



# Acronis Backup Cloud Integration with ConnectWise®

Many service providers depend on software, such as ConnectWise Manage and ConnectWise Automate, to streamline their business and drive value to their customer base. Acronis Backup Cloud provides native integration with both of these ConnectWise platforms.

## Integration with ConnectWise Manage

With the new Acronis Backup Cloud integration for ConnectWise Manage, service providers can easily deliver valuable backup services as part of everyday business operations. The ConnectWise Manage integration with Acronis Backup Cloud enables providers to provision backup services to new and existing customers directly from the ConnectWise platform. The integration also automates billing for all backup service customers provisioned in the ConnectWise platform. In fact, service providers handle all customer management features from within the ConnectWise instance.

In addition to these customer management features, the integration of Acronis Backup Cloud and ConnectWise

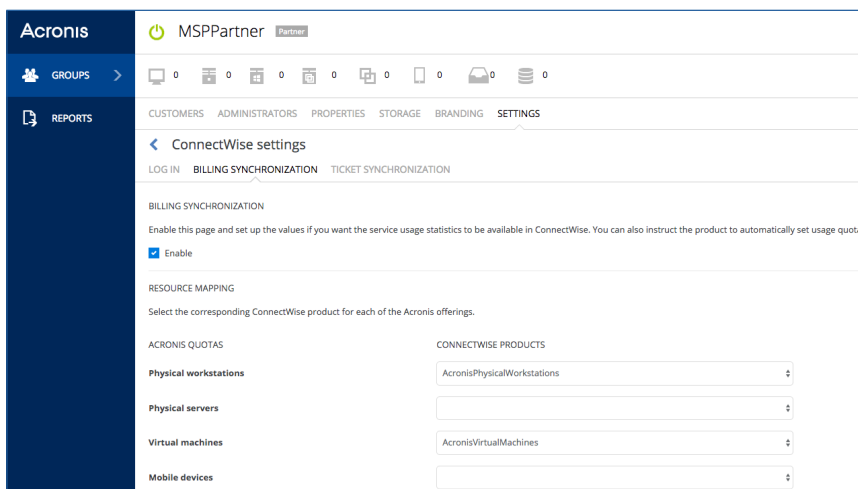
Manage also provides automatic ticket creation for any failed backup/recovery operations and quota-related issues. Your team can stay on top of customer issues and concerns without manually checking on each customer's backup status. With custom mapping of incident types, ticket types, and severities, you can easily fit the service into your existing Help Desk operations.

Using Acronis Backup Cloud integration with ConnectWise Manage, you can:

- Easily provision backup services to new and existing customers
- Automatically bill your backup service customers
- Automatically generate tickets for failed backup/recovery operations and for quota-related issues

## ACRONIS BACKUP CLOUD HELPS SERVICE PROVIDERS

- Solve customers' data protection challenges quickly
- Reduce operational expenses with operations support/business support systems integrations
- Optimize their investment in ConnectWise to deliver better services
- Build on their brand with white-label and branding options
- Reduce management overhead with a single unified console
- Expand their total addressable market with support for 16 platforms
- Exceed customer Service Level Agreements (SLAs) with backups that are twice as fast as the competition



ConnectWise settings in the Acronis Cloud console

## Integration with ConnectWise Automate (formerly LabTech)

Acronis Backup Cloud provides an integration plugin for ConnectWise Automate (formerly LabTech), a Remote Monitoring and Management (RMM) tool commonly used by managed services providers to deliver services to their end-user customers. With this integration, you can remotely back up and manage your customers' servers and workstations without leaving the ConnectWise Automate Console.

In addition, you can remotely install, update, and manage the Acronis backup agent on your customers' protected machines. You can assign and control backup plans for one or many machines simultaneously — right from the ConnectWise Automate Console. You can create backup plan templates and use them in the console across all customer groups. You can also monitor the status of backup plans from within the console, completely protecting your customers' valuable business data.

You and your customers can receive detailed reports on backup services and get complete visibility into the state

of data protection. The Acronis Backup Cloud plugin for the ConnectWise Automate console provides integration with the ConnectWise ticketing system to track and manage reporting errors and warnings on the status of backups. By keeping everything in one console, Acronis Backup Cloud's integration with ConnectWise Automate keeps customer management simple and familiar.

With Acronis Backup Cloud's integration with ConnectWise Automate, you can:

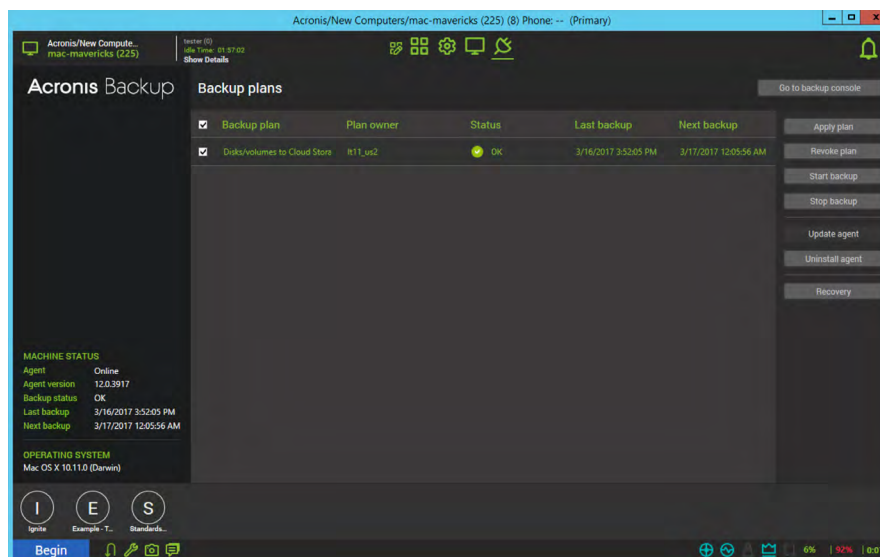
- Provision new Acronis Backup Cloud customers from the ConnectWise Automate console
- Remotely install, update, and manage the Acronis backup agent on protected machines
- Easily assign, control, and revoke backup plans to one or many machines
- Monitor the backup status for errors and warnings inside the ConnectWise Automate console
- Leverage integrated ConnectWise Automate ticketing and alerting to track and manage backup events
- Deliver detailed backup reports highlighting data protection service statistics

# Acronis

For additional information, please visit [www.acronis.com](http://www.acronis.com)

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Controlling backup plans from the ConnectWise Automate console