands of local and remote machines. From a single management console, MSP administrators can remotely install agents on protected machines, create custom backup plans and workflow policies for individual machines and entire office workgroups, and then implement them simultaneously across all covered systems, workgroups and locations. Set & Forget backups deliver data protection without ongoing administrative intervention while the advanced dashboard lets you monitor all of your backup tasks at a glance.

The comprehensive protection of Acronis Backup & Recovery 11 lets you automatically replicate your backups to an offsite location to ensure your customer doesn’t lose critical data. The integrated data de-duplication option in Acronis Backup & Recovery 11 reduces storage space up to 90%, reduces storage costs and reduces network traffic.
Acronis’ patented disk imaging and bare-metal restore technologies allow for the fast recovery of an entire system without having to manually reinstall the operating system, applications and service updates. Use the Acronis® Universal Restore™ option to quickly and easily recover an image to dissimilar hardware. Acronis Backup & Recovery 11 lets you restore individual files and folders too. The integrated catalog and search capabilities give you granular access to specific data within a backup, enabling you to quickly find your customer’s protected data across all your backups regardless of its location.

With Acronis Backup & Recovery 11 Virtual Edition, supporting your customers’ virtual environments is a breeze. Acronis Backup & Recovery 11 Virtual Edition supports an unlimited number of migrations to and from the host. Use a single host-based agent for VMware vSphere or Microsoft Hyper-V to manage all virtual machines on a host, enabling you to simplify administration and reduce your overhead costs.

A Commitment to Mutual Success

As an Acronis MSP partner, you will be implementing market-leading technology that will enhance your managed services offering and enable you to deliver a cost-effective solution to your customers. In addition, you will have the backing of a trusted brand widely recognized for reliability and ease-of-use by IT managers at Global 2000 companies, leading IT analysts, and millions of small business users worldwide.

An Acronis partnership delivers more than our solid reputation and innovative technology. Our product training, marketing materials, and technical support are just a few of the valuable resources that are available to make your Acronis MSP partnership a success.

| Program Benefits | • Partner Discounts  
|                  |   - Increase with license volume and commitment term  
|                  | • Comprehensive Technical Support  
|                  |   - 24 x7 Support via chat, email or phone  
|                  |   - Access to a private OEM/MSP support portal  
|                  | • Flexible licensing  
|                  |   - Increase the amount of subscription licenses at any time  
|                  |   - Freely move licenses from one customer to another  
|                  |   - 12, 24, & 36-month license agreements available  
|                  | • Comprehensive product offerings  
|                  |   - All Acronis Backup and Recovery 11 Advanced Products  
|                  |   - Acronis Recovery for Microsoft Exchange  
|                  |   - Acronis Recovery for Microsoft SQL Server  
|                  | • Sales & Marketing Support  
|                  |   - Access to Named Partner Account Manager  
|                  |   - Acronis Partner Newsletter  
|                  |   - Access to sales & marketing materials  
| Program Requirements | • Must have an existing managed services practice  
|                      | • Minimum purchase of 10 subscription licenses  
|                      | • Minimum contract term of 12 months  


Licensing
The Acronis MSP licenses are exactly the same as the standard Acronis Backup & Recovery 11 product licenses, but are priced and sold on a subscription basis to MSPs, not to end users. MSP partners will retain the licenses themselves and manage the backup services on behalf of their customers. At the termination of the subscription period, MSPs will no longer have the right to use the license keys and will no longer be charged for the licenses.

MSPs are allowed to move licenses around between customers. One license key is required per machine.

Pricing
MSP’s will be invoiced for the first 3 months licensing cost upon entering the program, and then billed monthly thereafter for the term of the subscription. Subscriptions are available for 12, 24 and 36 month terms. Additional licenses can be added at any time during the term.

Purchasing
MSPs will be able to purchase subscription licenses through Acronis Partner Account Managers.

Technical Support
Acronis MSPs receive access to 24 x 7 technical support services, available via chat, email, and phone. In addition to 24x7 support services, Acronis also offers:

- Support Wizard - A web-based tool designed to provide rapid access to an informative knowledge base that will help MSPs solve problems and pre-load support issues into our response system for a faster turnaround.

- Expanded Knowledge Base Library - Newly updated with articles detailing how to install products, technical solutions, and tips on how to maximize the capabilities of Acronis products. An enhanced search engine speeds access to relevant articles.

How to Apply
Complete the form on www.acronis.com/partners/msp. An Acronis Partner Account Manager will process your request.