

The Acronis logo is displayed in a white, sans-serif font against a dark blue background. Below the logo is a horizontal white bar.

Acronis Cyber Protect Cloud and HaloPSA Integration

Streamline provisioning, ticketing and billing of your cyber protection services

Challenge

With cyberattacks growing in sophistication, speed and intensity, service providers must realize that it's not a matter of if an attack will compromise their clients' systems, but when. However, managing different software and constantly switching between multiple management tools may lead to missed alerts, unseen threats, or unperformed critical updates — putting clients at risk of permanent data loss.

Solution

The integration of Acronis with HaloPSA — a comprehensive professional services automation and revenue management platform — helps ensure your clients' data is always protected. Provision new Acronis tenants based on customers and contracts in HaloPSA. Be alerted about issues as they arise directly within the HaloPSA interface, enabling you to resolve them immediately. Bill Acronis usage accurately and automatically.

Acronis Cyber Protect Cloud — our single-agent solution for cybersecurity, data protection, and endpoint protection management — integrates with HaloPSA to make it easier than ever to keep an eye on the data, applications and systems you protect for your clients. Solve your clients' cyber protection challenges faster and streamline the provisioning, ticketing and billing of cyber protection services — all through HaloPSA.

About Acronis Cyber Protect Cloud

The only single-agent solution that natively integrates cybersecurity, data protection and management to protect data, endpoints and systems.

The world's best backup and recovery

Full-image and file-level backup and recovery safeguard data on more than 20 platforms — with near-zero RPOs and RTOs.

Enhanced with essential cyber protection at no additional cost

Acronis' advanced AI-based behavioral detection engine stops malware, ransomware and zero-day attacks on client endpoints and systems.

With protection management built for service providers

Thorough post-incident investigation and proper remediation tools keep costs down for service providers — digital evidence is collected and stored in a secure central repository.

Benefits for service providers

- Extend your managed services with integrated cyber protection – with no upfront investment
- Provision comprehensive cyber protection services based on and linked to customers and contracts in the HaloPSA interface
- Quickly respond to client issues related to backup, cybersecurity, endpoint protection management and subscriptions with alerts and ticket automation between Acronis and HaloPSA
- Automate the subscription or consumption-based billing of your services with either prepaid or pay-as-you-go options

Acronis Cyber Protect Cloud integration with HaloPSA use cases

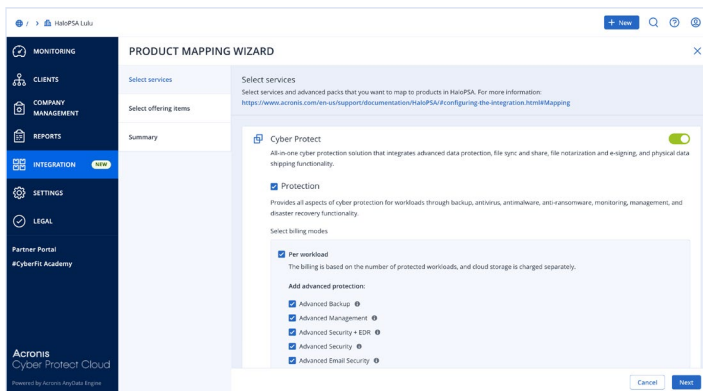
Deliver better protection with less effort

Focus on critical tasks and forget about routine ones

Increase operational efficiency and get more time back in your day to focus on business-critical tasks. Eliminate the need to hop from console to console and focus your technician's time in your primary tool of choice. Avoid missed alerts and open tickets. Automatically bill accurate usage to your customers.

Spend less time on mass deployment

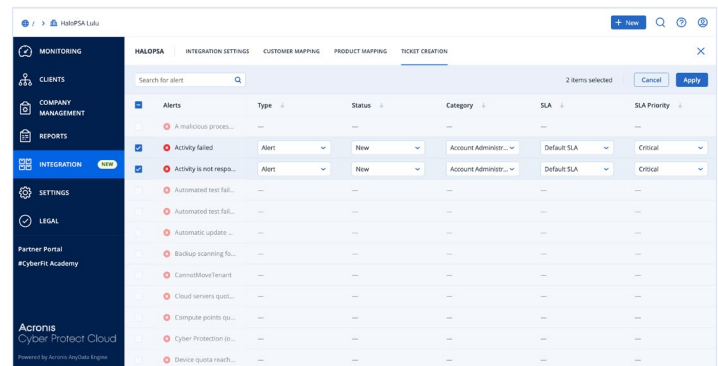
Leverage the power of automation to streamline the deployment of your services. Simply add the Acronis products you need to the customer's contract, and Acronis solutions are automatically deployed for your customer tenant.



Better protection for your customers with minimal downtime

Save time while protecting your clients' systems and data. The integration synchronizes Acronis alerts to tickets in your HaloPSA Service Desk, enabling you to process them within your existing ticketing workflow. Quickly react to and address protection issues, and bring data back on-line faster. Faster response time

leads to better cyber protection and ensures that if a client needs to restore data, the files they need are available and up to date.



Increase your service technician's production rates

Reduce administrative burdens on your technicians by allowing them to focus on relevant tickets. Tickets in HaloPSA are automatically closed when the originating Acronis alert is cleared. Additionally, tickets can be configured to reopen if an issue recurs based on rules such as the number of days that the ticket was closed. The reverse scenario is also applicable — if a HaloPSA ticket is marked as resolved, the originating Acronis alert is automatically set to 'fixed.'

Minimize revenue loss with automated billing

Once HaloPSA services are mapped to Acronis Cyber Protect Cloud offerings, the billing and provisioning of your services are automated. Acronis solutions can be configured as an additional charge of a HaloPSA contract, using either prepaid, pay as you go, or prepaid with overage billing. Depending on the billing method, usage is automatically updated in the contract, so you always automatically bill the correct amount.