# Acronis PSA

Simplify success: An easy-to-use PSA for modern MSPs

Part of **Acronis** Cyber Protect Cloud

Acronis PSA is an easy-to-deploy, adopt and use professional services automation solution tailored for modern recurring and cloud MSP business models. It includes service desk, billing and invoicing, contract and quotation management, stock inventory and project management and provides insightful analytics via KPI reports.

Part of Acronis Cyber Protect Cloud, it is natively integrated with Acronis RMM, cybersecurity and data protection in a single console and offers comprehensive integrations with third-party RMM and accounting systems.
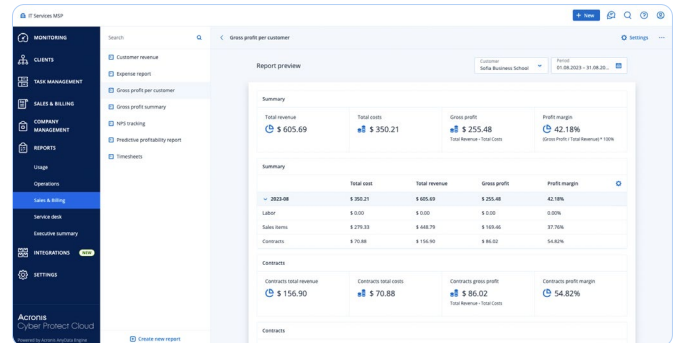
- Easily automate billing for all Acronis services.

- Get an easy-to-deploy PSA you will fully utilize.

- Level up your service desk and improve client satisfaction.

- Centralize and automate all key back-office processes.

- Gain visibility into business KPIs and make informed decisions.

- Increase profits through accurate billing, time tracking and financial insights.

What's included

Billing and invoicing

Automate usage-based billing for Acronis and Microsoft CSP services in just a few clicks. Consolidate all service charges, including software usage, staff hours and hardware sales, into a single invoice. Enable online payments through PayPal and Stripe and send invoices directly from the Acronis console or through accounting tools like FreshBooks, QuickBooks, Sage, Xero and SnelStart.

Service desk

Manage tickets from creation to resolution and aggregate tickets from multiple sources, including emails, the public ticket portal and alerts. Automatically log time spent on tickets to ensure accurate billing and track technician performance. Monitor SLA compliance to meet client expectations and improve service quality by sending surveys and collecting customer feedback.

Time tracking

Track work time effectively and ensure time registrations align with SLAs. Increase revenues with precise time tracking and billing while improving transparency with detailed time statistics for each client and technician. Analyze technician performance to identify areas for improvement and optimize resource allocation. Use a mobile app to register work time conveniently.

Project management

Plan and execute projects by defining and scheduling clear phases and steps. Track time spent on each phase to manage resource capacity and ensure accurate billing. Visualize progress with Gantt charts and tables for better oversight. Enable flexible billing options, including upfront payments, per-step billing or milestone-based invoicing, and gain financial insights by tracking project expenses and profits.

Quote management

Create, send and manage sales quotes efficiently. Process accepted or rejected quotes and automatically convert them into contract items to streamline workflows and reduce manual effort.

Contract management

Create and manage contracts for all clients. Automate invoice generation based on billing terms and agreements specified in contracts, simplifying financial operations and ensuring accuracy.

Stock inventory

Add and manage stock inventory records with details such as quantity, prices, serial numbers and warranty information. Sell in-stock inventory through quoting and automate invoicing. Analyze sales and stock availability and ensure timely stock replenishment.

RMM integration

Integrate seamlessly with Acronis RMM as a built-in solution or use prebuilt integrations with third-party RMMs, including Datto RMM, Kaseya VSA, N-able N-central, N-able RMM and NinjaOne.

Financial KPI reporting

Access reports with financial KPIs to analyze costs, revenues and profit margins. Make data-driven decisions on pricing, service offerings and cost management. Identify the most and least profitable clients to optimize business strategies.

Service desk KPI reporting

Evaluate service desk performance with metrics like SLA compliance, Net Promoter Score® (NPS) and technician utilization rates. Use forecast data to predict trends, allocate resources effectively and support business growth.

Acronis

Learn more at
www.acronis.com