Acronis

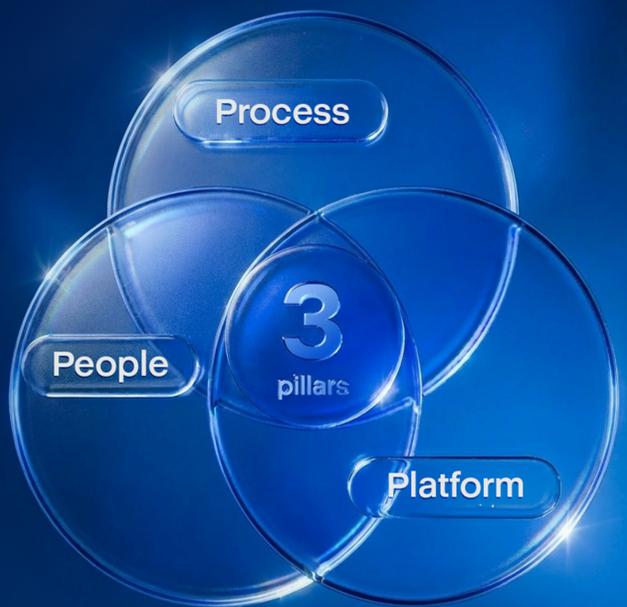# The three pillars of hyper-productivity for MSPs

How people, process and platform combine to drive automation-first operations

Process

People

3 pillars

Platform

People

Upskilling for automation and AI

From task execution to oversight
Technicians supervise automation, validate exceptions and fine-tune AI-driven workflows.

New skill requirements
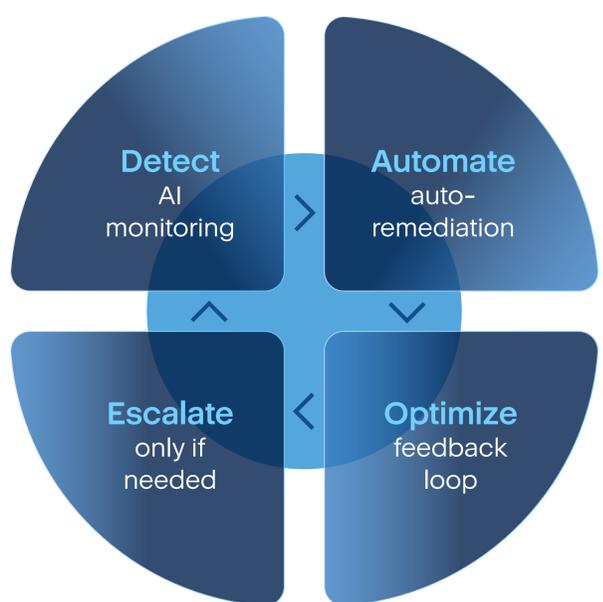Playbook design, AI oversight, automation literacy and security knowledge.

Capacity multiplier
Upskilled staff manage more workspace endpoints while improving service quality.

Process

Reengineering workflows

- Shift from reactive to proactive through AI-powered detection and automated remediation.
- Standardize and document workflows through repeatable playbooks.
- Continuous optimization across workflows, KPIs and outcomes.
- Automate escalation so that humans step in only when automation cannot resolve an incident.

Detect AI monitoring

Automate auto-remediation

Escalate only if needed

Optimize feedback loop

Platform

Unifying tools for maximum impact

- Integrated platforms unify EDR and XDR, RMM, backup, DLP and vulnerability management.
- Centralized visibility through single-pane dashboards.
- Scalable deployment across SMB, enterprise and regulated environments.
- Cross-tool automation to orchestrate patching, remediation and backups.

"A unified platform is the backbone that enables technicians to supervise automated workflows and deliver higher-value services."

Acronis architecture is built for unified workspace protection.

Learn more about building an AI and automation-first MSP.

Learn more

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